

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

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants
Enterprise House
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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

			2021		2020
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
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>
