

SOUTH TYNESIDE CITIZENS ADVICE BUREAU

England & Wales · Charity number 1126466

Details

Other names SOUTH TYNE CAB

Status Registered

Legal form Charitable company

Company number [06210127](#)

Registered 2008-10-28

Register [View on the Charity Commission register](#)

Contact

Address Citizens Advice Bureau
Edinburgh Buildings
2 Station Approach
South Shields
NE33 1HR

Phone 01914557958

Email admin@southtynecab.net

Website www.southtynecab.net

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY IN SOUTH TYNESIDE AND SURROUNDING AREAS BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

Activities: To give free, independent information, advice and assistance to anyone living and/or working in South Tyneside. Advice is given on the full range of legal issues including Debt, Welfare Benefits, Housing, Employment, Consumer, Tax, Immigration and Family.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty
- **Who:** People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- **Area of benefit:** SOUTH TYNESIDE AND SURROUNDING AREA
- South Tyneside

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£999,350	£947,778	£737,095	27
2024-03-31	£893,328	£882,932	£685,523	26
2023-03-31	£873,155	£763,702	£675,127	24
2022-03-31	£785,141	£714,642	£565,674	24
2021-03-31	£837,529	£728,653	£495,175	23

Trustees

Name	Role	Appointed
KEITH PALMER	Chair	2011-06-13
Ann Best		2021-10-26
Hoda Darawasha		2025-10-28
Joyce Welsh		2025-10-28
Judith Ward		2013-10-14
Kristopher Hunt		2020-10-01
Liz McHugh		2025-10-28
Paul Lott		2020-10-01
Shane Smith		2025-10-28
Shelagh Barton		2020-10-01
Stephen Dean		2021-10-26

Accounts

Company Registration Number: 06210127
Charity Registration Number: 1126466

South Tyneside Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2025

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

South Tyneside Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2025

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South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report)

Year Ended 31 March 2025

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 2025.

Objectives and Activities

South Tyneside Local Citizens Advice (LCA) objectives are to promote the charitable purpose for the benefit of the community of South Tyneside by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress. Information, advice and representation are the tools we use to achieve this and we have recovered over £8 million for our beneficiaries in the last financial year. In carrying out these objectives, and in all aspects of its work, we are committed to promoting equality, diversity & inclusion, preventing prejudice and discrimination, ensuring equal access to advice and promoting good relations between all sections of the community.

In view of the relationship with National Citizens Advice, we are required to comply fully with the aims and principles of the service and we are regularly audited to ensure this compliance.

Public Benefit

The Trustees have had regard to the Charity Commission's guidance on their legal duty of public benefit, and are satisfied that the charity delivers public benefit, and due regard is paid to the guidance on public benefit when deciding on what new projects the charity should undertake.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2025

Achievements and Performance

The main areas of our charitable activities are the provision of information, advice and representation to anyone living and/or working in South Tyneside. Whilst our services are open to all communities, the majority of our clients are on low incomes and as such the majority of our advice and assistance relates to Welfare Benefits and Debt. To ensure equity, diversity and inclusion we also offer our services to the Ethnic Minority communities in their first language, to ensure no-one is disenfranchised from using our services due to language or cultural differences.

The ongoing cost of living crisis has pushed many more people further into financial hardship and the need for our services has never been greater. Referrals to food banks and charitable grants to help with fuel costs continues to play a major role in our work, over and above the legal advice and representation we provide.

Throughout the financial year the Charity has complied with all policy and legislation laid down by the Charity Commission, Companies House, The Financial Conduct Authority and Citizens Advice to ensure the smooth and effective running of the Charity and its control over its finances. We are audited each year by National Citizens Advice to ensure full compliance.

The Trustee Board regularly assess its collective skills to ensure its ability to conduct the Charities business and an annual Trustee Self-appraisal takes place to confirm this and to identify any areas where improvements can be made.

As part of the Citizens Advice Network the quality of our advice is monitored nationally on a rolling 12 monthly basis as a Key Performance Indicator and rated Green, Amber, Yellow or Red. The Charity has achieved a green rating on all issues and the Assessor from Citizens Advice has confirmed the following: -

"Our assessments show you can have confidence that you give good advice consistently".

Citizens Advice nationally also undertake a rolling 12-month remote Client Satisfaction Survey on each Local Citizens Advice and score them against the National average. The following table shows our scoring for the last financial year, which you will see is higher than the National average on all areas.

Survey Question	Our Score	National Average
Ease of Access for client	89%	75%
Way forward for client	91%	86%
Problems resolved for client	86%	75%
Would client recommend our service	95%	86%

It is worth noting that in many instances we are simply not able to 'resolve' a client's problem as the laws do not allow for the outcome they desire.

Both the quality of advice and the services provided to our beneficiaries confirms that the Charity is meeting all its charitable aims and objectives.

The key charity outcomes and statistics below confirm our achievements and performance over the last year and we continue to see increase in demand for our services.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2025

Key Charity Outcomes & Statistics

Number of Clients advised	12,004	Money Recovered for Clients	£13,773,593
Number of Issues dealt with	39,324	Debts legally written off	£1,723,731

Client by Type	Clients	Issues by Type	Issues
Benefits & Tax Credits	2,711	Benefits & Tax Credits	9,843
Universal Credit	3,865	Universal Credit	14,379
Consumer Goods & Services	156	Consumer Goods & Services	285
Charitable Support/ Food banks	487	Charitable Support/ Food banks	943
Debt	1,698	Debt	7,267
Discrimination & Hate Crime	22	Discrimination & Hate Crime	25
Education	33	Education	57
Employment	355	Employment	681
Financial Services & Capability	171	Financial Services & Capability	206
Health & Community Care	138	Health & Community Care	161
Housing	745	Housing	617
Immigration & Nationality	257	Immigration & Nationality	486
Legal	338	Legal	450
Relationship & Family	439	Relationship & Family	703
Tax	91	Tax	104
Travel & Transport	150	Travel & Transport	185
Utilities & Communications	285	Utilities & Communications	715
Other	63	Other	379
Grand Total	12,004	Grand Total	*39,324

*The number of 'Issues' is always higher than the number of 'Clients' as most clients present with more than one issue.

Client Profile

Gender	%	Ethnicity	%
Female	57%	White	87%
Male	43%	Asian	6%
Prefer different term (Other)	0%	Black	2%
Grand Total	100%	Mixed	2%
		Other	3%
		Grand Total	100%

Disability	%
Disabled	14%
Long-Term Health Condition	38%
Not disabled/no health problems	48%
Grand Total	100%

It is always worth reminding ourselves that behind these statistics are people's lives and livelihoods as they struggle to manage during these extremely difficult financial times.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2025

Financial Review

Investment policy

Aside from retaining a prudent amount in reserves each year, most of the Bureau's funds are to be spent in the short term so there are few funds for long term investment. Surplus bank balances are placed in interest-bearing accounts, however, given the current rate of interest being offered by banks nationally, the interest received on these sums is negligible in comparison to that in previous years.

Reserves policy

The trustees believe that the bureau should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The trustees consider therefore that it would be prudent to set aside a reserves policy of £200,000 equivalent to 6 months Central and General running costs.

Designated Costs

In addition Unrestricted funds of £80,000 have been designated for the following purposes:-

Equipment reserve - a reserve to ensure that there is sufficient money to replace equipment when it becomes obsolete or beyond economic repair.

Contractual commitment reserve - a reserve to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

Premises - a reserve to provide for the cost of major repairs and maintenance of the bureau for the next 5 years.

Development reserve - a reserve to allow the bureau to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such proposals.

The following funds detailed in note 14 are restricted by the donor or funder and cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

This reserves policy is monitored and reviewed by the trustees annually.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2025

Structure, Governance and Management

Governing document

The Bureau was incorporated on 12th April 2007 (no. 06210127) and registered as a charity on 28th October 2008 (no. 1126466). It is governed by its Memorandum and Articles of Association. Prior to incorporation the Bureau was registered as a Charity (no. 255978) on 4th June 1968.

Recruitment and appointment of Management Committee members

The Bureau is managed by a Management Committee ("the Committee"), which is drawn from the local community and whose members have backgrounds relevant to the Bureau's work. The members are charity trustees who have legal responsibility for the general control and management of the Bureau, including financial management and control.

The Committee is responsible for ensuring that the Bureau complies with the Citizens Advice ("CitA") membership scheme, charity and company legislation and obtaining/managing resources for the service within South Tyneside. In practice, day-to-day management is delegated to the Chief Executive Officer and Manager.

The Committee members are elected at the AGM to serve until the subsequent AGM. The maximum number of committee members is 15, up to one-third of whom may be nominated by any local organisations which are committed to the aims and responsibilities of the Bureau. Currently, four Committee members are nominated by South Tyneside Metropolitan Borough Council ("STMBC"). In addition, the Chief Executive Officer and Manager, and no more than three staff representatives have membership of the Committee, a complement which is currently filled.

Organisational structure

The Committee meets at least quarterly and is responsible for the strategic direction and policy of the Bureau. The governing documents provide for the appointment of such sub-committees as may be deemed necessary to ensure the smooth running of the Bureau. Currently, there is an Executive Sub-committee comprising of 5 of the Committee members and it is their responsibility to take management decisions, including all personnel and staff-related matters, between the quarterly Committee meetings. The Executive Sub-committee meets at least once between each Committee meeting.

The Bureau also has a Premises Committee, comprising of 5 of the members from both the staff and Management Committee, and which has responsibility for all premises business, including Health and Safety.

A scheme of delegation is in place and day-to-day responsibility for the provision of services at the Bureau's two locations, South Shields and Jarrow, rests with the Chief Executive Officer and Manager.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2025

Management Committee induction and training

Most Committee members have been involved with the charity for several years prior to the transfer of activities and are therefore familiar with the Bureau's practical work. New members are presented with a copy of the Bureau's Office Manual (which was last updated in May 2023) which includes comprehensive information on the membership of the Committee and sub-committees, and the responsibilities of the relevant members of each.

Committee members can use CitA's intranet site, CABlink and the Bureau Management Information System (BMIS), which hosts designated trustee pages with a broad range of internal and external reference material and information to support them in their roles. Regular Trustee training and events are organised which Trustees are encouraged to attend.

Related parties

The Bureau, in common with all other bureaux in the UK, is a member of Citizens Advice, the national charity (charity register number 279057) which sets standards for advice and equality & diversity throughout the bureaux network. The Bureau receives support in the form of training, information systems and submits to regular audits from CitA, which are supplemented by the Bureau's own internal Independent File Review programme.

The Bureau has now signed up to the new Membership Agreement with Citizens Advice which includes a new Performance Quality Framework which monitors and audits all aspects of our work with the ability to make comparisons between similar Bureaux on key areas such as quality of advice, financial controls and governance.

As well as providing a number of Committee members, STMBC provides core funding to the Bureau on the proviso that the key aims of the Bureau remain to be similar to their own aims which include the promotion of financial inclusion and resolution of social and economic problems, leading to greater quality of life for its residents.

Risk management

A risk management system exists within the Bureau which sets out the major risks to which it is exposed, as identified by the Committee. By and large many of the perceived risks are shared by a number of bureaux which makes for ease of management through policies and procedures directed through CitA. Notwithstanding this, the Committee periodically review the risks and systems and establish procedures to identify, monitor and manage risks which may be particular to the Bureau.

Reference and Administrative Details

Registered charity name	South Tyneside Citizens Advice Bureau
Charity registration number	1126466
Company registration number	06210127
Principal office and registered office	2nd Floor Edinburgh Building Station Approach South Shields NE33 1HR

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2025

The Trustees

Mr K Palmer (Chair)	
Mr G Pattison (Treasurer)	(Resigned 12 February 2025)
Ms J Ward	
Cllr. S Dean	
Ms S Barton	
Mr P Lott (Vice Chair)	
Mr K Whitehead	
Cllr. A Best	
Ms M Begum	
Cllr J Potts	(Resigned 23 October 2024)
Mr S Smith	(Appointed 1 November 2024)
Cllr. J Welsh	(Appointed 23 October 2024)

Company Secretary Mr I Thompson

Independent Examiner Jane Ascroft FCA MA (Cantab)
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 29/10/25 and signed on behalf of the board of trustees by:



Mr I Thompson
Charity Secretary

South Tyneside Citizens Advice Bureau

Independent Examiner's Report to the Trustees of South Tyneside Citizens Advice Bureau

Year Ended 31 March 2025

I report to the trustees on my examination of the financial statements of South Tyneside Citizens Advice Bureau ('the charity') for the year ended 31 March 2025.

Responsibilities and Basis of Report

As the 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 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 the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

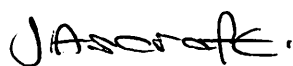
Independent Examiner's Statement

Since 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 Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

1. accounting records were not kept in respect of the charity 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.



Jane Ascroft FCA MA (Cantab)
Independent Examiner

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

South Tyneside Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2025

		Unrestricted funds £	2025 Restricted funds £	Total funds £	2024 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	513	–	513	6,443
Charitable activities	6	250,843	738,826	989,669	885,904
Investment income	7	9,168	–	9,168	981
Total income		<u>260,524</u>	<u>738,826</u>	<u>999,350</u>	<u>893,328</u>
Expenditure					
Expenditure on charitable activities	8,9	186,578	761,200	947,778	882,932
Total expenditure		<u>186,578</u>	<u>761,200</u>	<u>947,778</u>	<u>882,932</u>
Net income and net movement in funds		<u>73,946</u>	<u>(22,374)</u>	<u>51,572</u>	<u>10,396</u>
Reconciliation of funds					
Total funds brought forward		667,015	18,508	685,523	675,127
Total funds carried forward		<u>740,961</u>	<u>(3,866)</u>	<u>737,095</u>	<u>685,523</u>

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

The notes on pages 12 to 23 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Statement of Financial Position

31 March 2025

	Note	2025 £	2024 £
Fixed Assets			
Tangible fixed assets	14	51,191	62,902
Current Assets			
Debtors	15	56,161	63,702
Cash at bank and in hand		685,337	597,714
		<u>741,498</u>	<u>661,416</u>
Creditors: amounts falling due within one year	16	<u>55,594</u>	<u>38,795</u>
Net Current Assets		<u>685,904</u>	<u>622,621</u>
Total Assets Less Current Liabilities		<u>737,095</u>	<u>685,523</u>
Net Assets		<u>737,095</u>	<u>685,523</u>
Funds of the Charity			
Restricted funds		(3,866)	18,508
Unrestricted funds		<u>740,961</u>	<u>667,015</u>
Total charity funds	18	<u>737,095</u>	<u>685,523</u>

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.

These financial statements were approved by the board of trustees and authorised for issue on 29/10/25, and are signed on behalf of the board by:



Mr K Palmer (Chair)
Trustee

The notes on pages 12 to 23 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Statement of Cash Flows

Year Ended 31 March 2025

	2025 £	2024 £
Cash Flows from Operating Activities		
Net income	51,572	10,396
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	11,711	3,423
Other interest receivable and similar income	(9,168)	(981)
Accrued expenses/(income)	2,306	(2,071)
<i>Changes in:</i>		
Trade and other debtors	3,485	9,330
Trade and other creditors	18,549	15,836
Cash generated from operations	78,455	35,933
Interest received	9,168	981
Net cash from operating activities	87,623	36,914
Net Increase in Cash and Cash Equivalents	87,623	36,914
Cash and Cash Equivalents at Beginning of Year	597,714	560,800
Cash and Cash Equivalents at End of Year	685,337	597,714

The notes on pages 12 to 23 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2025

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 2nd Floor, Edinburgh Building, Station Approach, South Shields, NE33 1HR.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis 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

There are no material uncertainties about the charity's ability to continue.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The trustees consider that there are no significant estimates or judgements affecting these financial statements.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

3. Accounting Policies *(continued)*

Income

All incoming resources are 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.
- legacy income is recognised when receipt is probable and entitlement is established.
- 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.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

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.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

3. Accounting Policies *(continued)*

Tangible Assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any capital item costing £3,000 or less will not be capitalised

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:

Freehold property	-	2% straight line
Fixtures, fittings & equipment	-	25% straight line

The depreciation rate for Fixtures, fittings and equipment has changed during the year from 15% p.a. reducing balance to 25% p.a. straight line on the basis that this better reflects the usage of the assets.

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.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

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.

Creditors

Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2025 there were 10 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

5. Donations and Legacies

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Donations				
Donations	513	513	6,443	6,443

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
South Tyneside Metropolitan Borough Council (STMBC)	219,000	–	219,000
The National Lottery Community Fund	10,500	40,750	51,250
Debt Advice Project (DAP)	–	278,182	278,182
Minority Ethnic Project (MEP)	–	40,000	40,000
NECA Schools	21,343	–	21,343
Help to Claim	–	242,211	242,211
The Henry Smith Charity	–	48,000	48,000
HMRC	–	36,691	36,691
DCMS	–	48,283	48,283
Other income from charitable activities	–	4,709	4,709
	<u>250,843</u>	<u>738,826</u>	<u>989,669</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
South Tyneside Metropolitan Borough Council (STMBC)	161,025	–	161,025
The National Lottery Community Fund	–	109,210	109,210
Debt Advice Project (DAP)	–	279,404	279,404
Minority Ethnic Project (MEP)	–	39,200	39,200
Help to Claim	–	155,548	155,548
The Henry Smith Charity	–	60,000	60,000
HMRC	–	36,995	36,995
Income for vulnerable clients	–	105	105
DCMS	–	35,157	35,157
Other income from charitable activities	5,204	4,056	9,260
	<u>166,229</u>	<u>719,675</u>	<u>885,904</u>

7. Investment Income

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Bank interest receivable	<u>9,168</u>	<u>9,168</u>	<u>981</u>	<u>981</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2025

8. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
General Advice	174,760	–	174,760
Debt Advice Project	–	282,891	282,891
Minority Ethnic Projects	–	40,000	40,000
National Lottery RCPNE	–	40,750	40,750
HMRC	–	36,691	36,691
NECA Schools	11,818	–	11,818
The Henry Smith Charity	–	70,000	70,000
Help To Claim	–	242,211	242,211
DCMS	–	48,283	48,283
Vulnerable Clients	–	374	374
	<u>186,578</u>	<u>761,200</u>	<u>947,778</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
General Advice	158,806	15,000	173,806
Debt Advice Project	–	283,460	283,460
National Lottery Advice Services	–	70,000	70,000
Minority Ethnic Projects	–	43,541	43,541
National Lottery RCPNE	–	39,210	39,210
HMRC	–	36,995	36,995
The Henry Smith Charity	–	45,000	45,000
Help To Claim	–	155,548	155,548
DCMS	–	35,157	35,157
Vulnerable Clients	–	215	215
	<u>158,806</u>	<u>724,126</u>	<u>882,932</u>

9. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly £	Total funds 2025 £	Total fund 2024 £
General Advice	174,760	174,760	173,806
Debt Advice Project	282,891	282,891	283,460
National Lottery Advice Services	–	–	70,000
Minority Ethnic Projects	40,000	40,000	43,541
National Lottery RCPNE	40,750	40,750	39,210
HMRC	36,691	36,691	36,995

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2025

NECA Schools	11,818	11,818	–
The Henry Smith Charity	70,000	70,000	45,000
Help To Claim	242,211	242,211	155,548
DCMS	48,283	48,283	35,157
Vulnerable Clients	374	374	215
	<u>947,778</u>	<u>947,778</u>	<u>882,932</u>

10. Net Income

Net income is stated after charging/(crediting):

	2025	2024
	£	£
Depreciation of tangible fixed assets	<u>11,711</u>	<u>3,423</u>

11. Independent Examination Fees

	2025	2024
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	680	650
Other financial services	<u>1,282</u>	<u>1,198</u>
	<u>1,962</u>	<u>1,848</u>

12. Staff Costs

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

	2025	2024
	£	£
Wages and salaries	699,849	642,425
Social security costs	58,377	52,211
Employer contributions to pension plans	<u>13,001</u>	<u>11,027</u>
	<u>771,227</u>	<u>705,663</u>

The average head count of employees during the year was 27 (2024: 26). The average number of full-time equivalent employees during the year is analysed as follows:

	2025	2024
	No.	No.
Number of staff	<u>27</u>	<u>26</u>

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

13. Trustee Remuneration and Expenses

Trustees received neither remuneration nor expenses during the current and previous financial year.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

14. Tangible Fixed Assets

	Freehold property £	Fixtures, fittings and equipment £	Total £
Cost			
At 1 April 2024 and 31 March 2025	<u>82,377</u>	<u>262,978</u>	<u>345,355</u>
Depreciation			
At 1 April 2024	29,538	252,915	282,453
Charge for the year	1,648	10,063	11,711
At 31 March 2025	<u>31,186</u>	<u>262,978</u>	<u>294,164</u>
Carrying amount			
At 31 March 2025	<u>51,191</u>	<u>–</u>	<u>51,191</u>
At 31 March 2024	<u>52,839</u>	<u>10,063</u>	<u>62,902</u>

15. Debtors

	2025 £	2024 £
Trade debtors	41,000	41,103
Prepayments and accrued income	13,744	22,599
Other debtors	1,417	–
	<u>56,161</u>	<u>63,702</u>

16. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	5,322	8,718
Accruals	1,750	3,500
Social security and other taxes	13,353	10,881
Pension creditor	4,251	4,412
Deferred income	29,501	10,023
Other creditors	1,417	1,261
	<u>55,594</u>	<u>38,795</u>

17. Pensions and Other Post Retirement Benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £13,001 (2024: £11,027).

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2025

18. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
	£	£	£	£	£
General funds	424,113	239,181	(163,047)	9,523	509,770
NECA Schools	–	21,343	(11,820)	(9,523)	–
Operating provision reserve	80,000	–	–	–	80,000
Capital funds	62,902	–	(11,711)	–	51,191
Welfare Benefit project	100,000	–	–	–	100,000
	<u>667,015</u>	<u>260,524</u>	<u>(186,578)</u>	<u>–</u>	<u>740,961</u>

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
General funds	405,843	173,653	(155,383)	–	424,113
Operating provision reserve	80,000	–	–	–	80,000
Capital funds	66,325	–	(3,423)	–	62,902
Welfare Benefit project	100,000	–	–	–	100,000
	<u>652,168</u>	<u>173,653</u>	<u>(158,806)</u>	<u>–</u>	<u>667,015</u>

Purpose of General funds:

South Tyneside Council - Core funding provided to allow the company to meet its primary objectives of delivering multi-channel information and advice services through 'drop in' and appointments. Advice Services are designed to meet the needs of South Tyneside residents and help them address the social and economic problems they are currently facing.

By resolving the social and economic problems of residents the company increases social and financial inclusion and thereby improves general health and well-being within some of our most disadvantaged communities.

Operating provision reserve - The trustees have designated funds sufficient to keep a level of reserve appropriate to the nature of the charity's work and overall monthly expenditure, and to mitigate any unforeseen fluctuating income that might affect its ability to function and maintain its core service to the community. The board of trustees deem that a reserve equivalent to the provision of two months' running costs is sufficient in this regard.

Capital Fund - records the capital addition funded out of unrestricted funds. The fund is charged with depreciation. The transfer during the year reflects the net investment in fixed assets additions during the year which were not funded out of restricted grants.

Welfare Benefit project - This is money set aside to support ongoing welfare benefit support.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2025

18. Analysis of Charitable Funds (continued)

Restricted funds

	At 1 April 2024 £	Income £	Expenditure £	Transfers £	At 31 March 2025 £
Debt Advice Project (DAP)	–	282,891	(282,891)	–	–
Vulnerable Clients	3,508	–	(374)	–	3,134
Minority Ethnic project	–	40,000	(40,000)	–	–
HMRC	–	36,691	(36,691)	–	–
Help to Claim	–	242,211	(242,211)	–	–
The Henry Smith Charity	15,000	48,000	(70,000)	–	(7,000)
National Lottery RCPNE	–	40,750	(40,750)	–	–
DCMS	–	48,283	(48,283)	–	–
	<u>18,508</u>	<u>738,826</u>	<u>(761,200)</u>	<u>–</u>	<u>(3,866)</u>

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Debt Advice Project (DAP)	–	279,404	(279,404)	–	–
Vulnerable Clients	3,618	105	(215)	–	3,508
Minority Ethnic project	4,341	39,200	(43,541)	–	–
HMRC	–	36,995	(36,995)	–	–
Help to Claim	–	155,548	(155,548)	–	–
National Lottery	–	–	–	–	–
Community Fund	–	70,000	(70,000)	–	–
The Henry Smith Charity	–	60,000	(45,000)	–	15,000
Cita Cost of Living	15,000	–	(15,000)	–	–
Debt Modernisation	–	4,056	(4,056)	–	–
National Lottery RCPNE	–	39,210	(39,210)	–	–
DCMS	–	35,157	(35,157)	–	–
	<u>22,959</u>	<u>719,675</u>	<u>(724,126)</u>	<u>–</u>	<u>18,508</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

18. Analysis of Charitable Funds *(continued)*

Purpose of restricted funds:

Debt Advice Project - To offer face to face and Telephone debt advice and assistance within South Tyneside on the full range of debt solutions and options open to clients, dependent on their personal circumstances. In order to help clients with unmanageable debt the solutions range from informal reduced repayments up to and including Bankruptcies.

National Lottery Community Fund - A partnership with the National Lottery to fund Social Welfare Advisors with the aim of improving the lives of people most in need through the provision of Social Welfare information, advice and representation.

Minority Ethnic Project - To offer generalist advice and financial awareness and education in all subjects to members of the BAME communities in their own languages, primarily Arabic and Bengali, leading to better social and financial cohesion.

Vulnerable clients - This offers extremely vulnerable clients in desperate short term need a relatively small crisis/hardship payment.

The Henry Smith Charity - A partnership with the National Lottery to fund Social Welfare Advisors with the aim of improving the lives of people most in need through the provision of Social Welfare information, advice and representation.

Help to Claim - Citizens Advice has been contracted by the Department for Work & Pensions to assist claimants to make on-line claims for Universal Credit.

HMRC - The LCA receives funding from Her Majesty's Revenue & Customs that allows us to provide dedicated advice and support to all HMRC customers in South Tyneside. This includes assistance in all matters relating to Working & Child Tax Credits, Income Tax, National Insurance, Inheritance Tax etc.

19. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Tangible fixed assets	51,191	—	51,191
Current assets	745,364	(3,866)	741,498
Creditors less than 1 year	(55,594)	—	(55,594)
Net assets	740,961	(3,866)	737,095

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	62,902	—	62,902
Current assets	642,908	18,508	661,416
Creditors less than 1 year	(38,795)	—	(38,795)
Net assets	667,015	18,508	685,523

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2025

20. Analysis of Changes in Net Debt

	At 1 Apr 2024	Cash flows	At 31 Mar 2025
	£	£	£
Cash at bank and in hand	<u>597,714</u>	<u>87,623</u>	<u>685,337</u>

21. Operating Lease Commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2025	2024
	£	£
Not later than 1 year	<u>—</u>	<u>12,110</u>

South Tyneside Citizens Advice Bureau

Management Information

Year Ended 31 March 2025

The Following Pages Do Not Form Part of the Financial Statements.

South Tyneside Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2025

	2025 £	2024 £
Income and endowments		
Donations and legacies		
Donations	513	6,443
Charitable activities		
South Tyneside Metropolitan Borough Council (STMBC)	219,000	161,025
The National Lottery Community Fund	51,250	109,210
Debt Advice Project (DAP)	278,182	279,404
Minority Ethnic Project (MEP)	40,000	39,200
NECA Schools	21,343	–
Help to Claim	242,211	155,548
The Henry Smith Charity	48,000	60,000
HMRC	36,691	36,995
Income for vulnerable clients	–	105
DCMS	48,283	35,157
Other income from charitable activities	4,709	9,260
	<u>989,669</u>	<u>885,904</u>
Investment income		
Bank interest receivable	9,168	981
	<u>999,350</u>	<u>893,328</u>
Total income		
Expenditure		
Wages and salaries	699,849	642,425
Employer's NIC	58,377	52,211
Pension costs	13,001	11,027
Premises costs	74,557	79,522
Office costs	76,272	82,611
Depreciation	11,711	3,423
Staff and volunteer costs	8,540	8,404
Governance costs	2,712	2,851
Other costs	2,759	458
Total expenditure	<u>947,778</u>	<u>882,932</u>
Net income	<u>51,572</u>	<u>10,396</u>

Accounts

Company Registration Number: 06210127
Charity Registration Number: 1126466

South Tyneside Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2024

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

South Tyneside Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2024

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South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report)

Year Ended 31 March 2024

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 2024.

Objectives and Activities

South Tyneside Local Citizens Advice (LCA) objectives are to promote the charitable purpose for the benefit of the community of South Tyneside by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress. Information, advice and representation are the tools we use to achieve this and we have recovered over £8 million for our beneficiaries in the last financial year. In carrying out these objectives, and in all aspects of its work, we are committed to promoting equality, diversity & inclusion, preventing prejudice and discrimination, ensuring equal access to advice and promoting good relations between all sections of the community.

In view of the relationship with National Citizens Advice, we are required to comply fully with the aims and principles of the service and we are regularly audited to ensure this compliance.

Public Benefit

The Trustees have had regard to the Charity Commission's guidance on their legal duty of public benefit, and are satisfied that the charity delivers public benefit, and due regard is paid to the guidance on public benefit when deciding on what new projects the charity should undertake.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2024

Achievements and Performance

The main areas of our charitable activities are the provision of information, advice and representation to anyone living and/or working in South Tyneside. Whilst our services are open to all communities, the majority of our clients are on low incomes and as such the majority of our advice and assistance relates to Welfare Benefits and Debt. To ensure equity, diversity and inclusion we also offer our services to the Ethnic Minority communities in their first language, to ensure no-one is disenfranchised from using our services due to language or cultural differences.

The ongoing current cost of living crisis has pushed many more people further into financial hardship and the need for our services has never been greater. Referrals to food banks and charitable grants to help with fuel costs continues to play a major role in our work, over and above the legal advice and representation we offer people.

Throughout the financial year the Charity has complied with all policy and legislation laid down by the Charities Commission, Companies House, The Financial Conduct Authority and Citizens Advice to ensure the smooth and effective running of the Charity and its control over its finances. We are audited each year by National Citizens Advice to ensure full compliance.

The Trustee Board regularly assess its collective skills to ensure its ability to conduct the Charities business and an annual Trustee Self-appraisal takes place to confirm this and to identify any areas where improvements can be made.

As part of the Citizens Advice Network the quality of our advice is monitored nationally on a rolling 12 monthly basis as a Key Performance Indicator and rated Green, Amber, Yellow or Red. The Charity has achieved a green rating on all issues and the Assessor from Citizens Advice has confirmed the following: -

"Our assessments show you can have confidence that you give good advice consistently".

Citizens Advice nationally also undertake a rolling 12-month remote Client Satisfaction Survey on each Local Citizens Advice and score them against the National average. The following table shows our scoring for the last financial year, which you will see is higher than the National average on all areas.

Survey Question	Our Score	National Average
Ease of Access for client	87%	73%
Way forward for client	89%	83%
Problems resolved for client	77%	74%
Would client recommend our service	89%	84%

It is worth noting that in many instances we are simply not able to resolve a client's problem as the laws do not allow for the outcome they desire.

Both the quality of advice and the services provided to our beneficiaries confirms that the Charity is meeting all its charitable aims and objectives.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) (continued)

Year Ended 31 March 2024

The key charity outcomes and statistics below confirm our achievements and performance over the last year and we continue to see increase in demand for our services.

Key Charity Outcomes & Statistics

Number of Clients advised	10,580	Money Recovered for Clients	£10,958,349
Number of Issues dealt with	38,143	Debts dealt with for Clients	£4,493,039

Client by Type	Clients	Issues by Type	Issues
Benefits & Tax Credits	2,680	Benefits & Tax Credits	9,843
Universal Credit	3,660	Universal Credit	14,379
Consumer Goods & Services	170	Consumer Goods & Services	285
Charitable Support/ Food banks	491	Charitable Support/ Food banks	943
Debt	1,557	Debt	7,267
Discrimination & Hate Crime	15	Discrimination & Hate Crime	25
Education	40	Education	57
Employment	343	Employment	681
Financial Services & Capability	150	Financial Services & Capability	206
Health & Community Care	109	Health & Community Care	161
Housing	1,265	Housing	617
Immigration & Nationality	190	Immigration & Nationality	486
Legal	308	Legal	450
Relationship & Family	408	Relationship & Family	703
Tax	78	Tax	104
Travel & Transport	134	Travel & Transport	185
Utilities & Communications	377	Utilities & Communications	715
Other	63	Other	379
Grand Total	10,580	Grand Total	*38,143

*The number of 'Issues' is always higher than the number of 'Clients' as most clients present with more than one issue.

Client Profile

Gender	%	Ethnicity	%
Female	58%	White	86%
Male	42%	Asian	7%
Prefer different term (Other)	0%	Black	2%
Grand Total	100%	Mixed	2%
		Other	3%
Disability	%	Grand Total	100%
Disabled	13%		
Long-Term Health Condition	36%		
Not disabled/no health problems	50%		
Grand Total	100%		

It is always worth reminding ourselves that behind these statistics are people's lives and livelihoods as they struggle to manage during these extremely difficult financial times.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2024

Financial Review

Investment policy

Aside from retaining a prudent amount in reserves each year, most of the Bureau's funds are to be spent in the short term so there are few funds for long term investment. Surplus bank balances are placed in interest-bearing accounts, however, given the current rate of interest being offered by banks nationally, the interest received on these sums is negligible in comparison to that in previous years.

Reserves policy

The trustees believe that the bureau should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The trustees consider therefore that it would be prudent to set aside a reserves policy of £200,000 equivalent to 6 months Central and General running costs.

Designated Costs

In addition Unrestricted funds of £80,000 have been designated for the following purposes:-

Equipment reserve - a reserve to ensure that there is sufficient money to replace equipment when it becomes obsolete or beyond economic repair.

Contractual commitment reserve - a reserve to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

Premises - a reserve to provide for the cost of major repairs and maintenance of the bureau for the next 5 years.

Development reserve - a reserve to allow the bureau to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such proposals.

The following funds detailed in note 14 are restricted by the donor or funder and cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

This reserves policy is monitored and reviewed by the trustees annually.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2024

Structure, Governance and Management

Governing document

The Bureau was incorporated on 12th April 2007 (no. 06210127) and registered as a charity on 28th October 2008 (no. 1126466). It is governed by its Memorandum and Articles of Association. Prior to incorporation the Bureau was registered as a Charity (no. 255978) on 4th June 1968.

Recruitment and appointment of Management Committee members

The Bureau is managed by a Management Committee ("the Committee"), which is drawn from the local community and whose members have backgrounds relevant to the Bureau's work. The members are charity trustees who have legal responsibility for the general control and management of the Bureau, including financial management and control.

The Committee is responsible for ensuring that the Bureau complies with the Citizens Advice ("CitA") membership scheme, charity and company legislation and obtaining/managing resources for the service within South Tyneside. In practice, day-to-day management is delegated to the Chief Executive Officer and Manager.

The Committee members are elected at the AGM to serve until the subsequent AGM. The maximum number of committee members is 15, up to one-third of whom may be nominated by any local organisations which are committed to the aims and responsibilities of the Bureau. Currently, four Committee members are nominated by South Tyneside Metropolitan Borough Council ("STMBC"). In addition, the Chief Executive Officer and Manager, and no more than three staff representatives have membership of the Committee, a complement which is currently filled.

Organisational structure

The Committee meets at least quarterly and is responsible for the strategic direction and policy of the Bureau. The governing documents provide for the appointment of such sub-committees as may be deemed necessary to ensure the smooth running of the Bureau. Currently, there is an Executive Sub-committee comprising of 5 of the Committee members and it is their responsibility to take management decisions, including all personnel and staff-related matters, between the quarterly Committee meetings. The Executive Sub-committee meets at least once between each Committee meeting.

The Bureau also has a Premises Committee, comprising of 5 of the members from both the staff and Management Committee, and which has responsibility for all premises business, including Health and Safety.

A scheme of delegation is in place and day-to-day responsibility for the provision of services at the Bureau's two locations, South Shields and Jarrow, rests with the Chief Executive Officer and Manager.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2024

Management Committee induction and training

Most Committee members have been involved with the charity for several years prior to the transfer of activities and are therefore familiar with the Bureau's practical work. New members are presented with a copy of the Bureau's Office Manual (which was last updated in May 2023) which includes comprehensive information on the membership of the Committee and sub-committees, and the responsibilities of the relevant members of each.

Committee members can use CitA's intranet site, CABlink and the Bureau Management Information System (BMIS), which hosts designated trustee pages with a broad range of internal and external reference material and information to support them in their roles. Regular Trustee training and events are organised which Trustees are encouraged to attend.

Related parties

The Bureau, in common with all other bureaux in the UK, is a member of Citizens Advice, the national charity (charity register number 279057) which sets standards for advice and equality & diversity throughout the bureaux network. The Bureau receives support in the form of training, information systems and submits to regular audits from CitA, which are supplemented by the Bureau's own internal Independent File Review programme.

The Bureau has now signed up to the new Membership Agreement with Citizens Advice which includes a new Performance Quality Framework which monitors and audits all aspects of our work with the ability to make comparisons between similar Bureaux on key areas such as quality of advice, financial controls and governance.

As well as providing a number of Committee members, STMBC provides core funding to the Bureau on the proviso that the key aims of the Bureau remain to be similar to their own aims which include the promotion of financial inclusion and resolution of social and economic problems, leading to greater quality of life for its residents.

Risk management

A risk management system exists within the Bureau which sets out the major risks to which it is exposed, as identified by the Committee. By and large many of the perceived risks are shared by a number of bureaux which makes for ease of management through policies and procedures directed through CitA. Notwithstanding this, the Committee periodically review the risks and systems and establish procedures to identify, monitor and manage risks which may be particular to the Bureau.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2024

Reference and Administrative Details

Registered charity name	South Tyneside Citizens Advice Bureau
Charity registration number	1126466
Company registration number	06210127
Principal office and registered office	2nd Floor Edinburgh Building Station Approach South Shields NE33 1HR

The Trustees

Mr K Palmer (Chair)	
Mr G Pattison (Treasurer)	
Ms J Ward	
Cllr. S Dean	
Ms S Barton	
Mr P Lott (Vice Chair)	
Mr K Whitehead	
Cllr. R Berkeley	(Resigned 1 September 2023)
Cllr. A Best	
Cllr. L McHugh	(Resigned 1 September 2023)
Ms M Begum	
Cllr J Potts	(Appointed 1 September 2023)

Staff Reps D Burt C Fairclough

Ex-Officio K Fox – Manager M Robson – Deputy Manager

Company Secretary Mr I Thompson

Independent Examiner Jane Ascroft FCA MA (Cantab)
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2024

The trustees' annual report was approved on 23 / 10 / 2024 and signed on behalf of the board of trustees by:



Mr I Thompson
Charity Secretary

South Tyneside Citizens Advice Bureau

Independent Examiner's Report to the Trustees of South Tyneside Citizens Advice Bureau

Year Ended 31 March 2024

I report to the trustees on my examination of the financial statements of South Tyneside Citizens Advice Bureau ('the charity') for the year ended 31 March 2024.

Responsibilities and Basis of Report

As the 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 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 the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

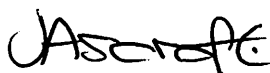
Independent Examiner's Statement

Since 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 Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

1. accounting records were not kept in respect of the charity 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.



Jane Ascroft FCA MA (Cantab)
Independent Examiner

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

South Tyneside Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2024

		Unrestricted funds £	2024 Restricted funds £	Total funds £	2023 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	6,443	–	6,443	26,251
Charitable activities	6	166,229	719,675	885,904	846,690
Investment income	7	981	–	981	214
Total income		<u>173,653</u>	<u>719,675</u>	<u>893,328</u>	<u>873,155</u>
Expenditure					
Expenditure on charitable activities	8,9	<u>158,806</u>	<u>724,126</u>	<u>882,932</u>	<u>763,702</u>
Total expenditure		<u>158,806</u>	<u>724,126</u>	<u>882,932</u>	<u>763,702</u>
Net income and net movement in funds		<u>14,847</u>	<u>(4,451)</u>	<u>10,396</u>	<u>109,453</u>
Reconciliation of funds					
Total funds brought forward		652,168	22,959	675,127	565,674
Total funds carried forward		<u>667,015</u>	<u>18,508</u>	<u>685,523</u>	<u>675,127</u>

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

The notes on pages 13 to 24 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Statement of Financial Position

31 March 2024

	Note	2024 £	2023 £
Fixed Assets			
Tangible fixed assets	14	62,902	66,325
Current Assets			
Debtors	15	63,702	72,072
Cash at bank and in hand		<u>597,714</u>	<u>560,800</u>
		661,416	632,872
Creditors: amounts falling due within one year	16	<u>38,795</u>	<u>24,070</u>
Net Current Assets		<u>622,621</u>	<u>608,802</u>
Total Assets Less Current Liabilities		<u>685,523</u>	<u>675,127</u>
Net Assets		<u>685,523</u>	<u>675,127</u>
Funds of the Charity			
Restricted funds		18,508	22,959
Unrestricted funds		<u>667,015</u>	<u>652,168</u>
Total charity funds	18	<u>685,523</u>	<u>675,127</u>

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.

These financial statements were approved by the board of trustees and authorised for issue on 23/10/24 and are signed on behalf of the board by:

Mr K Palmer (Chair)
Trustee

Mr G Pattison (Treasurer)
Trustee

The notes on pages 13 to 24 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Statement of Cash Flows

Year Ended 31 March 2024

	2024 £	2023 £
Cash Flows from Operating Activities		
Net income	10,396	109,453
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	3,423	5,287
Other interest receivable and similar income	(981)	(214)
Accrued income	(2,071)	(3,945)
<i>Changes in:</i>		
Trade and other debtors	9,330	(20,674)
Trade and other creditors	15,836	(13,191)
Cash generated from operations	35,933	76,716
Interest received	981	214
Net cash from operating activities	36,914	76,930
Net Increase in Cash and Cash Equivalents	36,914	76,930
Cash and Cash Equivalents at Beginning of Year	560,800	483,870
Cash and Cash Equivalents at End of Year	597,714	560,800

The notes on pages 13 to 24 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2024

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 2nd Floor, Edinburgh Building, Station Approach, South Shields, NE33 1HR.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis 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

There are no material uncertainties about the charity's ability to continue.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The trustees consider that there are no significant estimates or judgements affecting these financial statements.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2024

3. Accounting Policies *(continued)*

Income

All incoming resources are 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.
- legacy income is recognised when receipt is probable and entitlement is established.
- 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.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

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.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2024

3. Accounting Policies *(continued)*

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:

Freehold property	-	2% straight line
Fixtures, fittings & equipment	-	15% reducing balance

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.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2024

3. Accounting Policies *(continued)*

Creditors

Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2024 there were 10 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

5. Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
Donations	6,443	—	6,443
	<u>6,443</u>	<u>—</u>	<u>6,443</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations			
Donations	1,451	—	1,451
Grants			
Awards For All	—	9,800	9,800
Cita - Cost of living	—	15,000	15,000
	<u>1,451</u>	<u>24,800</u>	<u>26,251</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2024

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
South Tyneside Metropolitan Borough Council (STMBC)	161,025	–	161,025
The National Lottery Community Fund	–	109,210	109,210
Debt Advice Project (DAP)	–	279,404	279,404
Minority Ethnic Project (MEP)	–	39,200	39,200
Help to Claim	–	155,548	155,548
The Henry Smith Charity	–	60,000	60,000
HMRC	–	36,995	36,995
Income for vulnerable clients	–	105	105
DCMS	–	35,157	35,157
Other income from charitable activities	5,204	4,056	9,260
	<u>166,229</u>	<u>719,675</u>	<u>885,904</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
South Tyneside Metropolitan Borough Council (STMBC)	188,550	–	188,550
The National Lottery Community Fund	–	70,000	70,000
Debt Advice Project (DAP)	–	264,991	264,991
Minority Ethnic Project (MEP)	–	38,400	38,400
Wise Group (BBO)	–	36,304	36,304
Help to Claim	–	139,352	139,352
The Henry Smith Charity	–	60,000	60,000
HMRC	–	33,583	33,583
SLIP	–	14,064	14,064
Income for vulnerable clients	–	1,150	1,150
Other income from charitable activities	296	–	296
	<u>188,846</u>	<u>657,844</u>	<u>846,690</u>

7. Investment Income

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Bank interest receivable	<u>981</u>	<u>981</u>	<u>214</u>	<u>214</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2024

8. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
General Advice	158,806	15,000	173,806
Debt Advice Project	–	283,460	283,460
National Lottery Advice Services	–	70,000	70,000
Minority Ethnic Projects	–	43,541	43,541
National Lottery RCPNE	–	39,210	39,210
HMRC	–	36,995	36,995
The Henry Smith Charity	–	45,000	45,000
Help To Claim	–	155,548	155,548
DCMS	–	35,157	35,157
Vulnerable Clients	–	215	215
	<u>158,806</u>	<u>724,126</u>	<u>882,932</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
General Advice	96,445	9,800	106,245
Debt Advice Project	–	264,991	264,991
National Lottery Advice Services	–	72,611	72,611
Minority Ethnic Projects	–	40,590	40,590
HMRC	–	33,583	33,583
BBO	–	36,304	36,304
The Henry Smith Charity	–	60,000	60,000
Help To Claim	–	139,352	139,352
Vulnerable Clients	–	570	570
SLIP	–	9,456	9,456
	<u>96,445</u>	<u>667,257</u>	<u>763,702</u>

9. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly £	Total funds 2024 £	Total fund 2023 £
General Advice	173,806	173,806	106,245
Debt Advice Project	283,460	283,460	264,991
National Lottery Advice Services	70,000	70,000	72,611
Minority Ethnic Projects	43,541	43,541	40,590
National Lottery RCPNE	39,210	39,210	–

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2024

HMRC	36,995	36,995	33,583
BBO	–	–	36,304
The Henry Smith Charity	45,000	45,000	60,000
Help To Claim	155,548	155,548	139,352
DCMS	35,157	35,157	–
Vulnerable Clients	215	215	570
SLIP	–	–	9,456
	<u>882,932</u>	<u>882,932</u>	<u>763,702</u>

10. Net Income

Net income is stated after charging/(crediting):

	2024	2023
	£	£
Depreciation of tangible fixed assets	<u>3,423</u>	<u>5,287</u>

11. Independent Examination Fees

	2024	2023
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	650	650
Other financial services	<u>1,198</u>	<u>1,048</u>
	<u>1,848</u>	<u>1,698</u>

12. Staff Costs

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

	2024	2023
	£	£
Wages and salaries	642,425	550,471
Social security costs	52,211	50,014
Employer contributions to pension plans	<u>11,027</u>	<u>8,925</u>
	<u>705,663</u>	<u>609,410</u>

The average head count of employees during the year was 26 (2023: 24). The average number of full-time equivalent employees during the year is analysed as follows:

	2024	2023
	No.	No.
Number of staff	<u>26</u>	<u>24</u>

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

13. Trustee Remuneration and Expenses

Trustees received neither remuneration nor expenses during the current and previous financial year.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2024

14. Tangible Fixed Assets

	Freehold property £	Fixtures, fittings and equipment £	Total £
Cost			
At 1 April 2023 and 31 March 2024	<u>82,377</u>	<u>262,978</u>	<u>345,355</u>
Depreciation			
At 1 April 2023	27,890	251,140	279,030
Charge for the year	<u>1,648</u>	<u>1,775</u>	<u>3,423</u>
At 31 March 2024	<u>29,538</u>	<u>252,915</u>	<u>282,453</u>
Carrying amount			
At 31 March 2024	<u>52,839</u>	<u>10,063</u>	<u>62,902</u>
At 31 March 2023	<u>54,487</u>	<u>11,838</u>	<u>66,325</u>

15. Debtors

	2024 £	2023 £
Trade debtors	41,103	32,250
Prepayments and accrued income	22,599	39,752
Other debtors	<u>—</u>	<u>70</u>
	<u>63,702</u>	<u>72,072</u>

16. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	8,718	2,352
Accruals	3,500	4,611
Social security and other taxes	10,881	11,958
Pension creditor	4,412	2,951
Deferred income	10,023	—
Other creditors	<u>1,261</u>	<u>2,198</u>
	<u>38,795</u>	<u>24,070</u>

17. Pensions and Other Post Retirement Benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £11,027 (2023: £8,925).

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2024

18. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
General funds	405,843	173,653	(155,383)	–	424,113
Operating provision reserve	80,000	–	–	–	80,000
Capital funds	66,325	–	(3,423)	–	62,902
Welfare Benefit project	100,000	–	–	–	100,000
	<u>652,168</u>	<u>173,653</u>	<u>(158,806)</u>	<u>–</u>	<u>667,015</u>

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
General funds	401,882	190,511	(91,158)	(95,392)	405,843
Operating provision reserve	80,000	–	–	–	80,000
Capital funds	71,612	–	(5,287)	–	66,325
Welfare Benefit project	–	–	–	100,000	100,000
	<u>553,494</u>	<u>190,511</u>	<u>(96,445)</u>	<u>4,608</u>	<u>652,168</u>

Purpose of General funds:

South Tyneside Council - Core funding provided to allow the company to meet its primary objectives of delivering multi-channel information and advice services through 'drop in' and appointments. Advice Services are designed to meet the needs of South Tyneside residents and help them address the social and economic problems they are currently facing.

By resolving the social and economic problems of residents the company increases social and financial inclusion and thereby improves general health and well-being within some of our most disadvantaged communities.

Operating provision reserve - The trustees have designated funds sufficient to keep a level of reserve appropriate to the nature of the charity's work and overall monthly expenditure, and to mitigate any unforeseen fluctuating income that might affect its ability to function and maintain its core service to the community. The board of trustees deem that a reserve equivalent to the provision of two months' running costs is sufficient in this regard.

Capital Fund - records the capital addition funded out of unrestricted funds. The fund is charged with depreciation. The transfer during the year reflects the net investment in fixed assets additions during the year which were not funded out of restricted grants.

Welfare Benefit project - This is money set aside to support ongoing welfare benefit support.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2024

18. Analysis of Charitable Funds *(continued)*

Restricted funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Debt Advice Project (DAP)	–	279,404	(279,404)	–	–
Vulnerable Clients	3,618	105	(215)	–	3,508
Minority Ethnic project	4,341	39,200	(43,541)	–	–
HMRC	–	36,995	(36,995)	–	–
Help to Claim	–	155,548	(155,548)	–	–
National Lottery	–	–	–	–	–
Community Fund	–	70,000	(70,000)	–	–
The Henry Smith Charity	–	60,000	(45,000)	–	15,000
Cita Cost of Living	15,000	–	(15,000)	–	–
Debt Modernisation	–	4,056	(4,056)	–	–
Big Lottery RCPNE	–	39,210	(39,210)	–	–
DCMS	–	35,157	(35,157)	–	–
	<u>22,959</u>	<u>719,675</u>	<u>(724,126)</u>	<u>–</u>	<u>18,508</u>

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Debt Advice Project (DAP)	–	264,991	(264,991)	–	–
Vulnerable Clients	3,038	1,150	(570)	–	3,618
Minority Ethnic project	6,531	38,400	(40,590)	–	4,341
HMRC	–	33,583	(33,583)	–	–
BBO	–	36,304	(36,304)	–	–
Help to Claim	–	139,352	(139,352)	–	–
National Lottery	–	–	–	–	–
Community Fund	2,611	70,000	(72,611)	–	–
The Henry Smith Charity	–	60,000	(60,000)	–	–
SLIP	–	14,064	(9,456)	(4,608)	–
Awards For All	–	9,800	(9,800)	–	–
Cita Cost of Living	–	15,000	–	–	15,000
	<u>12,180</u>	<u>682,644</u>	<u>(667,257)</u>	<u>(4,608)</u>	<u>22,959</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2024

18. Analysis of Charitable Funds *(continued)*

Purpose of restricted funds:

Debt Advice Project - To offer face to face and Telephone debt advice and assistance within South Tyneside on the full range of debt solutions and options open to clients, dependent on their personal circumstances. In order to help clients with unmanageable debt the solutions range from informal reduced repayments up to and including Bankruptcies.

National Lottery Community Fund - A partnership with the National Lottery to fund Social Welfare Advisors with the aim of improving the lives of people most in need through the provision of Social Welfare information, advice and representation.

Minority Ethnic Project - To offer generalist advice and financial awareness and education in all subjects to members of the BAME communities in their own languages, primarily Arabic and Bengali, leading to better social and financial cohesion.

Vulnerable clients - This offers extremely vulnerable clients in desperate short term need a relatively small crisis/hardship payment.

BBO - This is a project funded by the Building Better Opportunities Fund which is a joint programme between the Big Lottery Fund and the European Social Fund. This funds a regional project called Wise Steps with the lead partner being the Wise Group. The project aims to remove barriers and help beneficiaries into paid employment by making them more work ready through help and support.

As a 'Specialist' partner in this project our role is to help people with particular problems such as debt, housing or welfare benefit problems that may be preventing them from finding work. The project commenced on 1/4/17 and finished on 31/3/19.

The Henry Smith Charity - A partnership with the National Lottery to fund Social Welfare Advisors with the aim of improving the lives of people most in need through the provision of Social Welfare information, advice and representation.

Help to Claim - Citizens Advice has been contracted by the Department for Work & Pensions to assist claimants to make on-line claims for Universal Credit.

HMRC - The LCA receives funding from Her Majesty's Revenue & Customs that allows us to provide dedicated advice and support to all HMRC customers in South Tyneside. This includes assistance in all matters relating to Working & Child Tax Credits, Income Tax, National Insurance, Inheritance Tax etc.

SLIP (Support for Litigants In Person) - This is a regional project to advise all clients who require advice and support with any form of litigation free of charges. The project across the North east region offers free legal advice in the social welfare categories of Family, Employment and Welfare Benefit Law. Our role within this project is to offer welfare Benefit advocacy to all clients challenging decisions made by statutory bodies, mainly the Department for Work & Pensions and Local Authorities.

Awards For All - To fit an automatic door to make us more accessible to those with disabilities and make the staff more secure in the building.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2024

19. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	62,902	–	62,902
Current assets	642,908	18,508	661,416
Creditors less than 1 year	(38,795)	–	(38,795)
Net assets	667,015	18,508	685,523

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	66,325	–	66,325
Current assets	609,913	22,959	632,872
Creditors less than 1 year	(24,070)	–	(24,070)
Net assets	652,168	22,959	675,127

20. Analysis of Changes in Net Debt

	At 1 Apr 2023 £	Cash flows £	At 31 Mar 2024 £
Cash at bank and in hand	560,800	36,914	597,714

21. Operating Lease Commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2024 £	2023 £
Not later than 1 year	12,110	20,000
Later than 1 year and not later than 5 years	–	12,110
	12,110	32,110

South Tyneside Citizens Advice Bureau

Management Information

Year Ended 31 March 2024

The Following Pages Do Not Form Part of the Financial Statements.

South Tyneside Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2024

	2024 £	2023 £
Income and endowments		
Donations and legacies		
Donations	6,443	1,451
Awards For All	—	9,800
Cita - Cost of living	—	15,000
	<u>6,443</u>	<u>26,251</u>
Charitable activities		
South Tyneside Metropolitan Borough Council (STMBC)	161,025	188,550
The National Lottery Community Fund	109,210	70,000
Debt Advice Project (DAP)	279,404	264,991
Minority Ethnic Project (MEP)	39,200	38,400
Wise Group (BBO)	—	36,304
Help to Claim	155,548	139,352
The Henry Smith Charity	60,000	60,000
HMRC	36,995	33,583
SLIP	—	14,064
Income for vulnerable clients	105	1,150
DCMS	35,157	—
Other income from charitable activities	9,260	296
	<u>885,904</u>	<u>846,690</u>
Investment income		
Bank interest receivable	981	214
	<u>981</u>	<u>214</u>
Total income	<u>893,328</u>	<u>873,155</u>
Expenditure		
Wages and salaries	642,425	550,471
Employer's NIC	52,211	50,014
Pension costs	11,027	8,925
Premises costs	79,522	68,223
Office costs	82,611	67,366
Depreciation	3,423	5,287
Staff and volunteer costs	8,404	9,685
Governance costs	2,851	1,852
Other costs	458	1,879
Total expenditure	<u>882,932</u>	<u>763,702</u>
Net income	<u>10,396</u>	<u>109,453</u>

Accounts

South Tyneside Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2023

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

South Tyneside Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2023

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South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report)

Year Ended 31 March 2023

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 2023.

Objectives and Activities

South Tyneside Local Citizens Advice (LCA) objectives are to promote the charitable purpose for the benefit of the community of South Tyneside by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress. Information, advice and representation are the tools we use to achieve this and we have recovered over £8 million for our beneficiaries in the last financial year. In carrying out these objectives, and in all aspects of its work, we are committed to promoting equality, diversity & inclusion, preventing prejudice and discrimination, ensuring equal access to advice and promoting good relations between all sections of the community.

In view of the relationship with National Citizens Advice, we are required to comply fully with the aims and principles of the service and we are regularly audited to ensure this compliance.

Public Benefit

The Trustees have had regard to the Charity Commission's guidance on their legal duty of public benefit, and are satisfied that the charity delivers public benefit, and due regard is paid to the guidance on public benefit when deciding on what new projects the charity should undertake.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2023

Achievements and Performance

The main areas of our charitable activities are the provision of information, advice and representation to anyone living and/or working in South Tyneside. Whilst our services are open to all communities, the majority of our clients are on low incomes and as such the majority of our advice and assistance relates to Welfare Benefits and Debt. To ensure equality, diversity and inclusion we also offer our services to the Ethnic Minority communities in their first language, to ensure no-one is disenfranchised from using our services due to language or cultural differences.

The ongoing current cost of living crisis has pushed many more people further into financial hardship and the need for our services has never been greater. Referrals to food banks and charitable grants to help with fuel costs continues to play a major role in our work, over and above the legal advice and representation we are able to offer people.

Throughout the financial year the Charity has complied with all policy and legislation laid down by the Charities Commission, Companies House, The Financial Conduct Authority and Citizens Advice to ensure the smooth and effective running of the Charity and its control over its finances. We are audited each year to ensure full compliance.

The Trustee Board regularly assess its collective skills to ensure its ability to conduct the Charities business and an annual Trustee Self-appraisal takes place to confirm this and to identify any areas where improvements can be made.

As part of the Citizens Advice Network the quality of our advice is monitored nationally on a rolling 12 monthly basis as a Key Performance Indicator and rated Green, Amber, Yellow or Red. The Charity has achieved a green rating on all issues and the Assessor from Citizens Advice has confirmed the following: -

"Our assessments show you can have confidence that you give good advice consistently".

Citizens Advice nationally also undertake a rolling 12-month remote Client Satisfaction Survey on each Local Citizens Advice and score them against the National average. The following table shows our scoring for the last financial year, which you will see is higher than the National average on all areas.

Survey Question	Our Score	National Average
Ease of Access for client	85%	73%
Way forward for client	90%	83%
Problems resolved for client	81%	74%
Would client recommend our service	91%	85%

Both the quality of advice and the services provided to our beneficiaries confirms that the Charity is meeting all its charitable aims and objectives.

The key charity outcomes and statistics below confirm our achievements and performance over the last year and we can confirm that we had a 32% increase in overall demand on the previous years figures. It is always worth reminding ourselves, that behind these statistics are people's lives and livelihoods as they struggle to manage during these extremely difficult financial times.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) (continued)

Year Ended 31 March 2023

Key Charity Outcomes & Statistics

Number of Clients advised	11,037	Money Recovered for Clients	£8,189,138
Number of Issues dealt with	47,793	Debts dealt with for Clients	£4,483,423

Client by Type	Clients
Benefits & Tax Credits	2,744
Universal Credit	3,384
Consumer Goods & Services	96
Charitable Support/ Food banks	671
Debt	1,555
Discrimination & Hate Crime	23
Education	34
Employment	316
Financial Services & Capability	134
Health & Community Care	121
Housing	526
Immigration & Nationality	154
Legal	265
Relationship & Family	356
Tax	60
Travel & Transport	100
Utilities & Communications	426
Other	72
Grand Total	*11,037

Issues by Type	Issues
Benefits & Tax Credits	11,639
Universal Credit	19,817
Consumer Goods & Services	174
Charitable Support/ Food banks	1,257
Debt	9,923
Discrimination & Hate Crime	37
Education	49
Employment	697
Financial Services & Capability	208
Health & Community Care	232
Housing	1,055
Immigration & Nationality	360
Legal	442
Relationship & Family	653
Tax	82
Travel & Transport	144
Utilities & Communications	674
Other	350
Grand Total	*47,793

*The number of issues is always higher than the number of clients as most clients present with more than one issue.

Client Profile

Gender	%
Female	60%
Male	40%
Prefer different term (Other)	0%
Grand Total	100%

Disability	%
Disabled	14%
Long-Term Health Condition	35%
Not disabled/no health problems	51%
Grand Total	100%

Ethnicity	%
White	88%
Asian	6%
Black	3%
Mixed	2%
Other	1%
Grand Total	100%

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2023

Financial Review

Investment policy

Aside from retaining a prudent amount in reserves each year, most of the Bureau's funds are to be spent in the short term so there are few funds for long term investment. Surplus bank balances are placed in interest-bearing accounts, however, given the current rate of interest being offered by banks nationally, the interest received on these sums is negligible in comparison to that in previous years.

Reserves policy

The trustees believe that the bureau should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The trustees consider therefore that it would be prudent to set aside a reserves policy of £200,000 equivalent to 6 months Central and General running costs.

Designated Costs

In addition Unrestricted funds of £80,000 have been designated for the following purposes:-

Equipment reserve - a reserve to ensure that there is sufficient money to replace equipment when it becomes obsolete or beyond economic repair.

Contractual commitment reserve - a reserve to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

Premises - a reserve to provide for the cost of major repairs and maintenance of the bureau for the next 5 years.

Development reserve - a reserve to allow the bureau to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such proposals.

The following funds detailed in note 14 are restricted by the donor or funder and cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

This reserves policy is monitored and reviewed by the trustees annually.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2023

Structure, Governance and Management

Governing document

The Bureau was incorporated on 12th April 2007 (no. 06210127) and registered as a charity on 28th October 2008 (no. 1126466). It is governed by its Memorandum and Articles of Association. Prior to incorporation the Bureau was registered as a Charity (no. 255978) on 4th June 1968.

Recruitment and appointment of Management Committee members

The Bureau is managed by a Management Committee ("the Committee"), which is drawn from the local community and whose members have backgrounds relevant to the Bureau's work. The members are charity trustees who have legal responsibility for the general control and management of the Bureau, including financial management and control.

The Committee is responsible for ensuring that the Bureau complies with the Citizens Advice ("CitA") membership scheme, charity and company legislation and obtaining/managing resources for the service within South Tyneside. In practice, day-to-day management is delegated to the Chief Executive Officer and Manager.

The Committee members are elected at the AGM to serve until the subsequent AGM. The maximum number of committee members is 15, up to one-third of whom may be nominated by any local organisations which are committed to the aims and responsibilities of the Bureau. Currently, four Committee members are nominated by South Tyneside Metropolitan Borough Council ("STMBC"). In addition, the Chief Executive Officer and Manager, and no more than three staff representatives have membership of the Committee, a complement which is currently filled.

Organisational structure

The Committee meets at least quarterly and is responsible for the strategic direction and policy of the Bureau. The governing documents provide for the appointment of such sub-committees as may be deemed necessary to ensure the smooth running of the Bureau. Currently, there is an Executive Sub-committee comprising of 5 of the Committee members and it is their responsibility to take management decisions, including all personnel and staff-related matters, between the quarterly Committee meetings. The Executive Sub-committee meets at least once between each Committee meeting.

The Bureau also has a Premises Committee, comprising of 5 of the members from both the staff and Management Committee, and which has responsibility for all premises business, including Health and Safety.

A scheme of delegation is in place and day-to-day responsibility for the provision of services at the Bureau's two locations, South Shields and Jarrow, rests with the Chief Executive Officer and Manager.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2023

Management Committee induction and training

Most Committee members have been involved with the charity for several years prior to the transfer of activities and are therefore familiar with the Bureau's practical work. New members are presented with a copy of the Bureau's Office Manual (which was last updated in May 2023) which includes comprehensive information on the membership of the Committee and sub-committees, and the responsibilities of the relevant members of each.

Committee members can use CitA's intranet site, CABlink and the Bureau Management Information System (BMIS), which hosts designated trustee pages with a broad range of internal and external reference material and information to support them in their roles. Regular Trustee training and events are organised which Trustees are encouraged to attend.

Related parties

The Bureau, in common with all other bureaux in the UK, is a member of Citizens Advice, the national charity (charity register number 279057) which sets standards for advice and equality & diversity throughout the bureaux network. The Bureau receives support in the form of training, information systems and submits to regular audits from CitA, which are supplemented by the Bureau's own internal Independent File Review programme.

The Bureau has now signed up to the new Membership Agreement with Citizens Advice which includes a new Performance Quality Framework which monitors and audits all aspects of our work with the ability to make comparisons between similar Bureaux on key areas such as quality of advice, financial controls and governance.

As well as providing a number of Committee members, STMBC provides core funding to the Bureau on the proviso that the key aims of the Bureau remain to be similar to their own aims which include the promotion of financial inclusion and resolution of social and economic problems, leading to greater quality of life for its residents.

Risk management

A risk management system exists within the Bureau which sets out the major risks to which it is exposed, as identified by the Committee. By and large many of the perceived risks are shared by a number of bureaux which makes for ease of management through policies and procedures directed through CitA. Notwithstanding this, the Committee periodically review the risks and systems and establish procedures to identify, monitor and manage risks which may be particular to the Bureau.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2023

Reference and Administrative Details

Registered charity name South Tyneside Citizens Advice Bureau

Charity registration number 1126466

Company registration number 06210127

Principal office and registered office 2nd Floor
Edinburgh Building
Station Approach
South Shields
NE33 1HR

The Trustees

Mr K Palmer (Chair)
Mr G Pattison (Treasurer)
Ms J Ward
Cllr. S Dean
Ms S Barton
Mr P Lott (Vice Chair)
Mr K Whitehead
Cllr. R Berkeley
Cllr. A Best
Cllr. L McHugh
Ms M Begum (Appointed 26 October 2022)

Staff Reps D Burt C Fairclough

Ex-Officio K Fox – Manager M Robson – Deputy Manager

Company Secretary Mr I Thompson

Independent Examiner Jane Ascroft FCA MA (Cantab)
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2023

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

Mr I Thompson
Charity Secretary

South Tyneside Citizens Advice Bureau

Independent Examiner's Report to the Trustees of South Tyneside Citizens Advice Bureau

Year Ended 31 March 2023

I report to the trustees on my examination of the financial statements of South Tyneside Citizens Advice Bureau ('the charity') for the year ended 31 March 2023.

Responsibilities and Basis of Report

As the 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 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 the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

Since 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 Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

1. accounting records were not kept in respect of the charity 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.

Jane Ascroft FCA MA (Cantab)
Independent Examiner

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

South Tyneside Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2023

		Unrestricted funds	2023 Restricted funds	Total funds	2022 Total funds
	Note	£	£	£	£
Income and endowments					
Donations and legacies	5	1,451	24,800	26,251	2,666
Charitable activities	6	188,846	657,844	846,690	782,398
Investment income	7	214	–	214	77
Total income		<u>190,511</u>	<u>682,644</u>	<u>873,155</u>	<u>785,141</u>
Expenditure					
Expenditure on charitable activities	8,9	96,445	667,257	763,702	714,642
Total expenditure		<u>96,445</u>	<u>667,257</u>	<u>763,702</u>	<u>714,642</u>
Net income		<u>94,066</u>	<u>15,387</u>	<u>109,453</u>	<u>70,499</u>
Transfers between funds		4,608	(4,608)	–	–
Net movement in funds		<u>98,674</u>	<u>10,779</u>	<u>109,453</u>	<u>70,499</u>
Reconciliation of funds					
Total funds brought forward		553,494	12,180	565,674	495,175
Total funds carried forward		<u>652,168</u>	<u>22,959</u>	<u>675,127</u>	<u>565,674</u>

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

The notes on pages 13 to 24 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Statement of Financial Position

31 March 2023

	Note	2023 £	2022 £
Fixed Assets			
Tangible fixed assets	15	66,325	71,612
Current Assets			
Debtors	16	72,072	49,352
Cash at bank and in hand		560,800	483,870
		<u>632,872</u>	<u>533,222</u>
Creditors: amounts falling due within one year	17	<u>24,070</u>	<u>39,160</u>
Net Current Assets		<u>608,802</u>	<u>494,062</u>
Total Assets Less Current Liabilities		<u>675,127</u>	<u>565,674</u>
Net Assets		<u>675,127</u>	<u>565,674</u>
Funds of the Charity			
Restricted funds		22,959	12,180
Unrestricted funds		<u>652,168</u>	<u>553,494</u>
Total charity funds	19	<u>675,127</u>	<u>565,674</u>

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.

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

Mr K Palmer (Chair)
Trustee

Mr G Pattison (Treasurer)
Trustee

The notes on pages 13 to 24 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Statement of Cash Flows

Year Ended 31 March 2023

	2023 £	2022 £
Cash Flows from Operating Activities		
Net income	109,453	70,499
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	5,287	5,845
Other interest receivable and similar income	(214)	(77)
Accrued income	(3,945)	(38)
<i>Changes in:</i>		
Trade and other debtors	(20,674)	(31,938)
Trade and other creditors	(13,191)	10,087
Cash generated from operations	76,716	54,378
Interest received	214	77
Net cash from operating activities	<u>76,930</u>	<u>54,455</u>
Net Increase in Cash and Cash Equivalents	76,930	54,455
Cash and Cash Equivalents at Beginning of Year	<u>483,870</u>	<u>429,415</u>
Cash and Cash Equivalents at End of Year	<u>560,800</u>	<u>483,870</u>

The notes on pages 13 to 24 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2023

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 2nd Floor, Edinburgh Building, Station Approach, South Shields, NE33 1HR.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis 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

There are no material uncertainties about the charity's ability to continue.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The trustees consider that there are no significant estimates or judgements affecting these financial statements.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

3. Accounting Policies *(continued)*

Income

All incoming resources are 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.
- legacy income is recognised when receipt is probable and entitlement is established.
- 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.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

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.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

3. Accounting Policies *(continued)*

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:

Freehold property	-	2% straight line
Fixtures, fittings & equipment	-	15% reducing balance

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.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

3. Accounting Policies *(continued)*

Creditors

Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2023 there were 11 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

5. Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations			
Donations	1,451	—	1,451
Grants			
Awards For All	—	9,800	9,800
Cita - Cost of living	—	15,000	15,000
	<u>1,451</u>	<u>24,800</u>	<u>26,251</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
Donations	2,666	—	2,666
	<u>2,666</u>	<u>—</u>	<u>2,666</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2023

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
South Tyneside Metropolitan Borough Council (STMBC)	188,550	–	188,550
The National Lottery Community Fund	–	70,000	70,000
Debt Advice Project (DAP)	–	264,991	264,991
Minority Ethnic Project (MEP)	–	38,400	38,400
Wise Group (BBO)	–	36,304	36,304
Help to Claim	–	139,352	139,352
The Henry Smith Charity	–	60,000	60,000
HMRC	–	33,583	33,583
SLIP	–	14,064	14,064
Income for vulnerable clients	–	1,150	1,150
Other income from charitable activities	296	–	296
	<u>188,846</u>	<u>657,844</u>	<u>846,690</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
South Tyneside Metropolitan Borough Council (STMBC)	129,000	30,000	159,000
The National Lottery Community Fund	–	70,000	70,000
Debt Advice Project (DAP)	–	267,063	267,063
Minority Ethnic Project (MEP)	–	15,997	15,997
MAPs TR	–	25,109	25,109
Wise Group (BBO)	–	38,540	38,540
Help to Claim	–	82,435	82,435
The Henry Smith Charity	–	60,350	60,350
HMRC	–	32,000	32,000
SLIP	–	29,844	29,844
Income for vulnerable clients	–	2,060	2,060
	<u>129,000</u>	<u>653,398</u>	<u>782,398</u>

7. Investment Income

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Bank interest receivable	<u>214</u>	<u>214</u>	<u>77</u>	<u>77</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2023

8. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
General Advice	96,445	9,800	106,245
Money Advice Service Debit Advice Project	–	264,991	264,991
National Lottery Advice Services	–	72,611	72,611
Minority Ethnic Projects	–	40,590	40,590
HMRC	–	33,583	33,583
BBO	–	36,304	36,304
The Henry Smith Charity	–	60,000	60,000
Universal Credit Help To Claim	–	139,352	139,352
Vulnerable Clients	–	570	570
SLIP	–	9,456	9,456
	<u>96,445</u>	<u>667,257</u>	<u>763,702</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
General Advice	7,859	–	7,859
Money Advice Service Debit Advice Project	–	287,442	287,442
National Lottery Advice Services	–	97,389	97,389
Minority Ethnic Projects	–	26,007	26,007
MAPs TR	–	24,658	24,658
BBO	–	48,325	48,325
The Henry Smith Charity	–	91,068	91,068
Universal Credit Help To Claim	–	101,013	101,013
Vulnerable Clients	–	590	590
SLIP	–	30,291	30,291
	<u>7,859</u>	<u>706,783</u>	<u>714,642</u>

9. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly £	Total funds 2023 £	Total fund 2022 £
General Advice	106,245	106,245	7,859
Money Advice Service Debit Advice Project	264,991	264,991	287,442
National Lottery Advice Services	72,611	72,611	97,389
Minority Ethnic Projects	40,590	40,590	26,007
MAPs TR	–	–	24,658
HMRC	33,583	33,583	–

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2023

BBO	36,304	36,304	48,325
The Henry Smith Charity	60,000	60,000	91,068
Universal Credit Help To Claim	139,352	139,352	101,013
Vulnerable Clients	570	570	590
SLIP	9,456	9,456	30,291
	<u>763,702</u>	<u>763,702</u>	<u>714,642</u>

10. Net Income

Net income is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation of tangible fixed assets	<u>5,287</u>	<u>5,845</u>

11. Independent Examination Fees

	2023	2022
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	650	650
Other financial services	<u>1,048</u>	<u>1,018</u>
	<u>1,698</u>	<u>1,668</u>

12. Staff Costs

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

	2023	2022
	£	£
Wages and salaries	550,471	517,724
Social security costs	50,014	40,031
Employer contributions to pension plans	<u>8,925</u>	<u>8,729</u>
	<u>609,410</u>	<u>566,484</u>

The average head count of employees during the year was 24 (2022: 24). The average number of full-time equivalent employees during the year is analysed as follows:

	2023	2022
	No.	No.
Number of staff	<u>24</u>	<u>24</u>

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

13. Trustee Remuneration and Expenses

Trustees received neither remuneration nor expenses during the current and previous financial year.

14. Transfers Between Funds

During the year £4,608 was transferred from restricted to unrestricted funds. This was a contribution to overheads from the SLIP project.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

15. Tangible Fixed Assets

	Freehold property £	Fixtures, fittings and equipment £	Total £
Cost			
At 1 April 2022 and 31 March 2023	<u>82,377</u>	<u>262,978</u>	<u>345,355</u>
Depreciation			
At 1 April 2022	26,242	247,501	273,743
Charge for the year	<u>1,648</u>	<u>3,639</u>	<u>5,287</u>
At 31 March 2023	<u>27,890</u>	<u>251,140</u>	<u>279,030</u>
Carrying amount			
At 31 March 2023	<u>54,487</u>	<u>11,838</u>	<u>66,325</u>
At 31 March 2022	<u>56,135</u>	<u>15,477</u>	<u>71,612</u>

16. Debtors

	2023 £	2022 £
Trade debtors	32,250	39,701
Prepayments and accrued income	39,752	9,651
Other debtors	<u>70</u>	<u>–</u>
	<u>72,072</u>	<u>49,352</u>

17. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	2,352	17,011
Accruals and deferred income	4,611	6,510
Social security and other taxes	11,958	11,544
Pension creditor	2,951	2,348
Other creditors	<u>2,198</u>	<u>1,747</u>
	<u>24,070</u>	<u>39,160</u>

18. Pensions and Other Post Retirement Benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £8,925 (2022: £8,729).

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2023

19. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
General funds	401,882	190,511	(91,158)	(95,392)	405,843
Operating provision reserve	80,000	—	—	—	80,000
Capital funds	71,612	—	(5,287)	—	66,325
Welfare Benefit project	—	—	—	100,000	100,000
	<u>553,494</u>	<u>190,511</u>	<u>(96,445)</u>	<u>4,608</u>	<u>652,168</u>

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
General funds	313,476	131,743	(2,014)	(41,323)	401,882
Operating provision reserve	80,000	—	—	—	80,000
Capital funds	77,457	—	(5,845)	—	71,612
Welfare Benefit project	—	—	—	—	—
	<u>470,933</u>	<u>131,743</u>	<u>(7,859)</u>	<u>(41,323)</u>	<u>553,494</u>

Purpose of General funds:

South Tyneside Council - Core funding provided to allow the company to meet its primary objectives of delivering multi-channel information and advice services through 'drop in' and appointments. Advice Services are designed to meet the needs of South Tyneside residents and help them address the social and economic problems they are currently facing.

By resolving the social and economic problems of residents the company increases social and financial inclusion and thereby improves general health and well-being within some of our most disadvantaged communities.

Operating provision reserve - The trustees have designated funds sufficient to keep a level of reserve appropriate to the nature of the charity's work and overall monthly expenditure, and to mitigate any unforeseen fluctuating income that might affect its ability to function and maintain its core service to the community. The board of trustees deem that a reserve equivalent to the provision of two months' running costs is sufficient in this regard.

Capital Fund - records the capital addition funded out of unrestricted funds. The fund is charged with depreciation. The transfer during the year reflects the net investment in fixed assets additions during the year which were not funded out of restricted grants.

Welfare Benefit project - This is money set aside to support ongoing welfare benefit support.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

19. Analysis of Charitable Funds *(continued)*

Restricted funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Debt Advice Project (DAP)	–	264,991	(264,991)	–	–
Vulnerable Clients	3,038	1,150	(570)	–	3,618
Minority Ethnic project	6,531	38,400	(40,590)	–	4,341
HMRC	–	33,583	(33,583)	–	–
BBO	–	36,304	(36,304)	–	–
Universal Credit - Help to Claim	–	139,352	(139,352)	–	–
National Lottery	–	–	–	–	–
Community Fund	2,611	70,000	(72,611)	–	–
The Henry Smith Charity	–	60,000	(60,000)	–	–
MAPs TR	–	–	–	–	–
SLIP	–	14,064	(9,456)	(4,608)	–
Awards For All	–	9,800	(9,800)	–	–
Cita Cost of Living	–	15,000	–	–	15,000
	<u>12,180</u>	<u>682,644</u>	<u>(667,257)</u>	<u>(4,608)</u>	<u>22,959</u>

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Debt Advice Project (DAP)	–	267,063	(287,444)	20,381	–
Vulnerable Clients	1,568	2,060	(590)	–	3,038
Minority Ethnic project	16,541	15,997	(26,007)	–	6,531
HMRC	–	32,000	–	(32,000)	–
BBO	–	38,540	(48,324)	9,784	–
Universal Credit - Help to Claim	1,114	82,435	(101,011)	17,462	–
National Lottery	–	–	–	–	–
Community Fund	–	100,000	(97,389)	–	2,611
The Henry Smith Charity	–	60,350	(91,069)	30,719	–
MAPs TR	5,019	25,109	(24,658)	(5,470)	–
SLIP	–	29,844	(30,291)	447	–
	<u>24,242</u>	<u>653,398</u>	<u>(706,783)</u>	<u>41,323</u>	<u>12,180</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

19. Analysis of Charitable Funds *(continued)*

Purpose of restricted funds:

Money Advice Services Debt Advice Project - To offer face to face and Telephone debt advice and assistance within South Tyneside on the full range of debt solutions and options open to clients, dependent on their personal circumstances. In order to help clients with unmanageable debt the solutions range from informal reduced repayments up to and including Bankruptcies.

National Lottery Community Fund - A partnership with the National Lottery to fund Social Welfare Advisors with the aim of improving the lives of people most in need through the provision of Social Welfare information, advice and representation.

Minority Ethnic Project - To offer generalist advice and financial awareness and education in all subjects to members of the BAME communities in their own languages, primarily Arabic and Bengali, leading to better social and financial cohesion.

Vulnerable clients - This offers extremely vulnerable clients in desperate short term need a relatively small crisis/hardship payment.

BBO - This is a project funded by the Building Better Opportunities Fund which is a joint programme between the Big Lottery Fund and the European Social Fund. This funds a regional project called Wise Steps with the lead partner being the Wise Group. The project aims to remove barriers and help beneficiaries into paid employment by making them more work ready through help and support.

As a 'Specialist' partner in this project our role is to help people with particular problems such as debt, housing or welfare benefit problems that may be preventing them from finding work. The project commenced on 1/4/17 and finished on 31/3/19.

The Henry Smith Charity - A partnership with the National Lottery to fund Social Welfare Advisors with the aim of improving the lives of people most in need through the provision of Social Welfare information, advice and representation.

Universal Credit - Help to Claim - Citizens Advice has been contracted by the Department for Work & Pensions to assist claimants to make on-line claims for Universal Credit.

HMRC - The LCA receives funding from Her Majesty's Revenue & Customs that allows us to provide dedicated advice and support to all HMRC customers in South Tyneside. This includes assistance in all matters relating to Working & Child Tax Credits, Income Tax, National Insurance, Inheritance Tax etc.

MAPS TR (Money and Pensions Service Trainee) - In response to the economic downturn caused through the national pandemic, the Government agreed to fund agencies to recruit a Trainee Debt Caseworker in order to increase the overall capacity of free debt advice across the country. We are therefore in the process of training a new recruit to Debt work to fulfil the contract and the government's aim of increasing capacity.

SLIP (Support for Litigants In Person) - This is a regional project to advise all clients who require advice and support with any form of litigation free of charges. The project across the North east region offers free legal advice in the social welfare categories of Family, Employment and Welfare Benefit Law. Our role within this project is to offer welfare Benefit advocacy to all clients challenging decisions made by statutory bodies, mainly the Department for Work & Pensions and Local Authorities.

Awards For All - To fit an automatic door to make us more accessible to those with disabilities and make the staff more secure in the building.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2023

20. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	66,325	–	66,325
Current assets	609,913	22,959	632,872
Creditors less than 1 year	(24,070)	–	(24,070)
Net assets	<u>652,168</u>	<u>22,959</u>	<u>675,127</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	71,612	–	71,612
Current assets	521,042	12,180	533,222
Creditors less than 1 year	(39,160)	–	(39,160)
Net assets	<u>553,494</u>	<u>12,180</u>	<u>565,674</u>

21. Analysis of Changes in Net Debt

	At 1 Apr 2022 £	Cash flows £	At 31 Mar 2023 £
Cash at bank and in hand	<u>483,870</u>	<u>76,930</u>	<u>560,800</u>

22. Operating Lease Commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2023 £	2022 £
Not later than 1 year	20,000	20,000
Later than 1 year and not later than 5 years	<u>12,110</u>	<u>32,110</u>
	<u>32,110</u>	<u>52,110</u>

South Tyneside Citizens Advice Bureau

Management Information

Year Ended 31 March 2023

The Following Pages Do Not Form Part of the Financial Statements.

South Tyneside Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2023

	2023 £	2022 £
Income and endowments		
Donations and legacies		
Donations	1,451	2,666
Awards For All	9,800	–
Cita - Cost of living	15,000	–
	<u>26,251</u>	<u>2,666</u>
Charitable activities		
South Tyneside Metropolitan Borough Council (STMBC)	188,550	159,000
The National Lottery Community Fund	70,000	70,000
Debt Advice Project (DAP)	264,991	267,063
Minority Ethnic Project (MEP)	38,400	15,997
MAPs TR	–	25,109
Wise Group (BBO)	36,304	38,540
Help to Claim	139,352	82,435
The Henry Smith Charity	60,000	60,350
HMRC	33,583	32,000
SLIP	14,064	29,844
Income for vulnerable clients	1,150	2,060
Other income from charitable activities	296	–
	<u>846,690</u>	<u>782,398</u>
Investment income		
Bank interest receivable	214	77
	<u>214</u>	<u>77</u>
Total income	<u>873,155</u>	<u>785,141</u>
Expenditure		
Wages and salaries	550,471	517,724
Employer's NIC	50,014	40,031
Pension costs	8,925	8,729
Premises costs	68,223	57,300
Office costs	67,366	77,637
Depreciation	5,287	5,845
Staff and volunteer costs	9,685	4,165
Governance costs	1,852	2,394
Other costs	1,879	817
Total expenditure	<u>763,702</u>	<u>714,642</u>
Net income	<u>109,453</u>	<u>70,499</u>

Accounts

Company Registration Number: 06210127
Charity Registration Number: 1126466

South Tyneside Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2022

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

South Tyneside Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2022

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South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report)

Year Ended 31 March 2022

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 2022.

Objectives and Activities

South Tyneside Local Citizens Advice (LCA) objectives are to promote the charitable purpose for the benefit of the community of South Tyneside by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress. Information, advice and representation are the tools we use to achieve this and you will see from the chart below that we have recovered over £6 million for our beneficiaries in the last financial year. In carrying out these objectives, and in all aspects of its work, we are committed to promoting equality, diversity & inclusion, preventing prejudice and discrimination, ensuring equal access to advice and promoting good relations between all sections of the community.

In view of the relationship with National Citizens Advice, we are required to comply fully with the aims and principles of the service and we are regularly audited to ensure this compliance.

Public Benefit

The Trustees have had regard to the Charity Commission's guidance on their legal duty of public benefit, and are satisfied that the charity delivers public benefit, and due regard is paid to the guidance on public benefit when deciding on what new projects the charity should undertake.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2022

Achievements and Performance

The main areas of our charitable activities are the provision of information, advice and representation to anyone living and/or working in South Tyneside. Whilst our services are open to all the communities, the majority of our clients are on low incomes and as such the majority of our assistance relates to Welfare Benefits and Debt. To ensure equality, diversity and inclusion we also offer our services to the Black, Asian and Ethnic Minority communities in their first language, to ensure no-one is disenfranchised from using our services due to language or cultural differences.

The pandemic and the current cost of living crisis has pushed many more people further into financial hardship and the need for our services has never been greater. Referrals to food banks and charitable grants to help with fuel costs now plays a major role in our work, over and above the legal advice and representation we are able to offer people.

With utility prices going to rise again in October and again in January, we anticipate that dealing with fuel debts will become one of our major areas of activities.

Throughout the financial year the Charity has complied with all policy and legislation laid down by the Charities Commission, Companies House, The Financial Conduct Authority and Citizens Advice to ensure the smooth and effective running of the Charity and its control over its finances.

The Trustee Board regularly assess its collective skills to ensure its ability to conduct the Charities business and an annual Trustee Self-appraisal takes place to confirm this and to identify any areas where improvements can be made.

As part of the Citizens Advice Network the quality of our advice is monitored nationally on a rolling 12 monthly basis as a Key Performance Indicator and rated Green, Amber, Yellow and Red. The Charity has achieved a green rating on all issues and the Assessor from Citizens Advice has confirmed the following: -

"Our assessments show you can have confidence that you give good advice consistently".

Citizens Advice nationally also undertake a rolling remote Client Satisfaction Survey on each Local Citizens Advice and score them against the National average. The following table shows our scoring for the last financial year.

Survey Question	Our Score	National Average
Ease of Access for client	91%	75%
Way forward for client	93%	84%
Problems resolved for client	86%	74%
Would client recommend our service	94%	87%

Both the quality of advice and our service to our beneficiaries confirms that the Charity is meeting and exceeding all its charitable aims.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2022

The key charity outcomes and statistics below confirm our achievements and performance over the last year, but it is always worth reminding ourselves that behind these statistics are people's lives and livelihoods.

Key Charity Outcomes & Statistics

Clients	8,353
Issues	34,733

Money Recovered for Clients	£5,547,135
Debts dealt with for Clients	£5,769,549

Issues by Type	Issues
Benefits & Tax Credits	8,759
Universal Credit	10,538
Consumer Goods & Services	256
Debt	10,291
Discrimination & Hate Crime	17
Education	64
Employment	680
Financial Services & Capability	173
Health & Community Care	168
Housing	1,043
Immigration & Nationality	260
Legal	487
Relationship & Family	685
Tax	54
Travel & Transport	101
Utilities & Communications	277
Other	920
Grand Total	34,733

Client by Type	Clients
Benefits & Tax Credits	2,101
Universal Credit	1,877
Consumer Goods & Services	144
Debt	1,518
Discrimination & Hate Crime	13
Education	45
Employment	336
Financial Services & Capability	119
Health & Community Care	101
Housing	490
Immigration & Nationality	113
Legal	269
Relationship & Family	356
Tax	46
Travel & Transport	79
Utilities & Communications	188
Other	558
Grand Total	8,353

Client profile

Gender	%
Female	58%
Male	42%
Prefer different term (Other)	0%
Grand Total	100%

Disability	%
Disabled	17%
Long-Term Health Condition	33%
Not disabled/no health problems	50%
Grand Total	100%

Ethnicity	%
White	91%
Asian	5%
Black	2%
Mixed	1%
Other	1%
Grand Total	100%

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2022

Financial Review

Investment policy

Aside from retaining a prudent amount in reserves each year, most of the Bureau's funds are to be spent in the short term so there are few funds for long term investment. Surplus bank balances are placed in interest-bearing accounts, however, given the current rate of interest being offered by banks nationally, the interest received on these sums is negligible in comparison to that in previous years.

Reserves policy

The trustees believe that the bureau should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The trustees consider therefore that it would be prudent to set aside a reserves policy of £175,000 equivalent to 6 months Central and General running costs.

Designated Costs

In addition Unrestricted funds of £80,000 have been designated for the following purposes:-

Equipment reserve - a reserve to ensure that there is sufficient money to replace equipment when it becomes obsolete or beyond economic repair.

Contractual commitment reserve - a reserve to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

Premises - a reserve to provide for the cost of major repairs and maintenance of the bureau for the next 5 years.

Development reserve - a reserve to allow the bureau to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such proposals.

The following funds detailed in note 14 are restricted by the donor or funder and cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

This reserves policy is monitored and reviewed by the trustees annually.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2022

Structure, Governance and Management

Governing document

The Bureau was incorporated on 12th April 2007 (no. 06210127) and registered as a charity on 28th October 2008 (no. 1126466). It is governed by its Memorandum and Articles of Association. Prior to incorporation the Bureau was registered as a Charity (no. 255978) on 4th June 1968.

Recruitment and appointment of Management Committee members

The Bureau is managed by a Management Committee ("the Committee"), which is drawn from the local community and whose members have backgrounds relevant to the Bureau's work. The members are charity trustees who have legal responsibility for the general control and management of the Bureau, including financial management and control.

The Committee is responsible for ensuring that the Bureau complies with the Citizens Advice ("CitA") membership scheme, charity and company legislation and obtaining/managing resources for the service within South Tyneside. In practice, day-to-day management is delegated to the Chief Executive Officer and Manager.

The Committee members are elected at the AGM to serve until the subsequent AGM. The maximum number of committee members is 15, up to one-third of whom may be nominated by any local organisations which are committed to the aims and responsibilities of the Bureau. Currently, four Committee members are nominated by South Tyneside Metropolitan Borough Council ("STMBC"). In addition, the Chief Executive Officer and Manager, and no more than three staff representatives have membership of the Committee, a complement which is currently filled.

Organisational structure

The Committee meets at least quarterly and is responsible for the strategic direction and policy of the Bureau. The governing documents provide for the appointment of such sub-committees as may be deemed necessary to ensure the smooth running of the Bureau. Currently, there is an Executive Sub-committee comprising of 5 of the Committee members and it is their responsibility to take management decisions, including all personnel and staff-related matters, between the quarterly Committee meetings. The Executive Sub-committee meets at least once between each Committee meeting.

The Bureau also has a Premises Committee, comprising of 5 of the members from both the staff and Management Committee, and which has responsibility for all premises business, including Health and Safety.

A scheme of delegation is in place and day-to-day responsibility for the provision of services at the Bureau's two locations, South Shields and Jarrow, rests with the Chief Executive Officer and Manager.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2022

Management Committee induction and training

Most Committee members have been involved with the charity for several years prior to the transfer of activities and are therefore familiar with the Bureau's practical work. New members are presented with a copy of the Bureau's Office Manual (which was last updated in June 2016) which includes comprehensive information on the membership of the Committee and sub-committees, and the responsibilities of the relevant members of each.

Committee members can use CitA's intranet site, CABlink and the Bureau Management Information System (BMIS), which hosts designated trustee pages with a broad range of internal and external reference material and information to support them in their roles. Regular Trustee training and events are organised which Trustees are encouraged to attend.

Related parties

The Bureau, in common with all other bureaux in the UK, is a member of Citizens Advice, the national charity (charity register number 279057) which sets standards for advice and equality & diversity throughout the bureaux network. The Bureau receives support in the form of training, information systems and submits to regular audits from CitA, which are supplemented by the Bureau's own internal Independent File Review programme.

The Bureau has now signed up to the new Membership Agreement with Citizens Advice which includes a new Performance Quality Framework which monitors and audits all aspects of our work with the ability to make comparisons between similar Bureaux on key areas such as quality of advice, financial controls and governance.

As well as providing a number of Committee members, STMBC provides core funding to the Bureau on the proviso that the key aims of the Bureau remain to be similar to their own aims which include the promotion of financial inclusion and resolution of social and economic problems, leading to greater quality of life for its residents.

Risk management

A risk management system exists within the Bureau which sets out the major risks to which it is exposed, as identified by the Committee. By and large many of the perceived risks are shared by a number of bureaux which makes for ease of management through policies and procedures directed through CitA. Notwithstanding this, the Committee periodically review the risks and systems and establish procedures to identify, monitor and manage risks which may be particular to the Bureau.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2022

Reference and Administrative Details

Registered charity name South Tyneside Citizens Advice Bureau
Charity registration number 1126466
Company registration number 06210127
Principal office and registered office 2nd Floor
Edinburgh Building
Station Approach
South Shields
NE33 1HR

The Trustees

Mr K Palmer (Chair)
Mr G Pattison (Treasurer)
Ms J Ward
Cllr. S Dean
Ms S Barton
Mr P Lott (Vice Chair)
Mr K Whitehead
Cllr. R Berkeley (Appointed 30 May 2021)
Cllr. A Best (Appointed 30 May 2021)
Cllr. L McHugh (Appointed 30 May 2021)

Staff Reps D Burt
C Fairclough

Company Secretary Mr I Thompson

Ex-Officio K Fox – Manager
M Robson – Deputy Manager

Independent Examiner Jane Ascroft FCA MA (Cantab)
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 27 JULY 2022 and signed on behalf of the board of trustees by:



Mr I Thompson
Charity Secretary

South Tyneside Citizens Advice Bureau

Independent Examiner's Report to the Trustees of South Tyneside Citizens Advice Bureau

Year Ended 31 March 2022

I report to the trustees on my examination of the financial statements of South Tyneside Citizens Advice Bureau ('the charity') for the year ended 31 March 2022.

Responsibilities and Basis of Report

As the 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 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 the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

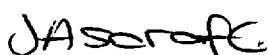
Independent Examiner's Statement

Since 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 Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

1. accounting records were not kept in respect of the charity 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.



Jane Ascroft FCA MA (Cantab)
Independent Examiner

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

South Tyneside Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2022

		Unrestricted funds £	2022 Restricted funds £	Total funds £	2021 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	2,666	—	2,666	19,365
Charitable activities	6	129,000	653,398	782,398	818,045
Investment income	7	77	—	77	119
Total income		<u>131,743</u>	<u>653,398</u>	<u>785,141</u>	<u>837,529</u>
Expenditure					
Expenditure on charitable activities	8,9	7,859	706,783	714,642	728,653
Total expenditure		<u>7,859</u>	<u>706,783</u>	<u>714,642</u>	<u>728,653</u>
Net income		<u>123,884</u>	<u>(53,385)</u>	<u>70,499</u>	<u>108,876</u>
Transfers between funds		(41,323)	41,323	—	—
Net movement in funds		<u>82,561</u>	<u>(12,062)</u>	<u>70,499</u>	<u>108,876</u>
Reconciliation of funds					
Total funds brought forward		470,933	24,242	495,175	386,299
Total funds carried forward		<u>553,494</u>	<u>12,180</u>	<u>565,674</u>	<u>495,175</u>

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

The notes on pages 12 to 24 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Statement of Financial Position

31 March 2022

	Note	2022 £	2021 £
Fixed Assets			
Tangible fixed assets	15	71,612	77,457
Current Assets			
Debtors	16	49,352	18,864
Cash at bank and in hand		483,870	429,415
		<u>533,222</u>	<u>448,279</u>
Creditors: amounts falling due within one year	17	<u>39,160</u>	<u>30,561</u>
Net Current Assets		<u>494,062</u>	<u>417,718</u>
Total Assets Less Current Liabilities		<u>565,674</u>	<u>495,175</u>
Net Assets		<u>565,674</u>	<u>495,175</u>
Funds of the Charity			
Restricted funds		12,180	24,242
Unrestricted funds		<u>553,494</u>	<u>470,933</u>
Total charity funds	19	<u>565,674</u>	<u>495,175</u>

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.

These financial statements were approved by the board of trustees and authorised for issue on 27/7/22 and are signed on behalf of the board by:

Mr K Palmer (Chair)
Trustee



Mr G Pattison (Treasurer)
Trustee



The notes on pages 12 to 24 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Statement of Cash Flows

Year Ended 31 March 2022

	2022 £	2021 £
Cash Flows from Operating Activities		
Net income	70,499	108,876
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	5,845	6,279
Other interest receivable and similar income	(77)	(119)
Accrued (income)/expenses	(38)	358
<i>Changes in:</i>		
Trade and other debtors	(31,938)	1,613
Trade and other creditors	10,087	4,658
Cash generated from operations	54,378	121,665
Interest received	77	119
Net cash from operating activities	54,455	121,784
Net Increase in Cash and Cash Equivalents	54,455	121,784
Cash and Cash Equivalents at Beginning of Year	429,415	307,631
Cash and Cash Equivalents at End of Year	483,870	429,415

The notes on pages 12 to 24 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements

Year Ended 31 March 2022

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 2nd Floor, Edinburgh Building, Station Approach, South Shields, NE33 1HR.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis 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

There are no material uncertainties about the charity's ability to continue.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The trustees consider that there are no significant estimates or judgements affecting these financial statements.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

3. Accounting Policies *(continued)*

Income

All incoming resources are 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.
- legacy income is recognised when receipt is probable and entitlement is established.
- 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.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

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.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

3. Accounting Policies *(continued)*

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:

Freehold property	-	2% straight line
Fixtures, fittings & equipment	-	15% reducing balance

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.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

3. Accounting Policies *(continued)*

Creditors

Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2022 there were 10 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

5. Donations and Legacies

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Donations				
Donations	2,666	2,666	379	379
Room hire and rental income	–	–	8,607	8,607
Small Business Recovery grant	–	–	10,000	10,000
Other income	–	–	379	379
	<u>2,666</u>	<u>2,666</u>	<u>19,365</u>	<u>19,365</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
South Tyneside Metropolitan Borough Council (STMBC)	129,000	30,000	159,000
The National Lottery Community Fund	–	70,000	70,000
Debt Advice Project (DAP)	–	267,063	267,063
Minority Ethnic Project (MEP)	–	15,997	15,997
MAPs TR	–	25,109	25,109
National Lottery Covid Response	–	–	–
Wise Group (BBO)	–	38,540	38,540
Universal Credit - Help to Claim	–	82,435	82,435
The Henry Smith Charity	–	60,350	60,350
Coalfields Regeneration Trust	–	–	–
HMRC	–	32,000	32,000
BEIS	–	–	–
SLIP	–	29,844	29,844
Income for vulnerable clients	–	2,060	2,060
	<u>129,000</u>	<u>653,398</u>	<u>782,398</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
South Tyneside Metropolitan Borough Council (STMBC)	129,000	30,000	159,000
The National Lottery Community Fund	–	70,000	70,000
Debt Advice Project (DAP)	–	268,439	268,439
Minority Ethnic Project (MEP)	–	25,000	25,000
MAPs TR	–	14,576	14,576
National Lottery Covid Response	–	33,542	33,542
Wise Group (BBO)	–	39,859	39,859
Universal Credit - Help to Claim	–	83,189	83,189
The Henry Smith Charity	–	60,000	60,000
Coalfields Regeneration Trust	–	9,492	9,492
HMRC	–	31,631	31,631
BEIS	–	8,395	8,395
SLIP	–	14,922	14,922
	<u>129,000</u>	<u>689,045</u>	<u>818,045</u>

7. Investment Income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	<u>77</u>	<u>77</u>	<u>119</u>	<u>119</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

8. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
General Advice	7,859	–	7,859
Money Advice Service Debit Advice Project	–	287,442	287,442
National Lottery Advice Services	–	97,389	97,389
Minority Ethnic Projects	–	26,007	26,007
MAPs TR	–	24,658	24,658
BBO	–	48,325	48,325
The Henry Smith Charity	–	91,068	91,068
Universal Credit Help To Claim	–	101,013	101,013
Vulnerable Clients	–	590	590
SLIP	–	30,291	30,291
	<u>7,859</u>	<u>706,783</u>	<u>714,642</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
General Advice	16,026	–	16,026
Money Advice Service Debit Advice Project	–	280,240	280,240
National Lottery Advice Services	–	121,742	121,742
Minority Ethnic Projects	–	13,651	13,651
MAPs TR	–	9,558	9,558
National Lottery Covid Response	–	33,662	33,662
BBO	–	44,804	44,804
The Henry Smith Charity	–	91,784	91,784
Universal Credit Help To Claim	–	82,077	82,077
Coalfield Regeneration Trust	–	11,419	11,419
Vulnerable Clients	–	360	360
BEIS	–	8,408	8,408
SLIP	–	14,922	14,922
	<u>16,026</u>	<u>712,627</u>	<u>728,653</u>

9. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly £	Total funds 2022 £	Total fund 2021 £
General Advice	7,859	7,859	16,026
Money Advice Service Debit Advice Project	287,442	287,442	280,240
National Lottery Advice Services	97,389	97,389	121,742
Minority Ethnic Projects	26,007	26,007	13,651
MAPs TR	24,658	24,658	9,558

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

National Lottery Covid Response	–	–	33,662
BBO	48,325	48,325	44,804
The Henry Smith Charity	91,068	91,068	91,784
Universal Credit Help To Claim	101,013	101,013	82,077
Coalfield Regeneration Trust	–	–	11,419
Vulnerable Clients	590	590	360
BEIS	–	–	8,408
SLIP	30,291	30,291	14,922
	<u>714,642</u>	<u>714,642</u>	<u>728,653</u>

10. Net Income

Net income is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation of tangible fixed assets	<u>5,845</u>	<u>6,279</u>

11. Independent Examination Fees

	2022	2021
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	650	650
Other financial services	<u>1,018</u>	<u>1,018</u>
	<u>1,668</u>	<u>1,668</u>

12. Staff Costs

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

	2022	2021
	£	£
Wages and salaries	517,724	536,898
Social security costs	40,031	43,213
Employer contributions to pension plans	<u>8,729</u>	<u>8,670</u>
	<u>566,484</u>	<u>588,781</u>

The average head count of employees during the year was 24 (2021: 23). The average number of full-time equivalent employees during the year is analysed as follows:

	2022	2021
	No.	No.
Number of staff	<u>24</u>	<u>23</u>

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

13. Trustee Remuneration and Expenses

Trustees received neither remuneration nor expenses during the current and previous financial year.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

14. Transfers Between Funds

During the year £41,323 was transferred from unrestricted to restricted funds. This comprised:

	2022 £
Match funding for the DAP project	20,381
Match funding for the Help To Claim project	17,462
Match funding for the Henry Smith project	30,719
Match funding for the BBO project	9,784
Contribution from HMRC grant to Henry Smith and Big Lottery projects	(32,000)
Contribution to overheads from MAPS TR	(5,470)
Match funding for the SLIP project	447
	<u>41,323</u>

15. Tangible Fixed Assets

	Freehold property £	Fixtures, fittings and equipment £	Total £
Cost			
At 1 April 2021 and 31 March 2022	<u>82,377</u>	<u>262,978</u>	<u>345,355</u>
Depreciation			
At 1 April 2021	24,595	243,303	267,898
Charge for the year	<u>1,647</u>	<u>4,198</u>	<u>5,845</u>
At 31 March 2022	<u>26,242</u>	<u>247,501</u>	<u>273,743</u>
Carrying amount			
At 31 March 2022	<u>56,135</u>	<u>15,477</u>	<u>71,612</u>
At 31 March 2021	<u>57,782</u>	<u>19,675</u>	<u>77,457</u>

16. Debtors

	2022 £	2021 £
Trade debtors	39,701	9,951
Prepayments and accrued income	<u>9,651</u>	<u>8,913</u>
	<u>49,352</u>	<u>18,864</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

17. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	17,011	7,054
Accruals and deferred income	6,510	7,998
Social security and other taxes	11,544	13,764
Pension creditor	2,348	–
Other creditors	1,747	1,745
	<u>39,160</u>	<u>30,561</u>

18. Pensions and Other Post Retirement Benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £8,729 (2021: £8,670).

19. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
General funds	313,476	131,743	(2,014)	(41,323)	401,882
Operating provision reserve	80,000	–	–	–	80,000
Capital funds	77,457	–	(5,845)	–	71,612
	<u>470,933</u>	<u>131,743</u>	<u>(7,859)</u>	<u>(41,323)</u>	<u>553,494</u>

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
General funds	200,444	148,484	(9,747)	(25,705)	313,476
Operating provision reserve	80,000	–	–	–	80,000
Capital funds	83,736	–	(6,279)	–	77,457
	<u>364,180</u>	<u>148,484</u>	<u>(16,026)</u>	<u>(25,705)</u>	<u>470,933</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

19. Analysis of Charitable Funds *(continued)*

Purpose of General funds:

South Tyneside Council - Core funding provided to allow the company to meet its primary objectives of delivering multi-channel information and advice services through 'drop in' and appointments. Advice Services are designed to meet the needs of South Tyneside residents and help them address the social and economic problems they are currently facing.

By resolving the social and economic problems of residents the company increases social and financial inclusion and thereby improves general health and well-being within some of our most disadvantaged communities.

Operating provision reserve - The trustees have designated funds sufficient to keep a level of reserve appropriate to the nature of the charity's work and overall monthly expenditure, and to mitigate any unforeseen fluctuating income that might affect its ability to function and maintain its core service to the community. The board of trustees deem that a reserve equivalent to the provision of two months' running costs is sufficient in this regard.

Capital Fund - records the capital addition funded out of unrestricted funds. The fund is charged with depreciation. The transfer during the year reflects the net investment in fixed assets additions during the year which were not funded out of restricted grants.

Restricted funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Debt Advice Project (DAP)	–	267,063	(287,444)	20,381	–
Vulnerable Clients	1,568	2,060	(590)	–	3,038
Minority Ethnic project	16,541	15,997	(26,007)	–	6,531
HMRC	–	32,000	–	(32,000)	–
BBO	–	38,540	(48,324)	9,784	–

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2022

19. Analysis of Charitable Funds (continued)

Universal Credit - Help to Claim	1,114	82,435	(101,011)	17,462	–
National Lottery	–	100,000	(97,389)	–	2,611
Community Fund	–	60,350	(91,069)	30,719	–
The Henry Smith Charity	5,019	25,109	(24,658)	(5,470)	–
MAPs TR	–	29,844	(30,291)	447	–
SLIP	–	–	–	–	–
	<u>24,242</u>	<u>653,398</u>	<u>(706,783)</u>	<u>41,323</u>	<u>12,180</u>

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Debt Advice Project (DAP)	–	268,439	(280,244)	11,805	–
Vulnerable Clients	1,928	–	(360)	–	1,568
Minority Ethnic project	5,191	25,000	(13,650)	–	16,541
HMRC	–	31,631	–	(31,631)	–
BBO	–	39,859	(44,803)	4,944	–
Universal Credit - Help to Claim	–	83,189	(82,075)	–	1,114
National Lottery	–	–	–	–	–
Community Fund	15,000	100,000	(121,743)	6,743	–
The Henry Smith Charity	–	60,000	(91,785)	31,785	–
MAPs TR	–	14,576	(9,557)	–	5,019
National Lottery Covid Response	–	33,542	(33,661)	119	–
Coalfield Regeneration	–	–	–	–	–
Trust	–	9,492	(11,419)	1,927	–
BEIS	–	8,395	(8,408)	13	–
SLIP	–	14,922	(14,922)	–	–
	<u>22,119</u>	<u>689,045</u>	<u>(712,627)</u>	<u>25,705</u>	<u>24,242</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

19. Analysis of Charitable Funds *(continued)*

Purpose of restricted funds:

Money Advice Services Debt Advice Project - To offer face to face and Telephone debt advice and assistance within South Tyneside on the full range of debt solutions and options open to clients, dependent on their personal circumstances. In order to help clients with unmanageable debt the solutions range from informal reduced repayments up to and including Bankruptcies.

National Lottery Community Fund - A partnership with the National Lottery to fund Social Welfare Advisors with the aim of improving the lives of people most in need through the provision of Social Welfare information, advice and representation.

Minority Ethnic Project - To offer generalist advice and financial awareness and education in all subjects to members of the BAME communities in their own languages, primarily Arabic and Bengali, leading to better social and financial cohesion.

Vulnerable clients - This offers extremely vulnerable clients in desperate short term need a relatively small crisis/hardship payment.

BBO - This is a project funded by the Building Better Opportunities Fund which is a joint programme between the Big Lottery Fund and the European Social Fund. This funds a regional project called Wise Steps with the lead partner being the Wise Group. The project aims to remove barriers and help beneficiaries into paid employment by making them more work ready through help and support.

As a 'Specialist' partner in this project our role is to help people with particular problems such as debt, housing or welfare benefit problems that may be preventing them from finding work. The project commenced on 1/4/17 and finished on 31/3/19.

The Henry Smith Charity - A partnership with the National Lottery to fund Social Welfare Advisors with the aim of improving the lives of people most in need through the provision of Social Welfare information, advice and representation.

Universal Credit - Help to Claim - Citizens Advice has been contracted by the Department for Work & Pensions to assist claimants to make on-line claims for Universal Credit.

HMRC - The LCA receives funding from Her Majesty's Revenue & Customs that allows us to provide dedicated advice and support to all HMRC customers in South Tyneside. This includes assistance in all matters relating to Working & Child Tax Credits, Income Tax, National Insurance, Inheritance Tax etc.

MAPS TR (Money and Pensions Service Trainee) - In response to the economic downturn caused through the national pandemic, the Government agreed to fund agencies to recruit a Trainee Debt Caseworker in order to increase the overall capacity of free debt advice across the country. We are therefore in the process of training a new recruit to Debt work to fulfil the contract and the government's aim of increasing capacity.

BEIS (Department for Business, Energy & Industry Strategy) - Citizens Advice nationally received funding from the Department for Business, Energy & Industry Strategy to make funds available to purchase hardware and software that would allow local Citizens Advice Offices to adapt to the service provision demands resulting from the pandemic. The funding was to provide greater flexibility in terms of channels of advice delivery moving to telephone and web-chat given face to face advice is suspended.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

19. Analysis of Charitable Funds *(continued)*

SLIP (Support for Litigants In Person) - This is a regional project to advise all clients who require advice and support with any form of litigation free of charges. The project across the North east region offers free legal advice in the social welfare categories of Family, Employment and Welfare Benefit Law. Our role within this project is to offer welfare Benefit advocacy to all clients challenging decisions made by statutory bodies, mainly the Department for Work & Pensions and Local Authorities.

20. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	71,612	–	71,612
Current assets	521,042	12,180	533,222
Creditors less than 1 year	(39,160)	–	(39,160)
Net assets	553,494	12,180	565,674

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	77,457	–	77,457
Current assets	424,037	24,242	448,279
Creditors less than 1 year	(30,561)	–	(30,561)
Net assets	470,933	24,242	495,175

21. Analysis of Changes in Net Debt

	At 1 Apr 2021 £	Cash flows £	At 31 Mar 2022 £
Cash at bank and in hand	429,415	54,455	483,870

22. Operating Lease Commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Not later than 1 year	20,000	20,000
Later than 1 year and not later than 5 years	32,110	52,110
	52,110	72,110

South Tyneside Citizens Advice Bureau

Management Information

Year Ended 31 March 2022

The Following Page Does Not Form Part of the Financial Statements.

South Tyneside Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2022

	2022 £	2021 £
Income and endowments		
Donations and legacies		
Donations	2,666	379
Room hire and rental income	–	8,607
Small Business Recovery grant	–	10,000
Other income	–	379
	<u>2,666</u>	<u>19,365</u>
Charitable activities		
South Tyneside Metropolitan Borough Council (STMBC)	159,000	159,000
The National Lottery Community Fund	70,000	70,000
Debt Advice Project (DAP)	267,063	268,439
Minority Ethnic Project (MEP)	15,997	25,000
MAPs TR	25,109	14,576
National Lottery Covid Response	–	33,542
Wise Group (BBO)	38,540	39,859
Universal Credit - Help to Claim	82,435	83,189
The Henry Smith Charity	60,350	60,000
Coalfields Regeneration Trust	–	9,492
HMRC	32,000	31,631
BEIS	–	8,395
SLIP	29,844	14,922
Income for vulnerable clients	2,060	–
	<u>782,398</u>	<u>818,045</u>
Investment income		
Bank interest receivable	<u>77</u>	<u>119</u>
Total income	<u>785,141</u>	<u>837,529</u>
Expenditure		
Wages and salaries	517,724	536,898
Employer's NIC	40,031	43,213
Pension costs	8,729	8,670
Premises costs	57,300	53,122
Office costs	77,637	71,704
Depreciation	5,845	6,279
Staff and volunteer costs	4,165	4,060
Governance costs	2,394	3,895
Other costs	817	812
Total expenditure	<u>714,642</u>	<u>728,653</u>
Net income	<u>70,499</u>	<u>108,876</u>

Accounts

South Tyneside Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2021

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

South Tyneside Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2021

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South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report)

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.

Objectives and Activities

South Tyneside Local Citizens Advice (LCA) objectives are to promote the charitable purpose for the benefit of the community of South Tyneside by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress. Information, advice and representation are the tools we use to achieve this and you will see from the chart below that we have recovered over £6 million for our beneficiaries in the last financial year. In carrying out these objectives, and in all aspects of its work, we are committed to promoting equality, diversity & inclusion, preventing prejudice and discrimination, ensuring equal access to advice and promoting good relations between all sections of the community.

In view of the relationship with National Citizens Advice,

Public Benefit

The Trustees have had regard to the Charity Commission's guidance on their legal duty of public benefit, and are satisfied that the charity delivers public benefit, and due regard is paid to the guidance on public benefit when deciding on what new projects the charity should undertake.

Achievements and Performance

The main areas of our charitable activities are the provision of information, advice and representation to anyone living and/or working in South Tyneside. Whilst our services are open to all the communities, the majority of our clients are on low incomes and as such the majority of our assistance relates to Welfare Benefits and Debt. To ensure equality, diversity and inclusion we also offer our services to the Black, Asian and Ethnic Minority communities in their first language to ensure no-one is disenfranchised from using our services due to language or cultural differences.

As a result of the pandemic our workload changed as there was a suspension on Debt collection and Department for Work & Pensions 'medical testing', which often results in household incomes being reduced. The pandemic also brought an end to face to face advice and for the last 12 months we have operated a telephone advice service along with limited web-chat.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) (continued)

Year Ended 31 March 2021

The key charity outcomes and statistics below confirm our achievements and performance over the last year, but it is worth reminding ourselves that behind these statistics are people's lives and livelihoods.

Key Charity Outcomes & Statistics

Clients	8,475
Issues	34,985

Money Recovered for Clients	£5,000,049
Debts dealt with for Clients	£6,331,284

Issues by Type	Issues
Benefits & Tax Credits	8,215
Universal Credit	11,398
Consumer Goods & Services	307
Debt	9,752
Discrimination & Hate Crime	38
Education	41
Employment	1,242
Financial Services & Capability	243
Health & Community Care	233
Housing	947
Immigration & Nationality	228
Legal	643
Relationship & Family	694
Tax	83
Travel & Transport	125
Utilities & Communications	229
Other	567
Grand Total	34,985

Client by Type	Clients
Benefits & Tax Credits	2,127
Universal Credit	2,109
Consumer Goods & Services	151
Debt	1,251
Discrimination & Hate Crime	26
Education	31
Employment	567
Financial Services & Capability	144
Health & Community Care	131
Housing	450
Immigration & Nationality	112
Legal	323
Relationship & Family	359
Tax	64
Travel & Transport	89
Utilities & Communications	154
Other	387
Grand Total	8,475

Client profile

Gender	%
Female	57%
Male	43%
Prefer different term (Other)	0%
Grand Total	100%

Disability	%
Disabled	15%
Long-Term Health Condition	29%
Not disabled/no health problems	55%
Grand Total	100%

Ethnicity	%
Asian British - Bangladeshi	3%
Asian or Asian British - Indian	1%
Asian or Asian British - Other	1%
Asian or Asian British - Pakistani	2%
Black or Black British - African	1%
Mixed - Other	1%
Other - Any Other	1%
Other - Arab	1%
White - British	83%
White - English	4%
White - Other	2%
Grand Total	100%

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2021

Financial Review

Investment policy

Aside from retaining a prudent amount in reserves each year, most of the Bureau's funds are to be spent in the short term so there are few funds for long term investment. Surplus bank balances are placed in interest-bearing accounts, however, given the current rate of interest being offered by banks nationally, the interest received on these sums is negligible in comparison to that in previous years.

Reserves policy

The trustees believe that the bureau should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. It has taken into account the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The trustees consider therefore that it would be prudent to set aside a reserves policy of £175,000 equivalent to 6 months Central and General running costs.

Designated Costs

In addition Unrestricted funds of £80,000 have been designated for the following purposes:-

Equipment reserve - a reserve to ensure that there is sufficient money to replace equipment when it becomes obsolete or beyond economic repair.

Contractual commitment reserve - a reserve to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

Premises - a reserve to provide for the cost of major repairs and maintenance of the bureau for the next 5 years.

Development reserve - a reserve to allow the bureau to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such proposals.

The following funds detailed in note 19 are restricted by the donor or funder and cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

This reserves policy is monitored and reviewed by the trustees annually.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2021

Structure, Governance and Management

Governing document

The Bureau was incorporated on 12th April 2007 (no. 06210127) and registered as a charity on 28th October 2008 (no. 1126466). It is governed by its Memorandum and Articles of Association. Prior to incorporation the Bureau was registered as a Charity (no. 255978) on 4th June 1968.

Recruitment and appointment of Management Committee members

The Bureau is managed by a Management Committee ("the Committee"), which is drawn from the local community and whose members have backgrounds relevant to the Bureau's work. The members are charity trustees who have legal responsibility for the general control and management of the Bureau, including financial management and control.

The Committee is responsible for ensuring that the Bureau complies with the Citizens Advice ("CitA") membership scheme, charity and company legislation and obtaining/managing resources for the service within South Tyneside. In practice, day-to-day management is delegated to the Chief Executive Officer and Manager.

The Committee members are elected at the AGM to serve until the subsequent AGM. The maximum number of committee members is 15, up to one-third of whom may be nominated by any local organisations which are committed to the aims and responsibilities of the Bureau. Currently, four Committee members are nominated by South Tyneside Metropolitan Borough Council ("STMBC"). In addition, the Chief Executive Officer and Manager, and no more than three staff representatives have membership of the Committee, a complement which is currently filled.

Organisational structure

The Committee meets at least quarterly and is responsible for the strategic direction and policy of the Bureau. The governing documents provide for the appointment of such sub-committees as may be deemed necessary to ensure the smooth running of the Bureau. Currently, there is an Executive Sub-committee comprising of 5 of the Committee members and it is their responsibility to take management decisions, including all personnel and staff-related matters, between the quarterly Committee meetings. The Executive Sub-committee meets at least once between each Committee meeting.

The Bureau also has a Premises Committee, comprising of 5 of the members from both the staff and Management Committee, and which has responsibility for all premises business, including Health and Safety.

A scheme of delegation is in place and day-to-day responsibility for the provision of services at the Bureau's two locations, South Shields and Jarrow, rests with the Chief Executive Officer and Manager.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2021

Structure, Governance and Management *(continued)*

Management Committee induction and training

Most Committee members have been involved with the charity for several years prior to the transfer of activities and are therefore familiar with the Bureau's practical work. New members are presented with a copy of the Bureau's Office Manual (which was last updated in June 2016) which includes comprehensive information on the membership of the Committee and sub-committees, and the responsibilities of the relevant members of each.

Committee members can use CitA's intranet site, CABlink and the Bureau Management Information System (BMIS), which hosts designated trustee pages with a broad range of internal and external reference material and information to support them in their roles. Regular Trustee training and events are organised which Trustees are encouraged to attend.

Related parties

The Bureau, in common with all other bureaux in the UK, is a member of Citizens Advice, the national charity (charity register number 279057) which sets standards for advice and equality & diversity throughout the bureaux network. The Bureau receives support in the form of training, information systems and submits to regular audits from CitA, which are supplemented by the Bureau's own internal Independent File Review programme.

The Bureau has now signed up to the new Membership Agreement with Citizens Advice which includes a new Performance Quality Framework which monitors and audits all aspects of our work with the ability to make comparisons between similar Bureaux on key areas such as quality of advice, financial controls and governance.

As well as providing a number of Committee members, STMBC provides core funding to the Bureau on the proviso that the key aims of the Bureau remain to be similar to their own aims which include the promotion of financial inclusion and resolution of social and economic problems, leading to greater quality of life for its residents.

Risk management

A risk management system exists within the Bureau which sets out the major risks to which it is exposed, as identified by the Committee. By and large many of the perceived risks are shared by a number of bureaux which makes for ease of management through policies and procedures directed through CitA. Notwithstanding this, the Committee periodically review the risks and systems and establish procedures to identify, monitor and manage risks which may be particular to the Bureau.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2021

Reference and Administrative Details

Registered charity name	South Tyneside Citizens Advice Bureau
Charity registration number	1126466
Company registration number	06210127
Principal office and registered office	2nd Floor Edinburgh Building Station Approach South Shields NE33 1HR

The Trustees

Mr C Potts (Hon President)
Mr K Palmer (Chair)
Mr G Pattison (Treasurer)
Ms J Ward
Cllr E Leask
Mr S Dean
Ms S Barton
Mr P Lott
Mr G Robertshaw
Mr K Whitehead

Staff Reps D Burt K Fox M Robson S Barton

Assistant Secretary K Fox

Company Secretary Mr I Thompson

Independent Examiner Jane Ascroft FCA MA (Cantab)
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

South Tyneside Citizens Advice Bureau

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year Ended 31 March 2021

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

Mr I Thompson
Charity Secretary

South Tyneside Citizens Advice Bureau

Independent Examiner's Report to the Trustees of South Tyneside Citizens Advice Bureau

Year Ended 31 March 2021

I report to the trustees on my examination of the financial statements of South Tyneside Citizens Advice Bureau ('the charity') for the year ended 31 March 2021.

Responsibilities and Basis of Report

As the 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 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 the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

Since 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 Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

1. accounting records were not kept in respect of the charity 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.

Jane Ascroft FCA MA (Cantab)
Independent Examiner

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

South Tyneside Citizens Advice Bureau

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					
Donations and legacies	5	19,365	–	19,365	16,814
Charitable activities	6	129,000	689,045	818,045	713,748
Investment income	7	119	–	119	357
Total income		<u>148,484</u>	<u>689,045</u>	<u>837,529</u>	<u>730,919</u>
Expenditure					
Expenditure on charitable activities	8,9	16,026	712,627	728,653	728,270
Total expenditure		<u>16,026</u>	<u>712,627</u>	<u>728,653</u>	<u>728,270</u>
Net income		<u>132,458</u>	<u>(23,582)</u>	<u>108,876</u>	<u>2,649</u>
Transfers between funds		(25,705)	25,705	–	–
Net movement in funds		<u>106,753</u>	<u>2,123</u>	<u>108,876</u>	<u>2,649</u>
Reconciliation of funds					
Total funds brought forward		364,180	22,119	386,299	383,650
Total funds carried forward		<u>470,933</u>	<u>24,242</u>	<u>495,175</u>	<u>386,299</u>

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

The notes on pages 12 to 23 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Statement of Financial Position

31 March 2021

	Note	2021 £	2020 £
Fixed Assets			
Tangible fixed assets	15	77,457	83,736
Current Assets			
Debtors	16	18,864	17,977
Cash at bank and in hand		429,415	307,631
		448,279	325,608
Creditors: amounts falling due within one year	17	30,561	23,045
Net Current Assets		417,718	302,563
Total Assets Less Current Liabilities		495,175	386,299
Net Assets		495,175	386,299
Funds of the Charity			
Restricted funds		24,242	22,119
Unrestricted funds		470,933	364,180
Total charity funds	19	495,175	386,299

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, and are signed on behalf of the board by:

Mr K Palmer (Chair)
Trustee

Mr G Pattison (Treasurer)
Trustee

The notes on pages 12 to 23 form part of these financial statements.

South Tyneside Citizens Advice Bureau

Statement of Cash Flows

Year Ended 31 March 2021

	2021 £	2020 £
Cash Flows from Operating Activities		
Net income	108,876	2,649
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	6,279	6,789
Other interest receivable and similar income	(119)	(357)
Accrued expenses	358	5,030
<i>Changes in:</i>		
Trade and other debtors	1,613	(5,639)
Trade and other creditors	4,658	(11,766)
Cash generated from operations	121,665	(3,294)
Interest received	119	357
Net cash from/(used in) operating activities	<u>121,784</u>	<u>(2,937)</u>
Cash Flows from Investing Activities		
Purchase of tangible assets	—	(4,680)
Net cash used in investing activities	<u>—</u>	<u>(4,680)</u>
Net Increase/(Decrease) in Cash and Cash Equivalents	121,784	(7,617)
Cash and Cash Equivalents at Beginning of Year	<u>307,631</u>	<u>315,248</u>
Cash and Cash Equivalents at End of Year	<u>429,415</u>	<u>307,631</u>

The notes on pages 12 to 23 form part of these financial statements.

South Tyneside Citizens Advice Bureau

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 2nd Floor, Edinburgh Building, Station Approach, South Shields, NE33 1HR.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis 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

There are no material uncertainties about the charity's ability to continue.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The trustees consider that there are no significant estimates or judgements affecting these financial statements.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting Policies *(continued)*

Income

All incoming resources are 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.
- legacy income is recognised when receipt is probable and entitlement is established.
- 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.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

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.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting Policies *(continued)*

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:

Freehold property	-	2% straight line
Fixtures, fittings & equipment	-	15% reducing balance

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.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

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.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting Policies *(continued)*

Creditors

Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2021 there were 5 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

5. Donations and Legacies

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Donations				
Donations	379	379	1,179	1,179
Room hire and rental income	8,607	8,607	9,355	9,355
Small Business Recovery grant	10,000	10,000	—	—
Other income	379	379	3,280	3,280
Grants				
Barbour Trust	—	—	3,000	3,000
	<u>19,365</u>	<u>19,365</u>	<u>16,814</u>	<u>16,814</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
South Tyneside Metropolitan Borough Council (STMBC)	129,000	–	129,000
Big Lottery Advice Services	–	100,000	100,000
Debt Advice Project (DAP)	–	268,439	268,439
Minority Ethnic Project (MEP)	–	25,000	25,000
MAPs TR	–	14,576	14,576
National Lottery Covid Response	–	33,542	33,542
Wise Group (BBO)	–	39,859	39,859
Universal Credit - Help to Claim	–	83,189	83,189
The Henry Smith Charity	–	60,000	60,000
Coalfields Regeneration Trust	–	9,492	9,492
HMRC	–	31,631	31,631
BEIS	–	8,395	8,395
SLIP	–	14,922	14,922
Other income from charitable activities	–	–	–
	<u>129,000</u>	<u>689,045</u>	<u>818,045</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
South Tyneside Metropolitan Borough Council (STMBC)	119,000	–	119,000
Big Lottery Advice Services	–	100,000	100,000
Debt Advice Project (DAP)	–	263,344	263,344
Minority Ethnic Project (MEP)	–	13,500	13,500
Wise Group (BBO)	–	27,300	27,300
Universal Credit - Help to Claim	–	82,311	82,311
The Henry Smith Charity	–	60,000	60,000
HMRC	–	46,293	46,293
Other income from charitable activities	–	2,000	2,000
	<u>119,000</u>	<u>594,748</u>	<u>713,748</u>

7. Investment Income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	<u>119</u>	<u>119</u>	<u>357</u>	<u>357</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

8. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
General Advice	16,026	–	16,026
Money Advice Service Debit Advice Project	–	280,240	280,240
National Lottery Advice Services	–	121,742	121,742
Minority Ethnic Projects	–	13,651	13,651
MAPs TR	–	9,558	9,558
National Lottery Covid Response	–	33,662	33,662
BBO	–	44,804	44,804
The Henry Smith Charity	–	91,784	91,784
Universal Credit Help To Claim	–	82,077	82,077
Coalfield Regeneration Trust	–	11,419	11,419
Vulnerable Clients	–	360	360
BEIS	–	8,408	8,408
SLIP	–	14,922	14,922
	<u>16,026</u>	<u>712,627</u>	<u>728,653</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
General Advice	47,150	–	47,150
Money Advice Service Debit Advice Project	–	290,920	290,920
Minority Ethnic Projects	–	30,809	30,809
BBO	–	45,877	45,877
The Henry Smith Charity	–	89,825	89,825
National Lottery Reaching Communities	–	138,151	138,151
Universal Credit Help To Claim	–	84,103	84,103
Vulnerable Clients	–	1,435	1,435
	<u>47,150</u>	<u>681,120</u>	<u>728,270</u>

9. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly £	Total funds 2021 £	Total fund 2020 £
General Advice	16,026	16,026	47,150
Money Advice Service Debit Advice Project	280,240	280,240	290,920
National Lottery Advice Services	121,742	121,742	–
Minority Ethnic Projects	13,651	13,651	30,809
MAPs TR	9,558	9,558	–

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

National Lottery Covid Response	33,662	33,662	–
BBO	44,804	44,804	45,877
The Henry Smith Charity	91,784	91,784	89,825
National Lottery Reaching Communities	–	–	138,151
Universal Credit Help To Claim	82,077	82,077	84,103
Coalfield Regeneration Trust	11,419	11,419	–
Vulnerable Clients	360	360	1,435
BEIS	8,408	8,408	–
SLIP	14,922	14,922	–
	<u>728,653</u>	<u>728,653</u>	<u>728,270</u>

10. Net Income

Net income is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation of tangible fixed assets	<u>6,279</u>	<u>6,789</u>

11. Independent Examination Fees

	2021	2020
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	650	650
Other financial services	<u>1,018</u>	<u>928</u>
	<u>1,668</u>	<u>1,578</u>

12. Staff Costs

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

	2021	2020
	£	£
Wages and salaries	536,898	521,241
Social security costs	43,213	44,144
Employer contributions to pension plans	<u>8,670</u>	<u>8,658</u>
	<u>588,781</u>	<u>574,043</u>

The average head count of employees during the year was 23 (2020: 25). The average number of full-time equivalent employees during the year is analysed as follows:

	2021	2020
	No.	No.
Number of staff	<u>23</u>	<u>25</u>

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

13. Trustee Remuneration and Expenses

Trustees received neither remuneration nor expenses during the current and previous financial year.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

14. Transfers Between Funds

During the year £25,705 was transferred from unrestricted to restricted funds. This comprised:

	2021 £
Match funding for DAP	11,805
Match funding for Big Lottery Reaching Communities	6,743
Match funding for the Henry Smith project	31,785
Match funding for the BBO project	4,944
Contribution from HMRC grant to Henry Smith and Big Lottery projects	(31,631)
Other minor transfers	2,059
	<u>25,705</u>

15. Tangible Fixed Assets

	Freehold property £	Fixtures, fittings and equipment £	Total £
Cost			
At 1 April 2020 and 31 March 2021	<u>82,377</u>	<u>262,978</u>	<u>345,355</u>
Depreciation			
At 1 April 2020	22,948	238,671	261,619
Charge for the year	<u>1,647</u>	<u>4,632</u>	<u>6,279</u>
At 31 March 2021	<u>24,595</u>	<u>243,303</u>	<u>267,898</u>
Carrying amount			
At 31 March 2021	<u>57,782</u>	<u>19,675</u>	<u>77,457</u>
At 31 March 2020	<u>59,429</u>	<u>24,307</u>	<u>83,736</u>

16. Debtors

	2021 £	2020 £
Trade debtors	9,951	11,674
Prepayments and accrued income	<u>8,913</u>	<u>6,303</u>
	<u>18,864</u>	<u>17,977</u>

17. Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	7,054	4,677
Accruals and deferred income	7,998	5,140
Social security and other taxes	13,764	10,570
Other creditors	<u>1,745</u>	<u>2,658</u>
	<u>30,561</u>	<u>23,045</u>

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

18. Pensions and Other Post Retirement Benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £8,670 (2020: £8,658).

19. Analysis of Charitable Funds

Unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General funds	200,444	148,484	(9,747)	(25,705)	313,476
Operating provision reserve	80,000	–	–	–	80,000
Capital funds	83,736	–	(6,279)	–	77,457
	<u>364,180</u>	<u>148,484</u>	<u>(16,026)</u>	<u>(25,705)</u>	<u>470,933</u>

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
General funds	167,341	136,171	(40,361)	(62,707)	200,444
Operating provision reserve	80,000	–	–	–	80,000
Capital funds	85,845	–	(6,789)	4,680	83,736
	<u>333,186</u>	<u>136,171</u>	<u>(47,150)</u>	<u>(58,027)</u>	<u>364,180</u>

Purpose of General funds:

South Tyneside Council - Core funding provided to allow the company to meet its primary objectives of delivering multi-channel information and advice services through 'drop in' and appointments. Advice Services are designed to meet the needs of South Tyneside residents and help them address the social and economic problems they are currently facing.

By resolving the social and economic problems of residents the company increases social and financial inclusion and thereby improves general health and well-being within some of our most disadvantaged communities.

Operating provision reserve - The trustees have designated funds sufficient to keep a level of reserve appropriate to the nature of the charity's work and overall monthly expenditure, and to mitigate any unforeseen fluctuating income that might affect its ability to function and maintain its core service to the community. The board of trustees deem that a reserve equivalent to the provision of two months' running costs is sufficient in this regard.

Capital Fund - records the capital addition funded out of unrestricted funds. The fund is charged with depreciation. The transfer during the year reflects the net investment in fixed assets additions during the year which were not funded out of restricted grants.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

19. Analysis of Charitable Funds (continued)

Restricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Debt Advice Project (DAP)	–	268,439	(280,244)	11,805	–
Vulnerable Clients	1,928	–	(360)	–	1,568
Minority Ethnic project	5,191	25,000	(13,650)	–	16,541
HMRC	–	31,631	–	(31,631)	–
BBO	–	39,859	(44,803)	4,944	–
Universal Credit - Help to Claim	–	83,189	(82,075)	–	1,114
National Lottery	–	–	–	–	–
Reaching Communities	15,000	100,000	(121,743)	6,743	–
The Henry Smith Charity	–	60,000	(91,785)	31,785	–
MAPs TR	–	14,576	(9,557)	–	5,019
National Lottery Covid Response	–	33,542	(33,661)	119	–
Coalfield Regeneration	–	–	–	–	–
Trust	–	9,492	(11,419)	1,927	–
BEIS	–	8,395	(8,408)	13	–
SLIP	–	14,922	(14,922)	–	–
	<u>22,119</u>	<u>689,045</u>	<u>(712,627)</u>	<u>25,705</u>	<u>24,242</u>

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Debt Advice Project (DAP)	–	263,344	(290,920)	27,576	–
Vulnerable Clients	1,363	2,000	(1,435)	–	1,928
Minority Ethnic project	22,500	13,500	(30,809)	–	5,191
HMRC	–	46,293	–	(46,293)	–
BBO	11,601	27,300	(45,877)	6,976	–
Universal Credit - Help to Claim	–	82,311	(84,103)	1,792	–
National Lottery	–	–	–	–	–
Reaching Communities	15,000	100,000	(138,151)	38,151	15,000
The Henry Smith Charity	–	60,000	(89,825)	29,825	–
	<u>50,464</u>	<u>594,748</u>	<u>(681,120)</u>	<u>58,027</u>	<u>22,119</u>

Purpose of restricted funds:

Money Advice Services Debt Advice Project - To offer face to face and Telephone debt advice and assistance within South Tyneside on the full range of debt solutions and options open to clients, dependent on their personal circumstances. In order to help clients with unmanageable debt the solutions range from informal reduced repayments up to and including Bankruptcies.

Big Lottery Reaching Communities- A partnership with the National Lottery to fund Social Welfare Advisors with the aim of improving the lives of people most in need through the provision of Social Welfare information, advice and representation.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

19. Analysis of Charitable Funds *(continued)*

Minority Ethnic Project - To offer generalist advice and financial awareness and education in all subjects to members of the BAME communities in their own languages, primarily Arabic and Bengali, leading to better social and financial cohesion.

Vulnerable clients - This offers extremely vulnerable clients in desperate short term need a relatively small crisis/hardship payment.

BBO - This is a project funded by the Building Better Opportunities Fund which is a joint programme between the Big Lottery Fund and the European Social Fund. This funds a regional project called Wise Steps with the lead partner being the Wise Group. The project aims to remove barriers and help beneficiaries into paid employment by making them more work ready through help and support.

As a 'Specialist' partner in this project our role is to help people with particular problems such as debt, housing or welfare benefit problems that may be preventing them from finding work. The project commenced on 1/4/17 and finished on 31/3/19.

The Henry Smith Charity - A partnership with the National Lottery to fund Social Welfare Advisors with the aim of improving the lives of people most in need through the provision of Social Welfare information, advice and representation.

Universal Credit - Help to Claim - Citizens Advice has been contracted by the Department for Work & Pensions to assist claimants to make on-line claims for Universal Credit.

HMRC - The LCA receives funding from Her Majesty's Revenue & Customs that allows us to provide dedicated advice and support to all HMRC customers in South Tyneside. This includes assistance in all matters relating to Working & Child Tax Credits, Income Tax, National Insurance, Inheritance Tax etc.

MAPS TR (Money and Pensions Service Trainee) - In response to the economic downturn caused through the national pandemic, the Government agreed to fund agencies to recruit a Trainee Debt Caseworker in order to increase the overall capacity of free debt advice across the country. We are therefore in the process of training a new recruit to Debt work to fulfil the contract and the government's aim of increasing capacity.

BEIS (Department for Business, Energy & Industry Strategy) - Citizens Advice nationally received funding from the Department for Business, Energy & Industry Strategy to make funds available to purchase hardware and software that would allow local Citizens Advice Offices to adapt to the service provision demands resulting from the pandemic. The funding was to provide greater flexibility in terms of channels of advice delivery moving to telephone and web-chat given face to face advice is suspended.

SLIP (Support for Litigants In Person) - This is a regional project to advise all clients who require advice and support with any form of litigation free of charges. The project across the North east region offers free legal advice in the social welfare categories of Family, Employment and Welfare Benefit Law. Our role within this project is to offer welfare Benefit advocacy to all clients challenging decisions made by statutory bodies, mainly the Department for Work & Pensions and Local Authorities.

South Tyneside Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

20. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	77,457	–	77,457
Current assets	424,037	24,242	448,279
Creditors less than 1 year	(30,561)	–	(30,561)
Net assets	<u>470,933</u>	<u>24,242</u>	<u>495,175</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	83,736	–	83,736
Current assets	257,196	68,412	325,608
Creditors less than 1 year	(23,045)	–	(23,045)
Net assets	<u>317,887</u>	<u>68,412</u>	<u>386,299</u>

21. Analysis of Changes in Net Debt

	At 1 Apr 2020 £	Cash flows £	At 31 Mar 2021 £
Cash at bank and in hand	<u>307,631</u>	<u>121,784</u>	<u>429,415</u>

22. Operating Lease Commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Not later than 1 year	20,000	20,245
Later than 1 year and not later than 5 years	52,110	72,110
	<u>72,110</u>	<u>92,355</u>

South Tyneside Citizens Advice Bureau

Management Information

Year Ended 31 March 2021

The Following Pages Do Not Form Part of the Financial Statements.

South Tyneside Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2021

	2021 £	2020 £
Income and endowments		
Donations and legacies		
Donations	379	1,179
Room hire and rental income	8,607	9,355
Small Business Recovery grant	10,000	–
Other income	379	3,280
Barbour Trust	–	3,000
	<u>19,365</u>	<u>16,814</u>
Charitable activities		
South Tyneside Metropolitan Borough Council (STMBC)	129,000	119,000
Big Lottery Advice Services	100,000	100,000
Debt Advice Project (DAP)	268,439	263,344
Minority Ethnic Project (MEP)	25,000	13,500
MAPs TR	14,576	–
National Lottery Covid Response	33,542	–
Wise Group (BBO)	39,859	27,300
Universal Credit - Help to Claim	83,189	82,311
The Henry Smith Charity	60,000	60,000
Coalfields Regeneration Trust	9,492	–
HMRC	31,631	46,293
BEIS	8,395	–
SLIP	14,922	–
Other income from charitable activities	–	2,000
	<u>818,045</u>	<u>713,748</u>
Investment income		
Bank interest receivable	<u>119</u>	<u>357</u>
Total income	<u>837,529</u>	<u>730,919</u>

South Tyneside Citizens Advice Bureau

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2021

	2021 £	2020 £
Expenditure		
Wages and salaries	536,898	521,241
Employer's NIC	43,213	44,144
Pension costs	8,670	8,658
Premises costs	53,122	57,757
Office costs	71,704	77,513
Depreciation	6,279	6,789
Staff and volunteer costs	4,060	7,174
Governance costs	3,895	3,056
Other costs	812	1,938
Total expenditure	<u>728,653</u>	<u>728,270</u>
Net income	<u>108,876</u>	<u>2,649</u>
