

# CITIZENS ADVICE COUNTY DURHAM

England & Wales · Charity number 1151790

## Details

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**Other names** GREATER DURHAM CITIZENS ADVICE BUREAU, GDCAB

**Status** Registered

**Legal form** Charitable company

**Company number** [08357279](#)

**Registered** 2013-04-26

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

## Contact

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**Address** 71 High Street  
Spennymoor  
County Durham  
DL16 6BB

**Phone** 0300 323 1000

**Email** [enquiries@citizensadvicecd.org.uk](mailto:enquiries@citizensadvicecd.org.uk)

**Website** [www.citizensadvicecd.org.uk](http://www.citizensadvicecd.org.uk)

## Activities

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**Objects:** THE CHARITY'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN COUNTY DURHAM.

**Activities:** We are an independent advice charity based across the whole of County Durham. We are open to people who live, work or study in the county. People can come into one of our many centres or contact us on our Adviceline 0808 278 7821.

## Classification

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- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty, Human Rights/religious Or Racial Harmony/equality Or Diversity, Other Charitable Purposes
- **Who:** The General Public/mankind

## Geography

- Durham

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,165,915	£2,233,719	£1,230,231	79
2024-03-31	£2,749,187	£3,412,557	£1,298,035	121
2023-03-31	£3,582,606	£3,534,216	£1,879,405	111
2022-03-31	£3,619,816	£3,338,332	£1,831,015	129
2021-03-31	£3,722,172	£3,438,123	£1,549,531	134

## Trustees

Name	Role	Appointed
<b>Jennifer Smurthwaite</b>	Chair	2022-09-12
Adele Barnett		2023-09-13
Alan Shield		2021-09-21
David Blackwell		2021-11-16
GEOFFREY FIELD		2026-05-26
John Scollen		2019-09-17
John William Taylor		2016-03-15
Matthew Tunnicliffe-John		2026-05-26
Michael Smith		2014-05-20

**CITIZENS ADVICE COUNTY DURHAM**

England & Wales - Charity number 1151790

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# Accounts

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Charity registration number 1151790 (England and Wales)

Company registration number 08357279

**CITIZENS ADVICE COUNTY DURHAM**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

# CITIZENS ADVICE COUNTY DURHAM

## LEGAL AND ADMINISTRATIVE INFORMATION

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**Trustees**

Mr M Smith  
Mr J Scollen  
Mr J W Taylor  
Mrs V Wilkinson  
Mr A Shield  
Mr D Blackwell  
Mrs J Smurthwaite  
Ms A Barnett  
Mr P Topping

**Charity number (England and Wales)**

1151790

**Company number**

08357279

**Registered office**

71 High Street  
Spennymoor  
County Durham  
DL16 6BB

**Auditor**

Allen Sykes Audit Limited  
5 Henson Close  
South Church Enterprise Park  
Bishop Auckland  
Co Durham  
DL14 6WA

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# CITIZENS ADVICE COUNTY DURHAM

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# CITIZENS ADVICE COUNTY DURHAM

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2025

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The trustees, who are also the directors for the purposes of company law, present their annual report and financial statements for the year ended 31 March 2025.

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

#### **Objectives and activities**

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of County Durham by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Citizens Advice County Durham (CACD) provides free, confidential, impartial and independent advice and information to benefit the local community, campaigning for change and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively. We value diversity, promote equity and challenge discrimination. These objectives are shared by all members of Citizens Advice as per the twin aims:

Our aims are focused on:

- To provide the advice people need for the problems they face, and
- To improve the policies and practices that affect people's lives.

#### **Ensuring our work delivers our aims**

We review our aims, objectives and activities each year. The annual review seeks to examine our achievements and outcomes. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review, we are ensuring that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- Making sure our service delivery is cost effective and yet person centred.
- Continually reviewing, and improving where necessary, the quality of the advice we deliver to all our clients.
- Diversifying our approach to funding to minimise the risks associated with holding reduced funding streams.
- Continued partnership working with other organisations to help develop initiatives to improve access to quality advice, information and support services.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

#### **Significant Activities**

Our principal activity remained the provision of free, confidential, impartial and independent advice to clients in County Durham and across the country to empower them to move forward. Some of our activity was focused in our locality, with other key contracts being delivered on a national basis. We have been able to focus more on the advice we give in our local communities, ensuring a mix of local and remote advice services.

We had an active Research and Campaigns team and a lot of work had been done during this period to re-build and improve our approach to research and campaigns. We understood the scale of potential impact that social change could have on the residents of County Durham. Therefore, we prioritised research and campaigns as a key activity and have been working on campaigns that affect our local community but also those that have a broad UK impact.

# **CITIZENS ADVICE COUNTY DURHAM**

## **TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

***FOR THE YEAR ENDED 31 MARCH 2025***

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### **Contribution of Volunteers**

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff that give their time to help people in both their communities and the wider population of County Durham. The trustee board and senior executive team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate.

Volunteers represent the indispensable core of the service and without them there would not be a Citizens Advice service. Throughout 2024/25 the service utilised 60 volunteers. The volunteers contribute, on average 252 hours per week.

### **Contribution of Paid Staff**

The Trustees also wish to acknowledge the invaluable contribution of our paid staff, whose teamwork, skill and dedication have been key to the charity's achievements this year. Together with our volunteers, they form the foundation of our success and ensure we continue to make a positive impact in our community and nationally.

### **Achievements and performance**

2024/25 has allowed us to rebuild our advice presence across County Durham, rationalising the locations that we use as bases and utilising other organisations premises to deliver advice in the local community. We have tried to ensure we have a local presence in all of the major towns as well as outreaches in more rural locations.

Across the projects that involve us, the following summarises our key activities and benefits we achieved for people, both in County Durham and nationally:

# Key Statistics

County Durham (member)

02/04/2024 31/03/2025

CITIZENS  
ADVICE

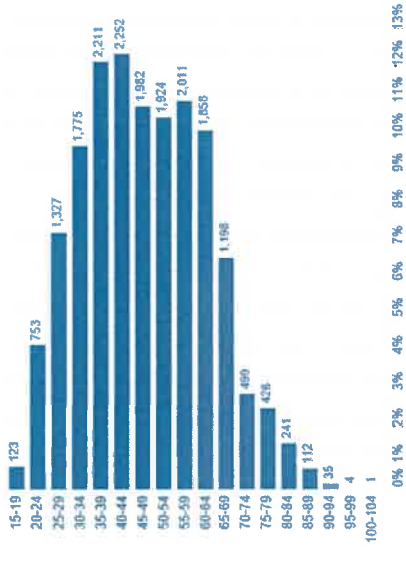
## Summary

Clients	19,997
Quick client contacts	3,444
Issues	102,001
Activities	39,732
CASES	23,171
<b>Outcomes</b>	
Income gain	£18,937,614
Re-embursements, services, loans	£284,487
Debts written off	£1,077,610
Repayments rescheduled	£16,607
Other	£9,642,661

## Issues

Issues	Clients
Benefits & tax credits	8,453
Benefits Universal Credit	9,442
Charitable Support & Food Ban...	9,240
Consumer goods & services	3,879
Debt	8,630
Education	104
Employment	1,022
Financial services & capability	1,184
GVA & Hate Crime	73
Health & community care	436
Housing	2,610
Immigration & asylum	607
Legal	979
Other	347
Relationships & family	1,239
Tax	260
Travel & transport	181
Utilities & communications	368
Grand Total	102,001

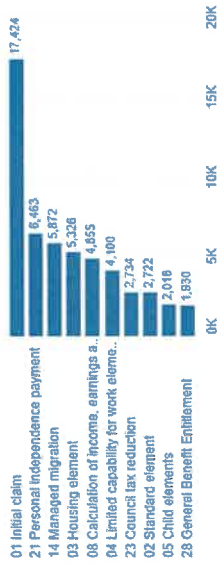
## Age



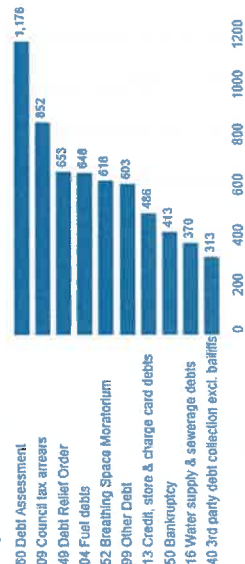
## Channel



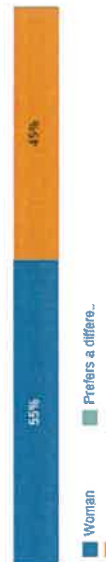
## Top benefit issues



## Top debt issues



## Gender



## Disability / Long-term health



## Ethnicity



# CITIZENS ADVICE COUNTY DURHAM

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

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#### Financial review

In 2024/25 the total income decreased by 21% due to a significant reduction in funding from Citizens Advice.

Total funds at 31 March 2025 were £1,230,231, made up of unrestricted funds and restricted funds. The restricted funds as at the year end were £160,048 which reflected the level of unspent funding recognised in the year as income which would be spent in 2025/26 or returned to the funder if unspent. Total unrestricted funds as at 31 March 2025 were £1,070,183 a reduction of £102,182 from the previous year.

#### Reserves policy

We employ 80 staff and had contractual responsibilities for 4 premises. As such, we needed a reserves policy to be able to;

run essential services for people of County Durham in the event of funding loss;

hold funds in case of unplanned closure of projects;

fund major unplanned works to capital assets owned by us.

The value of free reserves required to achieve these goals was re-evaluated twice yearly by the Finance Sub Committee and recommended for approval by the Trustee Board.

The reserves target agreed in March 2025 was £540,000.

Unrestricted free reserves held by CACD 31 March 2025 were £412,261 which is below the target level in the company's above reserve policy. However, measures have been implemented to enable the charity to try to increase its free reserves to the targeted level in the future.

#### Risk

The risk register was reviewed quarterly by the executive team and annually by the Trustee Board.

We held bi-monthly Information Risk Management meetings with a Senior Information Risk Officer and Senior Management Team. In this meeting, we reviewed data breaches, data impact assessments, best practice and the information risk asset register.

We also had a risk management strategy which was reviewed regularly by the executive team and annually by the Trustee Board. Policies and procedures were reviewed on an annual basis or in response to changes within the charity or external factors such as legislation.

#### Plans for future periods

##### Short Term (<1 year)

Adapt the balance of local, regional and national advice services that we provide.

Respond to the DCC Advice Review process with a robust solution that works in partnership with other local advice agencies to provide the best possible support for the people of County Durham.

Continue to implement new IT/telecommunications systems to support future flexible development of services.

##### Medium Term (1-3 years)

Implement strategy to address changes (both known, expected and unexpected scenarios) to the external landscape.

Ensure resources are at suitable levels to enable optimised delivery of advice, across multiple channels (face to face, email, phone, video etc).

Be at the heart of alliance working and collaboration, contributing to shared intelligence in the county.

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# CITIZENS ADVICE COUNTY DURHAM

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

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#### Structure, governance and management

We were established under a memorandum of association which outlined the objects and powers of the charitable company and are governed under its articles of association. We adopted an updated governing document in 2022/23, which is based on the model Citizens Advice governance method.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr M Smith

Mr J Scollen

Mr J W Taylor

Mrs V Wilkinson

Mr A Shield

Mr D Blackwell

Mrs J Smurthwaite

Ms A Barnett

Mrs A M Fahey

(Resigned 21 August 2025)

Mr P Topping

#### Recruitment and appointment of trustees

Trustees are openly recruited with specific skills and experience targeted according to Trustee Board need. Potential trustees are asked to submit a CV and are subsequently interviewed by a panel consisting of at least two existing trustees (one of whom should be the chair) and head of resources. Trustees are appointed at the annual general meeting but may be co-opted by the Trustee Board throughout the year where appropriate.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

#### Organisational structure

We are governed by a Trustee Board of directors who are also the charity's trustees. Sub-committees including Personnel, Research and Campaigns and Finance report to the Trustee Board with task and finish committees formed as required. Trustee Board usually meet on a bi-monthly basis with more regular meetings held as and when need dictates. The day-to-day running of the charity is delegated to the executive team led by the chief executive officer. The Trustee Board is independent from the management of the charity.

#### Induction and training of trustees

All newly-appointed trustees are given a detailed introduction to the charity's work and are supplied with relevant documents such as governing documents and annual accounts. They are also invited to meet with existing staff and trustees and visit services where suitable. They are also encouraged to undertake relevant training opportunities and must undertake certain mandatory training such as Data Protection.

#### Wider Network

We are a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux which provides support, guidance and training to members. They also provide a national case management and information system. A condition of membership is to meet and maintain national advice and management standards which are audited regularly. We meet the Advice Quality Standard and are registered with the Information Commissioner's Office (ICO) and the Financial Conduct Authority (FCA).

We are a full member of the Advice in County Durham (AiCD) partnership, which works with all the advice providers in the county to enable effective referrals into appropriate services, upskill the advice sector and encourage collaboration.

# CITIZENS ADVICE COUNTY DURHAM

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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### Risk management

The trustees had a duty to identify and review the risks to which we are exposed to and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

### Public Benefit

Our main activities and who we help are described elsewhere in this report. All our charitable activities were undertaken to further our charitable purposes for the public benefit. The Trustee Board had regard to the Charity Commission's guidance on public benefit throughout the year when deciding on the activities of the charity.

### Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

### Auditor

In accordance with the company's articles, a resolution proposing that Allen Sykes Audit Limited be reappointed as auditor of the company will be put at a General Meeting.

### Small company provisions

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

### Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

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



Mrs J Smurthwaite  
Trustee

Date: 9/12/25

# **CITIZENS ADVICE COUNTY DURHAM**

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

***FOR THE YEAR ENDED 31 MARCH 2025***

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The trustees, who are also the directors of Citizens Advice County Durham for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

# CITIZENS ADVICE COUNTY DURHAM

## INDEPENDENT AUDITOR'S REPORT

### TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM

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#### Opinion

We have audited the financial statements of Citizens Advice County Durham (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the statement of financial position, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

#### Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

# **CITIZENS ADVICE COUNTY DURHAM**

## **INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

### **TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM**

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#### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

# CITIZENS ADVICE COUNTY DURHAM

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM

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Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind any identified significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

# CITIZENS ADVICE COUNTY DURHAM

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM

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As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

#### Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



#### John P Yarrow FCA (Senior Statutory Auditor)

For and on behalf of Allen Sykes Audit Limited, Statutory Auditor

Chartered Accountants

5 Henson Close

South Church Enterprise Park

Bishop Auckland

Co Durham

DL14 6WA

10 December 2025

# CITIZENS ADVICE COUNTY DURHAM

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
<b>Income from:</b>							
Donations and legacies	4	1,730	-	1,730	411	-	411
Charitable activities	5	691,115	1,444,883	2,135,998	1,481,271	1,236,342	2,717,613
Investments	6	28,187	-	28,187	31,163	-	31,163
<b>Total income</b>		<u>721,032</u>	<u>1,444,883</u>	<u>2,165,915</u>	<u>1,512,845</u>	<u>1,236,342</u>	<u>2,749,187</u>
<b>Expenditure on:</b>							
Charitable activities	7	745,476	1,488,243	2,233,719	2,031,493	1,381,064	3,412,557
<b>Total expenditure</b>		<u>745,476</u>	<u>1,488,243</u>	<u>2,233,719</u>	<u>2,031,493</u>	<u>1,381,064</u>	<u>3,412,557</u>
<b>Net expenditure</b>		<u>(24,444)</u>	<u>(43,360)</u>	<u>(67,804)</u>	<u>(518,648)</u>	<u>(144,722)</u>	<u>(663,370)</u>
Transfers between funds	13	(77,738)	77,738	-	(65,226)	65,226	-
<b>Other recognised gains and losses:</b>							
Revaluation of tangible fixed assets		-	-	-	82,000	-	82,000
<b>Net movement in funds</b>	9	<u>(102,182)</u>	<u>34,378</u>	<u>(67,804)</u>	<u>(501,874)</u>	<u>(79,496)</u>	<u>(581,370)</u>
<b>Reconciliation of funds:</b>							
Fund balances at 1 April 2024		<u>1,172,365</u>	<u>125,670</u>	<u>1,298,035</u>	<u>1,674,239</u>	<u>205,166</u>	<u>1,879,405</u>
<b>Fund balances at 31 March 2025</b>		<u><u>1,070,183</u></u>	<u><u>160,048</u></u>	<u><u>1,230,231</u></u>	<u><u>1,172,365</u></u>	<u><u>125,670</u></u>	<u><u>1,298,035</u></u>

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

# CITIZENS ADVICE COUNTY DURHAM

## STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2025

	Notes	2025		2024	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	14		657,922		658,976
<b>Current assets</b>					
Debtors	15	57,081		176,341	
Investments	16	11,793		11,285	
Cash at bank and in hand		607,847		607,849	
		676,721		795,475	
<b>Creditors: amounts falling due within one year</b>	17	(104,412)		(156,416)	
Net current assets			572,309		639,059
<b>Total assets less current liabilities</b>			1,230,231		1,298,035
<b>Income funds</b>					
Restricted funds	20		160,048		125,670
<u>Unrestricted funds</u>					
Designated funds	21	587,098		587,098	
General unrestricted funds		483,085		585,267	
			1,070,183		1,172,365
			1,230,231		1,298,035

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

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

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees and authorised for issue on 9/12/25



Mrs V Wilkinson  
Trustee

Company registration number 08357279

# CITIZENS ADVICE COUNTY DURHAM

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

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	Notes	2025 £	£	2024 £	£
<b>Cash flows from operating activities</b>					
Cash absorbed by operations	25		(27,681)		(733,060)
<b>Investing activities</b>					
Investment income received		28,187		31,163	
<b>Net cash generated from investing activities</b>			28,187		31,163
<b>Net cash used in financing activities</b>			-		-
<b>Net increase/(decrease) in cash and cash equivalents</b>			506		(701,897)
Cash and cash equivalents at beginning of year			619,134		1,321,031
<b>Cash and cash equivalents at end of year</b>			619,640		619,134
<b>Relating to:</b>					
Cash at bank and in hand			607,847		607,849
Short term deposits included in current asset investments			11,793		11,285
			619,640		619,134

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# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2025

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#### 1 Accounting policies

##### Charity information

Citizens Advice County Durham is a private company limited by guarantee incorporated in England and Wales. The registered office is 71 High Street, Spennymoor, County Durham, DL16 6BB.

##### 1.1 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. The principal accounting policies adopted are set out below.

##### 1.2 Going concern

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

##### 1.3 Charitable funds

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

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

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

##### 1.4 Income

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

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

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 1 Accounting policies

(Continued)

#### 1.5 Expenditure

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

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

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses. Freehold land and buildings are carried at fair value at the reporting date. Changes in fair value are recognised in net income/(expenditure) for the year.

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

Freehold land and buildings	not depreciated
Leasehold property improvements	10% straight line
Computer & office equipment	25% straight line

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

#### 1.7 Impairment of fixed assets

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

#### 1.8 Cash and cash equivalents

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

#### 1.9 Financial instruments

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

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

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

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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### 1 Accounting policies

(Continued)

#### **Basic financial assets**

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

#### **Basic financial liabilities**

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

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

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

#### **Derecognition of financial liabilities**

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

### 1.10 Employee benefits

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

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

### 2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

### 3 Company Limited by Guarantee

The company is limited by guarantee. At 31 March 2025 there were 10 members (2024 - 10 members) each of whom had undertaken to contribute an amount not exceeding £1 in the event of the company winding up.

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 4 Income from donations and legacies

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Donations and gifts	1,730	411

### 5 Charitable activities

	Information & Advice Services 2025 £	Information & Advice Services 2024 £
Performance related grants	2,128,568	2,714,521
Other income	7,430	3,092
	<u>2,135,998</u>	<u>2,717,613</u>

Analysis by fund		
Unrestricted funds	691,115	1,481,271
Restricted funds	1,444,883	1,236,342
	<u>2,135,998</u>	<u>2,717,613</u>

#### Funding Analysis

Durham County Council Funding	605,250	591,663
Citizens Advice Funding	1,148,163	1,859,772
Other Funding	375,155	263,086
	<u>2,128,568</u>	<u>2,714,521</u>

### 6 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Rental income	21,000	19,333
Other income	7,187	11,830
	<u>28,187</u>	<u>31,163</u>

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 7 Expenditure on charitable activities

	Information & Advice Services 2025 £	Information & Advice Services 2024 £
<b>Direct costs</b>		
Staff costs	1,561,167	2,592,006
Other costs	84,924	153,620
	<u>1,646,091</u>	<u>2,745,626</u>
<b>Share of support and governance costs (see note 8)</b>		
Support	563,408	650,424
Governance	24,220	16,507
	<u>2,233,719</u>	<u>3,412,557</u>
<b>Analysis by fund</b>		
Unrestricted funds	745,476	2,031,493
Restricted funds	1,488,243	1,381,064
	<u>2,233,719</u>	<u>3,412,557</u>

### 8 Support costs allocated to activities

	2025 £	2024 £
Staff costs	319,065	297,634
Depreciation	1,054	5,127
Other staff costs	10,734	12,203
Office costs	127,580	164,401
Premises costs	79,348	145,967
Other costs	25,627	25,092
Governance costs	24,220	16,507
	<u>587,628</u>	<u>666,931</u>
<b>Analysed between:</b>		
Information & Advice Services	<u>587,628</u>	<u>666,931</u>

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

<b>8 Support costs allocated to activities</b>	<b>(Continued)</b>	
	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Governance costs comprise:</b>		
Audit fees	7,749	5,729
Legal and professional	7,104	2,428
Other governance costs	9,367	8,350
	<u>24,220</u>	<u>16,507</u>
<b>9 Net movement in funds</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	7,749	5,729
Depreciation of owned tangible fixed assets	1,054	5,127
	<u>8,803</u>	<u>10,856</u>
<b>10 Trustees</b>		
None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.		
<b>11 Employees</b>		
The average monthly number of employees during the year was:		
	<b>2025</b>	<b>2024</b>
	<b>Number</b>	<b>Number</b>
	79	121
	<u>79</u>	<u>121</u>
<b>Employment costs</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Wages and salaries	1,699,871	2,597,348
Social security costs	132,693	195,240
Other pension costs	47,668	97,052
	<u>1,880,232</u>	<u>2,889,640</u>

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

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 11 Employees (Continued)

##### Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Aggregate compensation	59,845	58,104

#### 12 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

#### 13 Transfers

The fund transfers relate mainly to transfers from restricted funds to unrestricted funds where non monetary expenditure (e.g. management charges, etc) has been released during the year. The transfers have been made in order that the restricted funds shown in the balance sheet at the year end shows the total amount of funding remaining which has been restricted in its purpose. In some instances transfers from unrestricted funds have been made to restricted funds where the expenditure was greater than the income received.

#### 14 Tangible fixed assets

	Freehold land and buildings £	Leasehold property improvements £	Computer & office equipment £	Total £
<b>Cost or valuation</b>				
At 1 April 2024	657,000	98,391	117,931	873,322
Disposals	-	(12,600)	-	(12,600)
At 31 March 2025	657,000	85,791	117,931	860,722
<b>Depreciation and impairment</b>				
At 1 April 2024	-	96,415	117,931	214,346
Depreciation charged in the year	-	1,054	-	1,054
Eliminated in respect of disposals	-	(12,600)	-	(12,600)
At 31 March 2025	-	84,869	117,931	202,800
<b>Carrying amount</b>				
At 31 March 2025	657,000	922	-	657,922
At 31 March 2024	657,000	1,976	-	658,976

The freehold property includes property at High Street, Spennymoor and Armstong House, Durham. These are carried at the fair value. The directors have assessed their market value based on valuations undertaken by McGillivrays Chartered Surveyors on 12th August 2024 and Graham S Hall Chartered Surveyors on 23rd September 2024 respectively.

At 31 March 2025, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £451,429 (2024 - £456,460).

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

<b>15 Debtors</b>		<b>2025</b>	<b>2024</b>
		<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>			
Trade debtors		31,366	28,560
Other debtors		12,165	116,958
Prepayments		13,550	30,823
		<u>57,081</u>	<u>176,341</u>
		<u><u>57,081</u></u>	<u><u>176,341</u></u>
<b>16 Current asset investments</b>		<b>2025</b>	<b>2024</b>
		<b>£</b>	<b>£</b>
Investment bank accounts		11,793	11,285
		<u>11,793</u>	<u>11,285</u>
		<u><u>11,793</u></u>	<u><u>11,285</u></u>
<b>17 Creditors: amounts falling due within one year</b>		<b>2025</b>	<b>2024</b>
		<b>£</b>	<b>£</b>
	<b>Notes</b>		
Other taxation and social security		26,585	37,334
Deferred funding income	<b>18</b>	5,000	19,635
Trade creditors		18,848	55,440
Other creditors		22,977	12,986
Accruals		31,002	31,021
		<u>104,412</u>	<u>156,416</u>
		<u><u>104,412</u></u>	<u><u>156,416</u></u>
<b>18 Government grants</b>		<b>2025</b>	<b>2024</b>
		<b>£</b>	<b>£</b>
Deferred income is included in the financial statements as follows:			
Deferred income is included within:			
Current liabilities		5,000	19,635
		<u>5,000</u>	<u>19,635</u>
Movements in the year:			
Deferred income at 1 April 2024		19,635	21,704
Released from previous periods		(19,635)	(21,704)
Resources deferred in the year		5,000	19,635
		<u>5,000</u>	<u>19,635</u>
Deferred income at 31 March 2025		<u>5,000</u>	<u>19,635</u>
		<u><u>5,000</u></u>	<u><u>19,635</u></u>

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

*FOR THE YEAR ENDED 31 MARCH 2025*

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### 19 Retirement benefit schemes

#### Defined contribution schemes

Charge to profit or loss in respect of defined contribution schemes	97,052	112,669
	<u>          </u>	<u>          </u>

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 20 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	Balance at 1 April 2023		Movement in funds			Movement in funds			Balance at 31 March 2025		
	£	£	Incoming resources	Resources expended	Transfers	Balance at 1 April 2024	Incoming resources	Resources expended	Transfers	£	£
AAP	7,323	19,635	19,635	(21,762)	-	5,196	19,635	(22,035)	-	-	2,796
EOP	-	3,776	3,776	(5,779)	2,003	-	3,581	(5,977)	2,396	-	-
ECP	-	11,544	11,544	(10,853)	-	691	11,543	(46,565)	34,331	-	-
Help to Claim	-	397,944	397,944	(401,397)	3,453	-	488,394	(486,201)	-	-	2,193
Fuel Poverty	-	-	-	-	-	-	67,500	(56,091)	-	-	11,409
Shildon Alive	-	-	-	-	-	-	8,202	-	-	-	8,202
Energy Advice Project	-	49,875	49,875	(29,542)	-	20,333	37,905	(44,846)	-	-	13,392
Energy Redress	-	130,998	130,998	(124,008)	-	6,990	107,448	(113,154)	(1,284)	-	-
TAAP	-	-	-	-	-	-	10,000	(61)	-	-	9,939
Waiting Well	-	-	-	-	-	-	4,500	(5,905)	1,405	-	-
NL Portal	50,486	54,718	54,718	(22,618)	-	82,586	41,783	(27,635)	-	-	96,734
Help Through Hardship	-	302,523	302,523	(292,649)	-	9,874	276,470	(327,234)	40,890	-	-
Cost of Living	120,868	-	-	(127,602)	6,734	-	100,000	(88,102)	-	-	11,898
Energy Cap	7,593	-	-	(11,887)	4,294	-	-	-	-	-	-
MAPS Regional	-	265,329	265,329	(314,138)	48,809	-	267,922	(264,437)	-	-	3,485
AICD	18,896	-	-	(18,829)	(67)	-	-	-	-	-	-
	<b>205166</b>	<b>1236342</b>	<b>1236342</b>	<b>1381064</b>	<b>65226</b>	<b>125670</b>	<b>1444883</b>	<b>1488243</b>	<b>77738</b>	<b>160048</b>	

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 20 Restricted funds

(Continued)

##### Restricted Funds

###### **MAPS Regional**

MAPS Regional Debt Advice is funded by the Money & Pensions Service in partnership with Citizens Advice and provides debt advice via telephone and face to face appointments. Funding has been provided for a period of 26 months from 1st February 2023 to 31st March 2025 for 5 FTE debt advisers in County Durham.

###### **Energy Advice Project**

Citizens Advice awarded Citizens Advice County Durham a sub grant agreement for the Energy Advice Programme (EAP), an industry initiative funded by BEIS and through contributions from the energy suppliers Warm Home Discount obligations. The programme provides one-to-one energy and smart meter advice to 'fuel poor' and vulnerable clients who are struggling to pay their bills.

###### **Help To Claim**

Help to Claim is funded by the Dept of Work & Pensions in partnership with Citizens Advice to provide advice to those who need help to apply for Universal Credit. Help will be tailored to the individual over the phone and web.

###### **Help Through Hardship**

Trussell Trust funded a helpline representing an opportunity to tackle the root causes of poverty for thousands of people. Citizens Advice sub contracted to Citizens Advice County Durham, funding up to 7.5 FTE advisers. To help people address their crisis and provide support to maximise their income, help them navigate the benefits system, and identify any additional grants they could be entitled to. If needed, they'll issue a voucher so they can get an emergency food parcel from their local food bank.

###### **Cost of Living**

Poverty Action Steering Group: Crisis Recovery Fund to provide crisis and recovery support to residents of County Durham in response to the cost of living crisis in collaboration with Durham Christian Partnership and East Durham Trust.

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 20 Restricted funds

(Continued)

##### **Fuel Poverty**

Northern Powergrid funded project to address fuel poverty and provide energy advice in County Durham.

##### **Shildon Alive**

Funding for the provision of advice to run alongside the the existing holistic services of Shildon Alive for the residents of Shildon and the surrounding areas.

##### **TAAP**

Funding from Teesdale Area Action Partnership and Point North to increase engagement and visibility of the Citizens Advice Services in rural Teesdale. Runs until 31st March 2026.

##### **Waiting Well**

Funding from Point North to provide advice to patients before being discharged from hospital, in partnership with NHS Waiting Well teams.

##### **AAP**

Weardale Area Action partnerships funded Weardale Welfare Benefit Support to support all residents of Weardale with a range of advice.

##### **NL Portal**

The National Lottery Community Fund funded RC North East and Cumbria Region Advice in County Durham project with Citizens Advice County Durham as the lead and makes disbursements to AICD partners. The project has been extended for it to run over 5 years with a new end date of 31 Jan 2027.

##### **AiCD**

The National Lottery Community Fund funded RC North East and Cumbria Region Advice in County Durham Referral Portal and Website Development project has been extended to use the remainder of the fund as General Running costs to 31st March 24.

##### **Energy Redress**

Energy Advice - Right Place, Right Time funded by Energy Redress provides energy advice and support to vulnerable residents in County Durham. Project awarded from 1st February 23 to 31st January 25.

##### **Energy Cap**

County Durham Community Foundation funds Poverty Hurts Energy Advice to provide additional capacity to provide energy advice to vulnerable energy consumers in Durham by provided advice.

##### **EOP**

Energy Outreach Project funded through Citizens Advice to provide Energy Champions in the local community who will identify vulnerable consumers in their community and provide advice to help them take action to improve their energy situation.

##### **ECP**

The Energy Caseworker Project is designed to deliver specialist energy advice and income maximisation support to clients experiencing fuel poverty. This is a caseworker model for delivering energy advice and is designed in order to provide support to clients who have complex needs or circumstances.

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 21 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2025 £
Capital Fund	505,098	-	-	-	-	505,098
Revaluation Reserve	82,000	-	-	-	-	82,000
General funds	585,267	721,032	(745,476)	(77,738)	-	483,085
	<u>1,172,365</u>	<u>721,032</u>	<u>(745,476)</u>	<u>(77,738)</u>	<u>-</u>	<u>1,070,183</u>
<b>Previous year:</b>	<b>At 1 April 2023 £</b>	<b>Incoming resources £</b>	<b>Resources expended £</b>	<b>Transfers £</b>	<b>Gains and losses £</b>	<b>At 31 March 2024 £</b>
Capital Fund	491,678	-	(5,127)	18,547	-	505,098
Revaluation Reserve	-	-	-	-	82,000	82,000
General funds	1,182,561	1,512,845	(2,026,366)	(83,773)	-	585,267
	<u>1,674,239</u>	<u>1,512,845</u>	<u>(2,031,493)</u>	<u>(65,226)</u>	<u>82,000</u>	<u>1,172,365</u>

#### 22 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
<b>At 31 March 2025:</b>			
Tangible assets	657,922	-	657,922
Current assets/(liabilities)	412,261	160,048	572,309
	<u>1,070,183</u>	<u>160,048</u>	<u>1,230,231</u>
	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
<b>At 31 March 2024:</b>			
Tangible assets	658,976	-	658,976
Current assets/(liabilities)	513,389	125,670	639,059
	<u>1,172,365</u>	<u>125,670</u>	<u>1,298,035</u>

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 23 Operating lease commitments

#### Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	-	20,500

### 24 Related party transactions

#### Transactions with related parties

Mr A Shield, director, was also a director of Durham Christian Partnership from 25 June 2024. Included in income from charitable activities is £14,400 in relation to services provided to Durham Christian Partnership since that date.

25 Cash absorbed by operations	2025 £	2024 £
Deficit for the year	(67,804)	(663,370)
<b>Adjustments for:</b>		
Investment income recognised in statement of financial activities	(28,187)	(31,163)
Depreciation and impairment of tangible fixed assets	1,054	5,127
<b>Movements in working capital:</b>		
Decrease in debtors	119,260	32,428
(Decrease) in creditors	(37,369)	(74,013)
(Decrease) in deferred income	(14,635)	(2,069)
<b>Cash absorbed by operations</b>	<b>(27,681)</b>	<b>(733,060)</b>

### 26 Analysis of changes in net funds

The charity had no material debt during the year.

**CITIZENS ADVICE COUNTY DURHAM**

England & Wales - Charity number 1151790

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# Accounts

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**Charity registration number 1151790**

**Company registration number 08357279 (England and Wales)**

**CITIZENS ADVICE COUNTY DURHAM**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

# CITIZENS ADVICE COUNTY DURHAM

## LEGAL AND ADMINISTRATIVE INFORMATION

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### Trustees

Mr M Smith  
Mr J Scollen  
Mr J W Taylor  
Mrs V Wilkinson  
Mr A Shield  
Mr D Blackwell  
Mrs J Smurthwaite  
Ms A Barnett

(Appointed 13 September  
2023)

Mrs A M Fahey

(Appointed 12 September  
2023)

Mr P Topping

(Appointed 23 January 2024)

### Charity number

1151790

### Company number

08357279

### Registered office

71 High Street  
Spennymoor  
County Durham  
DL16 6BB

### Auditor

Allen Sykes Limited  
5 Henson Close  
South Church Enterprise Park  
Bishop Auckland  
Co Durham  
DL14 6WA

# **CITIZENS ADVICE COUNTY DURHAM**

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Statement of financial position	12
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# **CITIZENS ADVICE COUNTY DURHAM**

## **TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**

### **FOR THE YEAR ENDED 31 MARCH 2024**

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The trustees, who are also the directors for the purposes of company law present their annual report and financial statements for the year ended 31 March 2024.

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

#### **Objectives and activities**

Citizens Advice County Durham (CACD) provides free, confidential, impartial and independent advice and information to benefit the local community, campaigning for change and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively. These objectives are shared by all members of Citizens Advice as per the twin aims:

1. To provide advice that people need for the problems they face.
2. To improve policies and practices that affect people's lives.

Our aims and objectives will be reviewed annually to ensure that our activities remain focused on the stated purposes.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

#### **Significant activities**

Our principal activity remained the provision of free, confidential, impartial and independent advice to clients in County Durham and across the country to empower them to move forward. Some of our activity was focused in our locality, with other key contracts being delivered on a national basis. We have been able to focus more on the advice we give in our local communities, ensuring a mix of local and remote advice services.

We had an active Research and Campaigns team and a lot of work had been done during this period to re-build and improve our approach to research and campaigns. We understood the scale of potential impact that social change could have on the residents of County Durham. Therefore, we prioritised research and campaigns as a key activity and have been working on campaigns that affect our local community but also those that have a broader UK impact.

#### **Volunteers**

We are grateful for the 80 volunteers that give their time to help people in both their communities and the wider population of County Durham. The social value of the time they give is estimated at over £750,000 which is more than the total statutory funding we receive for this service.

#### **Achievements and performance**

2023/24 has allowed us to rebuild our advice presence across County Durham, rationalising the locations that we use as bases and utilising other organisations premises to deliver advice in the local community. We have tried to ensure we have a local presence in all of the major towns as well as outreaches in more rural locations.

Across the projects that involve us, the following summarises our key activities and benefits we had achieved for people, both in County Durham and nationally:

# CITIZENS ADVICE COUNTY DURHAM

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

### Key Statistics

County Durham (member)

03/04/2023 28/03/2024

citizens advice

#### Summary

Clients	28,043
Quick client contacts	3,831
Issues	128,206
Activities	135,972
Cases	31,377

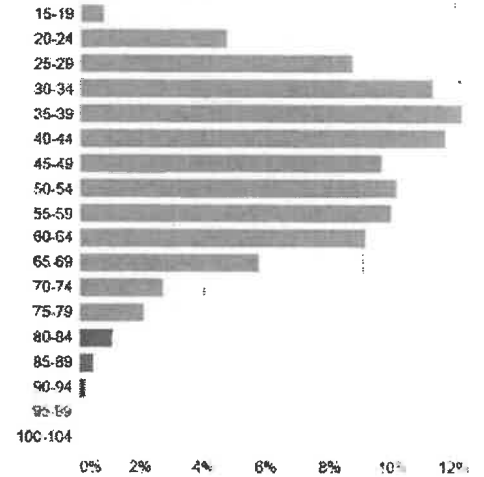
#### Outcomes

Income gain	£17,337,673
Re-imbursements, services, loans	£484,052
Debts written off	£46,930,604
Repayments matched	£133,347
Not recorded/not applicable	£10,288,074

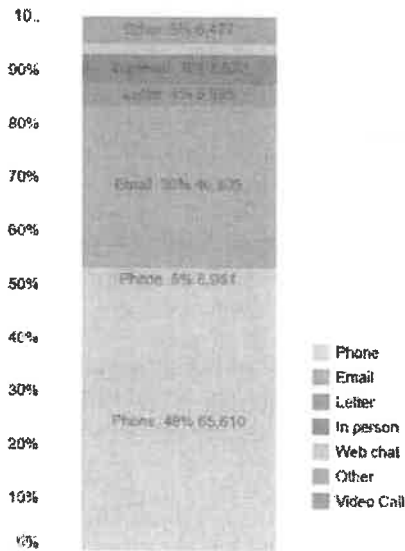
#### Issues

	Issues all	Clients
Benefits & tax credits	22,432	8,474
Benefits Universal Credit	36,342	8,705
Charitable Support & Food Ban..	8,478	5,809
Consumer goods & services	2,728	1,221
Debt	40,399	6,598
Education	135	91
Employment	1,452	685
Financial services & capability	1,926	714
GVA & Hate Crime	109	80
Health & community care	568	40*
Housing	3,283	1,984
Immigration & asylum	702	440
Legal	1,228	693
Other	621	209
Relationships & family	1,555	980
Tax	273	217
Travel & transport	577	368
Utilities & communications	5,708	1,585
<b>Grand Total</b>	<b>128,206</b>	

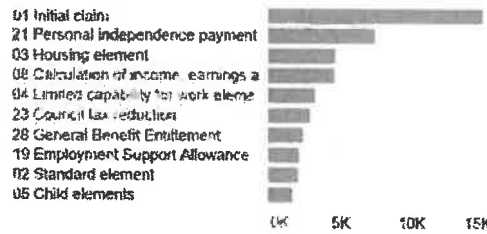
#### Age



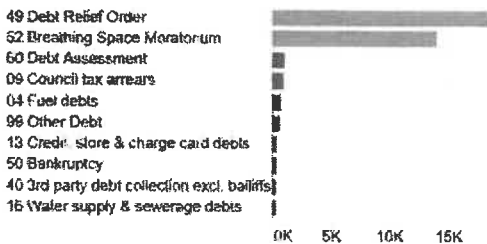
#### Channel



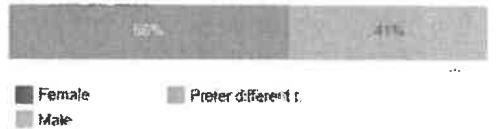
#### Top benefit issues



#### Top debt issues



#### Gender



#### Disability / Long-term health



#### Ethnicity



# CITIZENS ADVICE COUNTY DURHAM

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

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#### Financial review

In 2023/24 the total income decreased by 23% due to a significant reduction in funding from Citizens Advice.

Total funds at 31 March 2024 were £1,298,035, made up of unrestricted funds and restricted funds. The restricted funds as at the year end were £125,670 which reflected the level of unspent funding recognised in the year as income which would be spent in 2024/25 or returned to the funder if unspent. Total unrestricted funds as at 31 March 2024 were £1,172,365, a reduction of £501,874 from the previous year.

#### Reserves policy

We have rationalised both the services we provide and the facilities that we require throughout the year. We now employ 80 staff and had contractual responsibilities for 4 premises. As such, we needed a reserves policy to be able to;

- run essential services for people of County Durham in the event of funding loss;
- hold funds in case of unplanned closure of projects;
- fund major unplanned works to capital assets owned by us.

The value of free reserves required to achieve these goals was re-evaluated twice yearly by the Finance Sub Committee and recommended for approval by the Trustee Board.

The reserves target agreed in February 2024 was £540,000.

Unrestricted free reserves held by CACD 31 March 2023 were £513,389 which is below the target level in the company's above reserve policy. However, appropriate cost cutting measures have been implemented to enable the charity to try to increase its free reserves to the targeted level in the future.

#### Risk

The risk register was reviewed quarterly by the executive team and annually by the Trustee Board.

We held bi-monthly Information Risk Management meetings with a Senior Information Risk Officer and Senior Management Team. In this meeting, we reviewed data breaches, data impact assessments, best practice and the information risk asset register.

We also had a risk management strategy which was reviewed regularly by the executive team and annually by the Trustee Board. Policies and procedures were reviewed on an annual basis or in response to changes within the charity or external factors such as legislation.

#### Plans for future periods

##### **Short Term (< 1 year)**

Adapt the balance of local, regional and national advice services that we provide.

Respond to the DCC Advice Review process with a robust solution that works in partnership with other local advice agencies to provide the best possible support for the people of County Durham.

Continue to implement new IT/telecommunications systems to support future flexible development of services.

##### **Medium Term (1 - 3 years)**

Implement strategy to address changes (including known, expected and unexpected scenarios) to the external landscape.

Ensure resources are at suitable levels to enable optimised delivery of advice, across multiple channels (face to face, email, phone, video, etc.).

Be at the heart of alliance working and collaboration, contributing to shared intelligence in the county.

#### Structure, governance and management

We were established under a memorandum of association which outlined the objects and powers of the charitable company and are governed under its articles of association. We adopted an updated governing document in 2022/23, which is based on the model Citizens Advice governance method.

# CITIZENS ADVICE COUNTY DURHAM

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

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The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr M Smith

Mr A J Pensom

(Resigned 12 September 2023)

Mr J Scollen

Mr J W Taylor

Mrs V Wilkinson

Mr A Shield

Mr D Blackwell

Mrs J Smurthwaite

Mrs J Wrigley

(Resigned 28 August 2023)

Mrs M A Roe

(Appointed 12 September 2023 and resigned 12 October 2023)

Ms A Barnett

(Appointed 13 September 2023)

Mrs A M Fahey

(Appointed 12 September 2023)

Mr P Topping

(Appointed 23 January 2024)

#### Recruitment and appointment of trustees

Trustees are openly recruited with specific skills and experience targeted according to Trustee Board need. Potential trustees are asked to submit a CV and are subsequently interviewed by a panel consisting of at least two existing trustees (one of whom should be the chair) and head of resources. Trustees are appointed at the annual general meeting but may be co-opted by the Trustee Board throughout the year where appropriate.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

#### Organisational structure

We are governed by a Trustee Board of directors who are also the charity's trustees. Sub-committees including Personnel, Research and Campaigns and Finance report to the Trustee Board with task and finish committees formed as required. Trustee Board usually meet on a bi-monthly basis with more regular meetings held as and when need dictates. The day-to-day running of the charity is delegated to the executive team led by the chief executive officer. The Trustee Board is independent from the management of the charity.

#### Induction and training of trustees

All newly-appointed trustees are given a detailed introduction to the charity's work and are supplied with relevant documents such as governing documents and annual accounts. They are also invited to meet with existing staff and trustees and visit services where suitable. They are also encouraged to undertake relevant training opportunities and must undertake certain mandatory training such as Data Protection.

#### Wider Network

We are a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux which provides support, guidance and training to members. They also provide a national case management and information system. A condition of membership is to meet and maintain national advice and management standards which are audited regularly. We meet the Advice Quality Standard and are registered with the Information Commissioner's Office (ICO) and the Financial Conduct Authority (FCA).

We are a full member of the Advice in County Durham (AiCD) partnership, which works with all the advice providers in the county to enable effective referrals into appropriate services, upskill the advice sector and encourage collaboration.

# **CITIZENS ADVICE COUNTY DURHAM**

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

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### **Risk management**

The trustees had a duty to identify and review the risks to which we are exposed to and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

### **Pay Policy for Senior Staff**

The pay of the senior staff is reviewed annually by the Trustee Board without staff being present.

### **Statement of trustees' responsibilities**

The trustees, who are also the directors of Citizens Advice County Durham for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

### **Auditor**

In accordance with the company's articles, a resolution proposing that Allen Sykes Limited be reappointed as auditor of the company will be put at a General Meeting.

### **Small company provisions**

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

**CITIZENS ADVICE COUNTY DURHAM**

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

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**Disclosure of information to auditor**

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

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

  
.....

Mr J Scollen  
Trustee

Date: 10/12/24  
.....

# CITIZENS ADVICE COUNTY DURHAM

## INDEPENDENT AUDITOR'S REPORT

### TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM

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#### Opinion

We have audited the financial statements of Citizens Advice County Durham (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the statement of financial position, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

#### Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

# **CITIZENS ADVICE COUNTY DURHAM**

## **INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

### **TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM**

---

#### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

# **CITIZENS ADVICE COUNTY DURHAM**

## **INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

### **TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM**

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Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind any identified significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

# CITIZENS ADVICE COUNTY DURHAM

## INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM

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As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

### Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



**John P Yarrow FCA (Senior Statutory Auditor)  
for and on behalf of Allen Sykes Limited**

*11th December 2024*  
.....

**Chartered Accountants  
Statutory Auditor**

5 Henson Close  
South Church Enterprise Park  
Bishop Auckland  
Co Durham  
DL14 6WA

# CITIZENS ADVICE COUNTY DURHAM

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
<b>Income from:</b>							
Donations and legacies	4	411	-	411	1,515	-	1,515
Charitable activities	5	1,481,271	1,236,342	2,717,613	849,470	2,696,660	3,546,130
Investments	6	31,163	-	31,163	34,961	-	34,961
<b>Total income</b>		<b>1,512,845</b>	<b>1,236,342</b>	<b>2,749,187</b>	<b>885,946</b>	<b>2,696,660</b>	<b>3,582,606</b>
<b>Expenditure on:</b>							
Charitable activities	7	2,031,493	1,381,064	3,412,557	1,061,589	2,472,627	3,534,216
<b>Total expenditure</b>		<b>2,031,493</b>	<b>1,381,064</b>	<b>3,412,557</b>	<b>1,061,589</b>	<b>2,472,627</b>	<b>3,534,216</b>
<b>Net income/(expenditure)</b>		<b>(518,648)</b>	<b>(144,722)</b>	<b>(663,370)</b>	<b>(175,643)</b>	<b>224,033</b>	<b>48,390</b>
Transfers between funds	13	(65,226)	65,226	-	70,263	(70,263)	-
<b>Other recognised gains and losses:</b>							
Revaluation of tangible fixed assets		82,000	-	82,000	-	-	-
<b>Net movement in funds</b>	9	<b>(501,874)</b>	<b>(79,496)</b>	<b>(581,370)</b>	<b>(105,380)</b>	<b>153,770</b>	<b>48,390</b>
<b>Reconciliation of funds:</b>							
Fund balances at 1 April 2023		1,674,239	205,166	1,879,405	1,779,619	51,396	1,831,015
<b>Fund balances at 31 March 2024</b>		<b>1,172,365</b>	<b>125,670</b>	<b>1,298,035</b>	<b>1,674,239</b>	<b>205,166</b>	<b>1,879,405</b>

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

# CITIZENS ADVICE COUNTY DURHAM

## STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
<b>Fixed assets</b>					
Tangible assets	14		658,976		582,103
<b>Current assets</b>					
Debtors	15	176,341		208,769	
Investments	16	11,285		85,772	
Cash at bank and in hand		607,849		1,235,259	
			795,475		1,529,800
<b>Creditors: amounts falling due within one year</b>	17	(156,416)		(232,498)	
<b>Net current assets</b>			639,059		1,297,302
<b>Total assets less current liabilities</b>			1,298,035		1,879,405
<b>Income funds</b>					
Restricted funds	20		125,670		205,166
<u>Unrestricted funds</u>					
Designated funds	21	587,098		491,678	
General unrestricted funds		503,267		1,182,561	
Revaluation reserve		82,000		-	
			1,172,365		1,674,239
			1,298,035		1,879,405

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

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

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 10<sup>th</sup> December 2024



Mrs V Wilkinson  
Trustee

Company registration number 08357279

# CITIZENS ADVICE COUNTY DURHAM

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
<b>Cash flows from operating activities</b>					
Cash absorbed by operations	25		(733,060)		(137,815)
<b>Investing activities</b>					
Investment income received		31,163		34,961	
<b>Net cash generated from investing activities</b>			31,163		34,961
<b>Financing activities</b>					
Repayment of borrowings		-		(101,994)	
<b>Net cash used in financing activities</b>			-		(101,994)
<b>Net decrease in cash and cash equivalents</b>			(701,897)		(204,848)
Cash and cash equivalents at beginning of year			1,321,031		1,525,879
<b>Cash and cash equivalents at end of year</b>			619,134		1,321,031
<b>Relating to:</b>					
Cash at bank and in hand			607,849		1,235,259
Short term deposits included in current asset investments			11,285		85,772
			619,134		1,321,031

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2024

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#### 1 Accounting policies

##### Charity information

Citizens Advice County Durham is a private company limited by guarantee incorporated in England and Wales. The registered office is 71 High Street, Spennymoor, County Durham, DL16 6BB.

#### 1.1 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. The principal accounting policies adopted are set out below.

#### 1.2 Going concern

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

#### 1.3 Charitable funds

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

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

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

#### 1.4 Income

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

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

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 1 Accounting policies

(Continued)

#### 1.5 Expenditure

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

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

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses. Freehold land and buildings are carried at fair value at the reporting date. Changes in fair value are recognised in net income/(expenditure) for the year.

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

Freehold land and buildings	not depreciated
Leasehold property improvements	10% straight line
Computer & office equipment	25% straight line

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

#### 1.7 Impairment of fixed assets

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

#### 1.8 Cash and cash equivalents

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

#### 1.9 Financial Instruments

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

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

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

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

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#### 1 Accounting policies

(Continued)

##### **Basic financial assets**

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

##### **Basic financial liabilities**

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

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

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

##### **Derecognition of financial liabilities**

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

#### 1.10 Employee benefits

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

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

#### 2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

#### 3 Company Limited by Guarantee

The company is limited by guarantee. At 31 March 2024 there were 10 members (2023 - 9 members) each of whom had undertaken to contribute an amount not exceeding £1 in the event of the company winding up.

# CITIZENS ADVICE COUNTY DURHAM

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

### 4 Income from donations and legacies

Unrestricted funds	Unrestricted funds
2024	2023
£	£

Donations and gifts	411	1,515
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### 5 Charitable activities

Information & Advice Services	Information & Advice Services
2024	2023
£	£

Performance related grants	2,714,521	3,538,060
Other income	3,092	8,070

2,717,613	3,546,130
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Analysis by fund  
Unrestricted funds  
Restricted funds

1,481,271	849,470
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1,236,342	2,696,660
-----------	-----------

2,717,613	3,546,130
-----------	-----------

#### Funding Analysis

Durham County Council Funding	591,663	772,663
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Citizens Advice Funding	1,859,772	2,448,845
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European Social Fund Funding	-	89,907
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Other Funding	263,086	226,645
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2,714,521	3,538,060
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### 6 Income from investments

Unrestricted funds	Unrestricted funds
2024	2023
£	£

Rental income	19,333	18,750
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Bank interest receivable	11,830	16,211
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31,163	34,961
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# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

### 7 Expenditure on charitable activities

	Information & Advice Services 2024 £	Information & Advice Services 2023 £
<b>Direct costs</b>		
Staff costs	2,592,006	2,699,169
Other costs	153,620	228,753
	<u>2,745,626</u>	<u>2,927,922</u>
<b>Share of support and governance costs (see note 8)</b>		
Support	650,424	593,606
Governance	16,507	12,688
	<u>3,412,557</u>	<u>3,534,216</u>
<b>Analysis by fund</b>		
Unrestricted funds	2,031,493	1,061,589
Restricted funds	1,381,064	2,472,627
	<u>3,412,557</u>	<u>3,534,216</u>

### 8 Support costs allocated to activities

	2024 £	2023 £
Staff costs	297,634	295,357
Depreciation	5,127	7,958
Other staff costs	12,203	21,110
Office costs	164,401	111,586
Premises costs	145,967	131,200
Other costs	25,092	26,395
Governance costs	16,507	12,688
	<u>666,931</u>	<u>606,294</u>
<b>Analysed between:</b>		
Information & Advice Services	<u>666,931</u>	<u>606,294</u>

# CITIZENS ADVICE COUNTY DURHAM

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

<b>8</b>	<b>Support costs allocated to activities</b>	<b>(Continued)</b>	
	<b>Governance costs comprise:</b>	<b>2024</b>	<b>2023</b>
		£	£
	Audit fees	5,729	5,605
	Legal and professional	2,428	290
	Other governance costs	8,350	6,793
		16,507	12,688
		16,507	12,688
<b>9</b>	<b>Net movement in funds</b>	<b>2024</b>	<b>2023</b>
		£	£
	The net movement in funds is stated after charging/(crediting):		
	Fees payable for the audit of the charity's financial statements	5,729	5,605
	Depreciation of owned tangible fixed assets	5,127	7,958
		5,127	7,958
		5,127	7,958
<b>10</b>	<b>Trustees</b>		
	None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.		
<b>11</b>	<b>Employees</b>		
	The average monthly number of employees during the year was:		
		<b>2024</b>	<b>2023</b>
		Number	Number
		121	129
		121	129
		121	129
	<b>Employment costs</b>	<b>2024</b>	<b>2023</b>
		£	£
	Wages and salaries	2,597,348	2,664,797
	Social security costs	195,240	217,060
	Other pension costs	97,052	112,669
		2,889,640	2,994,526
		2,889,640	2,994,526

The average number of full time equivalent employees during the year was 121 (2023 - 129).

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

# CITIZENS ADVICE COUNTY DURHAM

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

### 11 Employees (Continued)

#### Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2024 £	2023 £
Aggregate compensation	58,104	59,475

### 12 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

### 13 Transfers

The fund transfers relate mainly to transfers from restricted funds to unrestricted funds where non monetary expenditure (e.g. management charges, etc) has been released during the year. The transfers have been made in order that the restricted funds shown in the balance sheet at the year end shows the total amount of funding remaining which has been restricted in its purpose. In some instances transfers from unrestricted funds have been made to restricted funds where the expenditure was greater than the income received.

### 14 Tangible fixed assets

	Freehold land and buildings £	Leasehold property improvements £	Computer & office equipment £	Total £
<b>Cost or valuation</b>				
At 1 April 2023	575,000	98,391	117,931	791,322
Revaluation	82,000	-	-	82,000
At 31 March 2024	657,000	98,391	117,931	873,322
<b>Depreciation and impairment</b>				
At 1 April 2023	-	94,061	115,158	209,219
Depreciation charged in the year	-	2,354	2,773	5,127
At 31 March 2024	-	96,415	117,931	214,346
<b>Carrying amount</b>				
At 31 March 2024	657,000	1,976	-	658,976
At 31 March 2023	575,000	4,330	2,773	582,103

The freehold property includes property at High Street, Spennymoor and Armstong House, Durham. These are carried at the fair value. The directors have assessed their market value based on valuations undertaken by McGillivrays Chartered Surveyors on 12th August 2024 and Graham S Hall Chartered Surveyors on 23rd September 2024 respectively.

At 31 March 2024, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £456,460 (2023 - £461,491).

# CITIZENS ADVICE COUNTY DURHAM

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

### 15 Debtors

	2024	2023
	£	£
<b>Amounts falling due within one year:</b>		
Trade debtors	28,560	122,252
Other debtors	116,958	55,843
Prepayments	30,823	30,674
	<u>176,341</u>	<u>208,769</u>

### 16 Current asset investments

	2024	2023
	£	£
Investment bank accounts	11,285	85,772
	<u>11,285</u>	<u>85,772</u>

### 17 Creditors: amounts falling due within one year

	Notes	2024	2023
		£	£
Other taxation and social security		37,334	57,144
Deferred funding income	18	19,635	21,704
Trade creditors		55,440	62,878
Other creditors		12,986	44,189
Accruals		31,021	46,583
		<u>156,416</u>	<u>232,498</u>

### 18 Government grants

Deferred income is included in the financial statements as follows:

	2024	2023
	£	£
Deferred income is included within:		
Current liabilities	19,635	21,704
	<u>19,635</u>	<u>21,704</u>
Movements in the year:		
Deferred income at 1 April 2023	21,704	148,284
Released from previous periods	(21,704)	(141,784)
Resources deferred in the year	19,635	15,204
	<u>19,635</u>	<u>21,704</u>
Deferred income at 31 March 2024	<u>19,635</u>	<u>21,704</u>

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2024**

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### 19 Retirement benefit schemes

#### Defined contribution schemes

Charge to profit or loss in respect of defined contribution schemes	<u>97,052</u>	<u>112,669</u>
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The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

## CITIZENS ADVICE COUNTY DURHAM

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2024

#### 20 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	Balance at 1 April 2022 £	Movement in funds			Balance at 1 April 2023 £	Movement in funds			Transfers 31 March 2024 £	Balance at 31 March 2024 £
		Incoming resources £	Resources expended £	Transfers £		Incoming resources £	Resources expended £	Transfers £		
MAPS Debt Advice Project	-	348,109	(390,704)	42,595	-	-	-	-	-	-
MAPS DRO	-	1,188,086	(1,115,018)	(73,068)	-	-	-	-	-	-
AAP	7,498	19,635	(18,155)	(1,655)	7,323	(21,762)	-	-	-	5,196
Reaching Out Across Durham (ROAD)	317	82,498	(94,074)	11,259	-	-	-	-	-	-
Durham Works	-	7,409	-	(7,409)	-	-	-	-	-	-
EOP	-	-	-	-	-	(5,779)	2,003	-	-	-
Big Energy Savings Network (BESN)	-	21,999	(21,915)	(84)	-	-	-	-	-	-
Regional Lead	-	-	-	-	-	-	-	-	-	691
ECP	-	382,356	(366,470)	(15,886)	-	(10,853)	3,453	-	-	-
PAW - Help to Claim	-	16,500	(16,423)	(77)	-	(29,542)	-	-	-	20,333
Energy Advice Project	-	40,403	(39,479)	(924)	-	(124,008)	-	-	-	6,990
Energy Redress	-	71,473	(64,568)	-	50,486	(22,618)	-	-	-	82,586
NL Portal	43,581	277,831	(256,970)	(20,861)	-	(292,649)	-	-	-	9,874
Help Through Hardship	-	156,000	(35,132)	-	120,868	(127,602)	6,734	-	-	-
Cost of Living	-	10,000	(2,407)	-	7,593	(11,887)	4,294	-	-	-
Energy Cap	-	37,589	(30,928)	(6,661)	-	-	-	-	-	-
MAPS Webchat	-	36,772	(39,280)	2,508	-	(314,138)	48,809	-	-	-
MAPS Regional	-	-	-	-	18,896	(18,829)	(67)	-	-	-
AiCD	-	-	18,896	-	-	-	-	-	-	-
	51,396	2,696,660	(2,472,627)	(70,263)	205,166	(1,381,064)	65,226	-	-	125,670

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

#### 20 Restricted funds

(Continued)

##### Restricted Funds

###### **MAPS Debt Advice Project**

MAPS Debt Advice Project is funded by the Money & Pensions Service in partnership with Citizens Advice and provides debt advice via telephone & face to face appointments. Contract ended 31st January 2023 and is replaced by MAPS Regional Debt Advice.

###### **MAPS Webchat**

MAPS Webchat is funded by the Money & Pension Service in partnership with Citizens Advice and provided debt advice via webchat.

###### **MAPS DRO**

The DRO unit is funded by the Money & Pensions Service in partnership with Citizens Advice and provides delivery of a centralised debt relief order (DRO) unit. The aim of the unit is to support frontline advisers nationally with the time consuming administrative processes involved in submitting a DRO. Funding for the DRO unit ended 31st January 2023.

###### **MAPS Regional**

MAPS Regional Debt Advice is funded by the Money & Pensions Service in partnership with Citizens Advice and provides debt advice via telephone and face to face appointments. Funding has been provided for a period of 26 months from 1st February 2023 to 31st March 2025 for 5 FTE debt advisers in County Durham.

###### **Energy Advice Project**

Citizens Advice awarded Citizens Advice County Durham a sub grant agreement for the Energy Advice Programme (EAP), an industry initiative funded by BEIS and through contributions from the energy suppliers Warm Home Discount obligations. The programme provides one-to-one energy and smart meter advice to 'fuel poor' and vulnerable clients who are struggling to pay their bills.

###### **Big Energy Saving Network (BESN) Regional Lead**

Citizens Advice Sub grant in relation to Big Energy Saving Network 21/22 to deliver training to 300 frontline workers and guide BESN project at a regional level from 1st July 2022 to 31st March 2023.

###### **PAW Help To Claim**

PAW Help to Claim is funded by the Dept of Work & Pensions in partnership with Citizens Advice to provide advice to those who need help to apply for Universal Credit. Help will be tailored to the individual over the phone and web. Funding granted to 31st March 23 and a new grant agreement has been awarded to CACD from 1st April 23 to 31st March 24.

###### **Help Through Hardship**

Trussell Trust funded a helpline representing an opportunity to tackle the root causes of poverty for thousands of people. Citizens Advice sub contracted to Citizens Advice County Durham, funding up to 7.5 FTE advisers. To help people address their crisis and provide support to maximise their income, help them navigate the benefits system, and identify any additional grants they could be entitled to. If needed, they'll issue a voucher so they can get an emergency food parcel from their local food bank.

## CITIZENS ADVICE COUNTY DURHAM

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2024

#### 20 Restricted funds

(Continued)

##### ***Durham Works***

Durham County Council coordinates DurhamWorks partnership to help NEET 16-24 year olds into employment. DurhamWorks is partially funded by the European Social Fund: Youth Employment Initiative until July 2021 and matched by Citizens Advice County Durham.

##### ***Reaching Out Across Durham (ROAD)***

Reaching out across Durham (ROAD) is a partnership led by Groundworks helping 625 people who live in County Durham and are aged 25 and over. ROAD is funded by the Big Lottery Fund and the European Social Fund and is a Building Better Opportunities (BBO) programme.

##### ***Cost of Living***

Poverty Action Steering Group: Crisis Recovery Fund to provide crisis and recovery support to residents of County Durham in response to the cost of living crisis in collaboration with Durham Christian Partnership and East Durham Trust.

##### ***AAP***

Weardale Area Action partnerships funded Weardale Welfare Benefit Support to support all residents of Weardale with a range of advice. Funding awarded from 7th July 22 to 6th July 23. Further funding has been awarded for 7th July 23 to 6th July 24.

##### ***NL Portal***

The National Lottery Community Fund funded RC North East and Cumbria Region Advice in County Durham project with Citizens Advice County Durham as the lead and makes disbursements to AICD partners. The project has been extended for it to run over 5 years with a new end date of 31 Jan 2027.

##### ***AiCD***

The National Lottery Community Fund funded RC North East and Cumbria Region Advice in County Durham Referral Portal and Website Development project has been extended to use the remainder of the fund as General Running costs to 31st March 24.

##### ***Energy Redress***

Energy Advice - Right Place, Right Time funded by Energy Redress provides energy advice and support to vulnerable residents in County Durham. Project awarded from 1st February 23 to 31st January 25.

##### ***Energy Cap***

County Durham Community Foundation funds Poverty Hurts Energy Advice to provide additional capacity to provide energy advice to vulnerable energy consumers in Durham by provided advice.

##### ***EOP***

Energy Outreach Project funded through Citizens Advice to provide Energy Champions in the local community who will identify vulnerable consumers in their community and provide advice to help them take action to improve their energy situation.

##### ***ECP***

The Energy Caseworker Project is designed to deliver specialist energy advice and income maximisation support to clients experiencing fuel poverty. This is a caseworker model for delivering energy advice and is designed in order to provide support to clients who have complex needs or circumstances.

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

#### 21 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2024 £
Capital Fund	491,678	-	(5,127)	18,547	-	505,098
Revaluation Reserve	-	-	-	-	82,000	82,000
General funds	1,182,561	1,512,845	(2,026,366)	(83,773)	-	585,267
	<u>1,674,239</u>	<u>1,512,845</u>	<u>(2,031,493)</u>	<u>(65,226)</u>	<u>82,000</u>	<u>1,172,365</u>
<b>Previous year:</b>	<b>At 1 April 2022 £</b>	<b>Incoming resources £</b>	<b>Resources expended £</b>	<b>Transfers £</b>	<b>Gains and losses £</b>	<b>At 31 March 2023 £</b>
Capital Fund	499,636	-	(7,958)	-	-	491,678
General funds	1,279,983	885,946	(1,053,631)	70,263	-	1,182,561
	<u>1,779,619</u>	<u>885,946</u>	<u>(1,061,589)</u>	<u>70,263</u>	<u>-</u>	<u>1,674,239</u>

#### 22 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
<b>At 31 March 2024:</b>			
Tangible assets	658,976	-	658,976
Current assets/(liabilities)	513,389	125,670	639,059
	<u>1,172,365</u>	<u>125,670</u>	<u>1,298,035</u>
	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
<b>At 31 March 2023:</b>			
Tangible assets	582,103	-	582,103
Current assets/(liabilities)	1,092,136	205,166	1,297,302
	<u>1,674,239</u>	<u>205,166</u>	<u>1,879,405</u>

# CITIZENS ADVICE COUNTY DURHAM

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

### 23 Operating lease commitments

#### Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024 £	2023 £
Within one year	20,500	46,321
Between two and five years	-	20,500
	<u>20,500</u>	<u>66,821</u>

### 24 Related party transactions

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

### 25 Cash generated from operations

	2024 £	2023 £
(Deficit)/surplus for the year	(663,370)	48,390
Adjustments for:		
Investment income recognised in statement of financial activities	(31,163)	(34,961)
Depreciation and impairment of tangible fixed assets	5,127	7,958
Movements in working capital:		
Decrease/(increase) in debtors	32,428	(80,111)
(Decrease)/increase in creditors	(74,013)	47,489
(Decrease) in deferred income	(2,069)	(126,580)
<b>Cash absorbed by operations</b>	<u>(733,060)</u>	<u>(137,815)</u>

### 26 Analysis of changes in net funds

The charity had no material debt during the year.

**CITIZENS ADVICE COUNTY DURHAM**

England & Wales - Charity number 1151790

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# Accounts

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**Charity registration number 1151790**

**Company registration number 08357279 (England and Wales)**

**CITIZENS ADVICE COUNTY DURHAM**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

# CITIZENS ADVICE COUNTY DURHAM

## LEGAL AND ADMINISTRATIVE INFORMATION

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### Trustees

Mr M Smith  
Mr J Scollen  
Mr J W Taylor  
Mrs V Wilkinson  
Mr A Shield  
Mr D Blackwell  
Mrs J Smurthwaite

(Appointed 12 September  
2022)

Ms A Barnett

(Appointed 13 September  
2023)

Mrs A M Fahey

(Appointed 12 September  
2023)

### Charity number

1151790

### Company number

08357279

### Registered office

Armstrong House  
Abbeywoods Business Park  
Pity Me  
Durham  
DH1 5GH

### Auditor

Allen Sykes Limited  
5 Henson Close  
South Church Enterprise Park  
Bishop Auckland  
Co Durham  
DL14 6WA

# CITIZENS ADVICE COUNTY DURHAM

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# **CITIZENS ADVICE COUNTY DURHAM**

## **TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**

### **FOR THE YEAR ENDED 31 MARCH 2023**

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The trustees present their annual report and financial statements for the year ended 31 March 2023.

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

#### **Objectives and activities**

Citizens Advice County Durham (CACD) provides free, confidential, impartial and independent advice and information to benefit the local community, campaigning for change and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively. These objectives are shared by all members of Citizens Advice as per the twin aims:

1. To provide advice that people need for the problems they face.
2. To improve policies and practices that affect people's lives.

Our aims and objectives will be reviewed annually to ensure that our activities remain focused on the stated purposes.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

#### **Significant activities**

Our principal activity remained the provision of free, confidential, impartial and independent advice to clients in County Durham and across the country to empower them to move forward. Some of our activity was focused in our locality, with other key contracts being delivered on a national basis. We have been able to move forward following the imposed lockdown conditions from the past 2 years, with staff and volunteers being able to return to offices and the community.

We had an active Research and Campaigns team and a lot of work had been done during this period to re-build and improve our approach to research and campaigns. We understood the scale of potential impact that social change could have on the residents of County Durham. Therefore, we prioritised research and campaigns as a key activity and have been working on campaigns that affect our local community but also those that have a broader UK impact.

#### **Volunteers**

Volunteering over the last year has developed into a stronger and more robust system where volunteers are now more frequently using other methods of advice such as telephone and email. This has allowed us to face challenges head on. Recruitment locally and nationally has changed and the face of volunteering is a moving picture. For this reason we have adapted our process to recruitment and engagement to build a strong footing, in the places where this is needed moving forward.

#### **Achievements and performance**

2022/23 was another challenging year for us as we continued to deal with the impact of the Covid 19 pandemic. The frontline resource remained stretched due to volunteers not returning to the offices, meaning we were restricted on our advice delivery times. We continue to do hybrid working, which in the main has had a positive impact.

Across the projects that involve us, the following summarises our key activities and benefits we had achieved for people, both in County Durham and nationally:

# CITIZENS ADVICE COUNTY DURHAM

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### Key Statistics

County Durham (member)

01/04/2022 31/03/2023

citizens advice

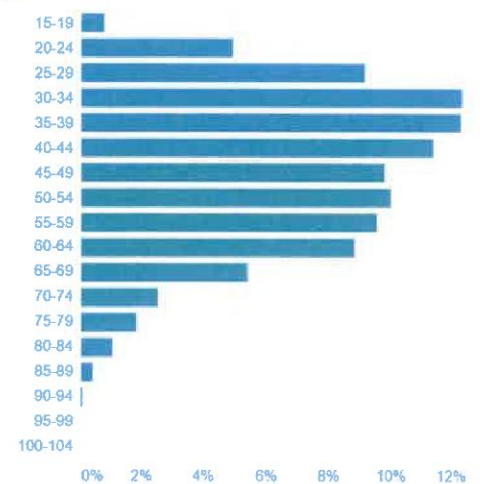
#### Summary

Clients	33,099
Quick client contacts	2,599
Issues	140,670
Activities	162,141
Cases	35,644
<b>Outcomes</b>	
Income gain	£13,112,059
Re-imbursments, services, loans	£156,942
Debts written off	£59,609,843
Repayments rescheduled	£37,659
Not recorded/not applicable	£10,656,928

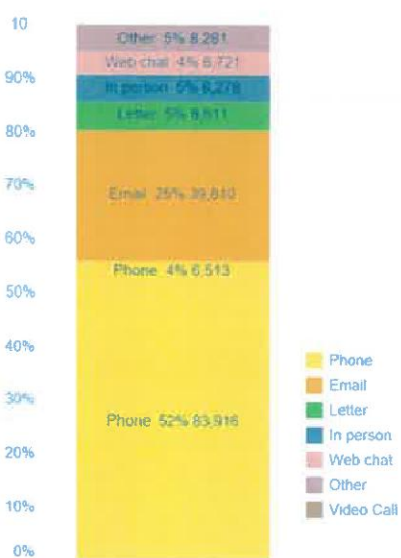
#### Issues

	Issues all	Clients
Benefits & tax credits	21,804	9,581
Benefits Universal Credit	35,195	9,780
Charitable Support & Food Ban	7,235	5,091
Consumer goods & services	914	660
Debt	60,602	11,290
Education	116	83
Employment	1,502	943
Financial services & capability	1,707	822
GVA & Hate Crime	98	72
Health & community care	551	391
Housing	2,862	1,746
Immigration & asylum	545	368
Legal	1,026	697
Other	433	230
Relationships & family	1,544	1,024
Tax	280	229
Travel & transport	594	435
Utilities & communications	3,862	2,004
<b>Grand Total</b>	<b>140,670</b>	

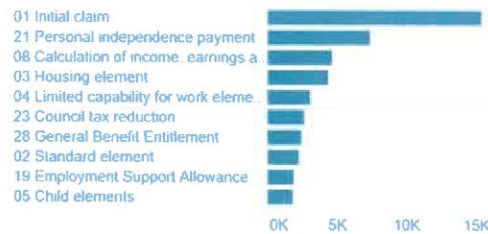
#### Age



#### Channel



#### Top benefit issues



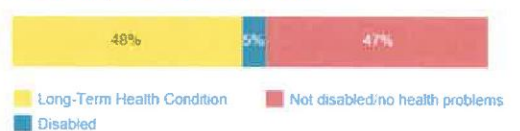
#### Top debt issues



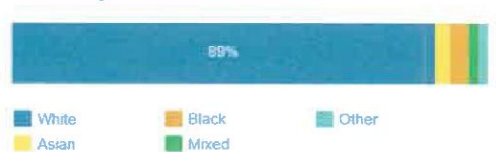
#### Gender



#### Disability / Long-term health



#### Ethnicity



# CITIZENS ADVICE COUNTY DURHAM

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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### Financial review

In 2022/23 the total income decreased slightly by 1% due to a small decrease in restricted sources of income.

Total funds at 31 March 2023 were £1,879,405, made up of unrestricted funds and restricted funds. The restricted funds as at the year end were £205,166 which reflected the level of unspent funding recognised in the year as income which would be spent in 2023/24 or returned to the funder if unspent. Total unrestricted funds as at 31 March 2023 were £1,674,239, a reduction of £105,380 from the previous year.

### Reserves policy

We continued to grow and we were a major financial inclusion charity in the North East of England. We employed 130 staff and had contractual responsibilities for 10 premises. As such, we needed a reserves policy to be able to;

- run essential services for people of County Durham in the event of funding loss;
- hold funds in case of unplanned closure of projects;
- fund major unplanned works to capital assets owned by us;

The value of free reserves required to achieve these goals was re-evaluated twice yearly by the Finance Sub Committee and recommended for approval by the Trustee Board.

The reserves target agreed in November 2022 was £750,000.

Unrestricted free reserves held by CACD 31 March 2023 were £1.09 million which is in excess of the company's above reserve policy. Reserves held will be spent on charitable activities in line with Citizens Advice County Durham's strategy.

### Risk

The risk register was reviewed quarterly by the executive team and annually by the Trustee Board.

We held bi-monthly Information Risk Management meetings with a Senior Information Risk Officer and Senior Management Team. In this meeting, we reviewed data breaches, data impact assessments, best practice and the information risk asset register.

We also had a risk management strategy which was reviewed regularly by the executive team and annually by the Trustee Board. Policies and procedures were reviewed on an annual basis or in response to changes within the charity or external factors such as legislation.

### Plans for future periods

#### **Short Term (< 1 year)**

Ensure the organisation is stable and able to move forward once a strategic business plan is in place.

Assess the new environment we are operating in, as well as how this effects the people we help.

Make immediate changes to address these needs.

Review and implement new IT/telecommunications systems to support flexible development of services.

#### **Medium Term (1 - 3 years)**

Implement strategy to address changes (including known, expected and unexpected scenarios) to the external landscape.

Ensure resources are at suitable levels to enable optimised delivery of advice, across multiple channels (face to face, email, phone, video, etc.).

Be at the heart of alliance working and collaboration, contributing to shared intelligence in the county.

### Structure, governance and management

We were established under a memorandum of association which outlined the objects and powers of the charitable company and are governed under its articles of association. We adopted an updated governing document in 2022/23, which is based on the model Citizens Advice governance method.

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# CITIZENS ADVICE COUNTY DURHAM

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

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The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr M Smith

Mr A J Pensom

(Resigned 12 September 2023)

Mr J Scollen

Mr J W Taylor

Ms M Pavlou

(Resigned 10 May 2022)

Mrs V Wilkinson

Mr A Shield

Mr D Blackwell

Mrs J Smurthwaite

(Appointed 12 September 2022)

Mrs J Wrigley

(Appointed 1 September 2022 and resigned 28 August 2023)

Mrs M A Roe

(Appointed 12 September 2023 and resigned 12 October 2023)

Ms A Barnett

(Appointed 13 September 2023)

Mrs A M Fahey

(Appointed 12 September 2023)

#### Recruitment and appointment of trustees

Trustees are openly recruited with specific skills and experience targeted according to Trustee Board need. Potential trustees are asked to submit a CV and are subsequently interviewed by a panel consisting of at least two existing trustees (one of whom should be the chair) and head of resources. Trustees are appointed at the annual general meeting but may be co-opted by the Trustee Board throughout the year where appropriate.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

#### Organisational structure

We are governed by a Trustee Board of directors who are also the charity's trustees. Sub-committees including Personnel, Research and Campaigns and Finance report to the Trustee Board with task and finish committees formed as required. Trustee Board usually meet on a bi-monthly basis with more regular meetings held as and when need dictates. The day-to-day running of the charity is delegated to the executive team led by the chief executive officer. The Trustee Board is independent from the management of the charity.

#### Induction and training of trustees

All newly-appointed trustees are given a detailed introduction to the charity's work and are supplied with relevant documents such as governing documents and annual accounts. They are also invited to meet with existing staff and trustees and visit services where suitable. They are also encouraged to undertake relevant training opportunities and must undertake certain mandatory training such as Data Protection.

#### Wider Network

We are a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux which provides support, guidance and training to members. They also provide a national case management and information system. A condition of membership is to meet and maintain national advice and management standards which are audited regularly. We meet the Advice Quality Standard and are registered with the Information Commissioner's Office (ICO) and the Financial Conduct Authority (FCA).

We are a full member of the Advice in County Durham (AiCD) partnership, which works with all the advice providers in the county to enable effective referrals into appropriate services, upskill the advice sector and encourage collaboration.

# CITIZENS ADVICE COUNTY DURHAM

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### Risk management

The trustees had a duty to identify and review the risks to which we are exposed to and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

### Pay Policy for Senior Staff

The pay of the senior staff is reviewed annually by the Trustee Board without staff being present.

### Statement of trustees' responsibilities

The trustees, who are also the directors of Citizens Advice County Durham for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

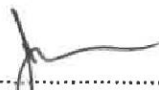
### Auditor

In accordance with the company's articles, a resolution proposing that Allen Sykes Limited be reappointed as auditor of the company will be put at a General Meeting.

### Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

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

  
.....  
Mr J Scollen  
Trustee

Date: 21/11/23 .....

# CITIZENS ADVICE COUNTY DURHAM

## INDEPENDENT AUDITOR'S REPORT

### TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM

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#### Opinion

We have audited the financial statements of Citizens Advice County Durham (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the statement of financial position, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

#### Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

# **CITIZENS ADVICE COUNTY DURHAM**

## **INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

### **TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM**

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#### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

# **CITIZENS ADVICE COUNTY DURHAM**

## **INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

### **TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM**

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Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind any identified significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

# CITIZENS ADVICE COUNTY DURHAM

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF CITIZENS ADVICE COUNTY DURHAM

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As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

#### Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

*J Hindmarsh*

**Jillian F Hindmarsh FCA (Senior Statutory Auditor)  
for and on behalf of Allen Sykes Limited**

*22nd November 2023*

**Chartered Accountants  
Statutory Auditor**

5 Henson Close  
South Church Enterprise Park  
Bishop Auckland  
Co Durham  
DL14 6WA

# CITIZENS ADVICE COUNTY DURHAM

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total Unrestricted funds 2023 £	Restricted funds 2022 £	Total 2022 £
<b>Income from:</b>						
Donations and legacies	4	1,515	-	1,515	-	-
Charitable activities	5	849,470	2,696,660	3,546,130	732,596	3,613,329
Investments	6	34,961	-	34,961	6,487	6,487
<b>Total income</b>		<b>885,946</b>	<b>2,696,660</b>	<b>3,582,606</b>	<b>739,083</b>	<b>3,619,816</b>
<b>Expenditure on:</b>						
Charitable activities	7	1,061,589	2,472,627	3,534,216	673,024	3,338,332
<b>Net (outgoing)/incoming resources before transfers</b>		<b>(175,643)</b>	<b>224,033</b>	<b>48,390</b>	<b>66,059</b>	<b>281,484</b>
Gross transfers between funds	11	70,263	(70,263)	-	227,590	(227,590)
<b>Net (expenditure)/income for the year/</b>						
<b>Net movement in funds</b>		<b>(105,380)</b>	<b>153,770</b>	<b>48,390</b>	<b>293,649</b>	<b>(12,165)</b>
Fund balances at 1 April 2022		1,779,619	51,396	1,831,015	1,485,970	1,549,531
<b>Fund balances at 31 March 2023</b>		<b>1,674,239</b>	<b>205,166</b>	<b>1,879,405</b>	<b>1,779,619</b>	<b>1,831,015</b>

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

All income and expenditure derive from continuing activities.

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

# CITIZENS ADVICE COUNTY DURHAM

## STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2023

	Notes	2023		2022 as restated	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	12		582,103		590,061
<b>Current assets</b>					
Debtors	13	208,769		128,658	
Investments	14	85,772		616,619	
Cash at bank and in hand		1,235,259		909,260	
			1,529,800		1,654,537
<b>Creditors: amounts falling due within one year</b>	17	(232,498)		(323,158)	
<b>Net current assets</b>			1,297,302		1,331,379
<b>Total assets less current liabilities</b>			1,879,405		1,921,440
<b>Creditors: amounts falling due after more than one year</b>	18		-		(90,425)
<b>Net assets</b>			1,879,405		1,831,015
<b>Income funds</b>					
Restricted funds	21		205,166		51,396
<u>Unrestricted funds</u>					
Designated funds	22	491,678		499,636	
General unrestricted funds		1,182,561		1,279,983	
			1,674,239		1,779,619
			1,879,405		1,831,015

# CITIZENS ADVICE COUNTY DURHAM

## STATEMENT OF FINANCIAL POSITION (CONTINUED)

**AS AT 31 MARCH 2023**

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The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

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

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 21/11/2023



Mrs V Wilkinson  
Trustee

Company registration number 08357279

# CITIZENS ADVICE COUNTY DURHAM

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023		2022 as restated	
		£	£	£	£
<b>Cash flows from operating activities</b>					
Cash (absorbed by)/generated from operations	26		(137,815)		350,184
<b>Investing activities</b>					
Investment income received		34,961		6,487	
<b>Net cash generated from investing activities</b>			34,961		6,487
<b>Financing activities</b>					
Repayment of borrowings		(101,994)		(2,179)	
<b>Net cash used in financing activities</b>			(101,994)		(2,179)
<b>Net (decrease)/increase in cash and cash equivalents</b>			(204,848)		354,492
Cash and cash equivalents at beginning of year			1,525,879		1,171,387
<b>Cash and cash equivalents at end of year</b>			1,321,031		1,525,879
<b>Relating to:</b>					
Cash at bank and in hand			1,235,259		909,260
Short term deposits included in current asset investments			85,772		616,619
			1,321,031		1,525,879

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2023

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#### 1 Accounting policies

##### Charity information

Citizens Advice County Durham is a private company limited by guarantee incorporated in England and Wales. The registered office is Armstrong House, Abbeywoods Business Park, Pity Me, Durham, DH1 5GH.

#### 1.1 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. The principal accounting policies adopted are set out below.

#### 1.2 Going concern

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

#### 1.3 Charitable funds

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

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

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

#### 1.4 Income

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

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

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 1 Accounting policies

(Continued)

#### 1.5 Expenditure

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

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

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses. Freehold land and buildings are carried at fair value at the reporting date. Changes in fair value are recognised in net income/(expenditure) for the year.

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

Freehold land and buildings	not depreciated
Leasehold property improvements	10% straight line
Computer & office equipment	25% straight line

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

#### 1.7 Impairment of fixed assets

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

#### 1.8 Cash and cash equivalents

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

#### 1.9 Financial instruments

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

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

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

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 1 Accounting policies

(Continued)

#### **Basic financial assets**

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

#### **Basic financial liabilities**

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

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

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

#### **Derecognition of financial liabilities**

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

#### 1.10 Employee benefits

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

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

#### 1.11 Retirement benefits

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

### 2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

### 3 Company Limited by Guarantee

The company is limited by guarantee. At 31 March 2023 there were 9 members (2022 - 8 members) each of whom had undertaken to contribute an amount not exceeding £1 in the event of the company winding up.

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 4 Donations and legacies

Unrestricted funds	Total
2023	2022
£	£
1,515	-

Donations and gifts

### 5 Charitable activities

Information & Advice Services	Information & Advice Services
2023	2022
£	£

Performance related grants  
Other income

3,538,060	3,566,899
8,070	46,430

<u>3,546,130</u>	<u>3,613,329</u>
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Analysis by fund  
Unrestricted funds  
Restricted funds

849,470	732,596
2,696,660	2,880,733

<u>3,546,130</u>	<u>3,613,329</u>
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#### Funding Analysis

Durham County Council Funding  
Citizens Advice Funding  
European Social Fund Funding  
Other Funding

772,663	610,355
2,448,845	2,510,499
89,907	181,130
226,645	264,915

<u>3,538,060</u>	<u>3,566,899</u>
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# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 6 Investments

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Rental income	18,750	-
Bank interest receivable	16,211	6,487
	<u>34,961</u>	<u>6,487</u>

### 7 Charitable activities

	Information & Advice Services 2023	Information & Advice Services 2022
	£	£
Staff costs	2,699,169	2,570,593
Other costs	228,753	160,332
	<u>2,927,922</u>	<u>2,730,925</u>
Share of support costs (see note 8)	593,606	607,407
Share of governance costs (see note 8)	12,688	-
	<u>3,534,216</u>	<u>3,338,332</u>
<b>Analysis by fund</b>		
Unrestricted funds	1,061,589	673,024
Restricted funds	2,472,627	2,665,308
	<u>3,534,216</u>	<u>3,338,332</u>

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 8 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022
	£	£	£	£	£	£
Staff costs	295,357	-	295,357	245,311	-	245,311
Depreciation	7,958	-	7,958	22,916	-	22,916
Other staff costs	21,110	-	21,110	-	-	-
Office costs	111,586	-	111,586	-	-	-
Premises costs	131,200	-	131,200	-	-	-
Other costs	26,395	-	26,395	339,180	-	339,180
Audit fees	-	5,605	5,605	-	-	-
Legal and professional	-	290	290	-	-	-
Other governance costs	-	6,793	6,793	-	-	-
	<u>593,606</u>	<u>12,688</u>	<u>606,294</u>	<u>607,407</u>	<u>-</u>	<u>607,407</u>
Analysed between						
Charitable activities	<u>593,606</u>	<u>12,688</u>	<u>606,294</u>	<u>607,407</u>	<u>-</u>	<u>607,407</u>

### 9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

### 10 Employees

The average monthly number of employees during the year was:

	2023	2022
	Number	Number
	129	129
	<u>129</u>	<u>129</u>
<b>Employment costs</b>	<b>2023</b>	<b>2022</b>
	£	£
Wages and salaries	2,664,797	2,505,435
Social security costs	217,060	195,484
Other pension costs	112,669	114,985
	<u>2,994,526</u>	<u>2,815,904</u>

The average number of full time equivalent employees during the year was 111 (2022 - 111).

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

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 11 Transfers

The fund transfers relate mainly to transfers from restricted funds to unrestricted funds where non monetary expenditure (e.g. management charges, etc) has been released during the year. The transfers have been made in order that the restricted funds shown in the balance sheet at the year end shows the total amount of funding remaining which has been restricted in its purpose. In some instances transfers from unrestricted funds have been made to restricted funds where the expenditure was greater than the income received.

### 12 Tangible fixed assets

	Freehold land and buildings	Leasehold property improvements	Computer & office equipment	Total
	£	£	£	£
<b>Cost or valuation</b>				
At 1 April 2022	575,000	164,734	117,931	857,665
Disposals	-	(66,343)	-	(66,343)
At 31 March 2023	575,000	98,391	117,931	791,322
<b>Depreciation and impairment</b>				
At 1 April 2022	-	156,815	110,789	267,604
Depreciation charged in the year	-	3,589	4,369	7,958
Eliminated in respect of disposals	-	(66,343)	-	(66,343)
At 31 March 2023	-	94,061	115,158	209,219
<b>Carrying amount</b>				
At 31 March 2023	575,000	4,330	2,773	582,103
At 31 March 2022	575,000	7,919	7,142	590,061

The freehold property includes property at High Street, Spennymoor and Armstong House, Durham. These are carried at the fair value. The directors have assessed their market value based on a formal valuation undertaken by McGillivrays Chartered Surveyors on 15th June 2019. The directors believe the market value of the properties has not changed significantly since that date.

At 31 March 2023, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £461,491 (2022 - £466,522).

### 13 Debtors

	2023	2022
	£	£
<b>Amounts falling due within one year:</b>		
Trade debtors	122,252	28,666
Other debtors	55,843	63,281
Prepayments	30,674	36,711
	208,769	128,658

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 14 Current asset investments

	2023 £	2022 as restated £
Investment bank accounts	85,772	616,619

### 15 Prior year adjustment

A prior year adjustment of £616,619 was made to reclassify funds held in a bank account to which the company does not have instant access as a current asset investment rather than as cash at bank and in hand. The adjustment was presentational and had no effect on reserves brought forward.

### 16 Loans and overdrafts

	2023 £	2022 £
Other loans	-	101,994
Payable within one year	-	11,569
Payable after one year	-	90,425
Amounts included above which fall due after five years:		
Payable by instalments	-	50,707

The long-term loans were secured by fixed charges over the freehold property at 71 High Street, Spennymoor.

### 17 Creditors: amounts falling due within one year

	Notes	2023 £	2022 £
Borrowings		-	11,569
Other taxation and social security		57,144	43,201
Deferred funding income	19	21,704	148,284
Trade creditors		62,878	41,462
Other creditors		44,189	9,564
Accruals		46,583	69,078
		232,498	323,158

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 18 Creditors: amounts falling due after more than one year

2023	2022
£	£

Borrowings	-	90,425
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### 19 Government grants

Deferred income is included in the financial statements as follows:

2023	2022
£	£

Deferred income is included within:

Current liabilities	21,704	148,284
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Movements in the year:

Deferred income at 1 April 2022	148,284	91,768
Released from previous periods	(141,784)	(91,768)
Resources deferred in the year	15,204	148,284

Deferred income at 31 March 2023	21,704	148,284
----------------------------------	--------	---------

### 20 Retirement benefit schemes

#### Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £112,669 (2022 - £114,985).

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 21 Restricted funds

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

	Balance at 1 April 2021		Movement in funds				Movement in funds				Balance at 31 March 2023	
	£	£	Incoming resources	Resources expended	Transfers	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023	£	£
MAPS Debt Advice Project	-	540,417	540,417	(508,393)	(32,024)	-	348,109	(390,704)	42,595	-	-	-
MAPS DRO	-	1,420,938	1,420,938	(1,258,702)	(162,236)	-	1,188,086	(1,115,018)	(73,068)	-	-	-
AAP	16,530	19,828	19,828	(25,151)	(3,709)	7,498	19,635	(18,155)	(1,655)	7,323	7,323	-
Reaching Out Across Durham (ROAD)	4,407	97,936	97,936	(99,622)	(2,404)	317	82,498	(94,074)	11,259	-	-	-
Durham Works	-	58,224	58,224	(74,119)	15,895	-	7,409	-	(7,409)	-	-	-
Durham Works Intensive Support Programme	-	24,970	24,970	(22,153)	(2,817)	-	-	-	-	-	-	-
Big Energy Savings Network (BESN) Regional Lead	-	15,138	15,138	(10,668)	(4,470)	-	21,999	(21,915)	(84)	-	-	-
Stanley Town Council	9,333	9,333	9,333	(11,905)	(6,761)	-	-	-	-	-	-	-
PAW - Help to Claim	-	266,978	266,978	(261,678)	(5,300)	-	382,356	(366,470)	(15,886)	-	-	-
Universal Support Best Practice Lead	-	17,277	17,277	(18,659)	1,382	-	-	-	-	-	-	-
NPower	-	-	-	(11,674)	11,674	-	-	-	-	-	-	-
Energy Advice Project	-	29,109	29,109	(27,122)	(1,987)	-	16,500	(16,423)	(77)	-	-	-
Energy Redress	-	105,058	105,058	(110,924)	5,866	-	40,403	(39,479)	(924)	-	-	-
PCF	3,371	-	-	(4,003)	632	-	-	-	-	-	-	-
LCF CPF	4,587	2,237	2,237	(2,714)	(4,110)	-	-	-	-	-	-	-
Innovations Fund (BEIS)	25,333	8,333	8,333	(8,633)	(25,033)	-	-	-	-	-	-	-
SQ Award (BEIS)	-	17,000	17,000	(18,193)	1,193	-	-	-	-	-	-	-
Remote (BEIS)	-	-	-	(719)	719	-	-	-	-	-	-	-
NL Portal	-	52,647	52,647	(9,066)	-	43,581	71,473	(64,568)	-	50,486	50,486	-
Help Through Hardship	-	195,310	195,310	(181,210)	(14,100)	-	277,831	(256,970)	(20,861)	-	-	-
Cost of Living	-	-	-	-	-	-	156,000	(35,132)	-	120,868	120,868	-
Energy Cap	-	-	-	-	-	-	10,000	(2,407)	-	7,593	7,593	-
MAPS Webchat	-	-	-	-	-	-	37,589	(30,928)	(6,661)	-	-	-

**CITIZENS ADVICE COUNTY DURHAM**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

21 Restricted funds	(Continued)								
MAPS Regional	-	-	-	-	-	36,772	(39,280)	2,508	-
AICD	-	-	-	-	-	-	18,896	-	18,896
	63,561	2,880,733	(2,665,308)	(227,590)	51,396	2,696,660	(2,472,627)	(70,263)	205,166

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 21 Restricted funds

(Continued)

##### Restricted Funds

###### **MAPS Debt Advice Project**

MAPS Debt Advice Project is funded by the Money & Pensions Service in partnership with Citizens Advice and provides debt advice via telephone & face to face appointments. Contract ended 31st January 2023 and is replaced by MAPS Regional Debt Advice. Most recent funding has been provided for a period of 26 months from 1st February 2023 to 31st March 2025 for 5 FTE debt advisers in County Durham.

###### **MAPS Webchat**

MAPS Webchat is funded by the Money & Pension Service in partnership with Citizens Advice and provided debt advice via webchat.

###### **MAPS DRO**

The DRO unit is funded by the Money & Pensions Service in partnership with Citizens Advice and provides delivery of a centralised debt relief order (DRO) unit. The aim of the unit is to support frontline advisers nationally with the time consuming administrative processes involved in submitting a DRO. Funding for the DRO unit ended 31st January 2023 and was replaced with an unrestricted contract from 1st February 2023 to 31st January 2026.

###### **MAPS Regional**

MAPS Regional Debt Advice is funded by the Money & Pensions Service in partnership with Citizens Advice and provides debt advice via telephone and face to face appointments. Funding has been provided for a period of 26 months from 1st February 2023 to 31st March 2025 for 5 FTE debt advisers in County Durham.

###### **Energy Advice Project**

Citizens Advice awarded Citizens Advice County Durham a sub grant agreement for the Energy Advice Programme (EAP), an industry initiative funded by BEIS and through contributions from the energy suppliers Warm Home Discount obligations. The programme provides one-to-one energy and smart meter advice to 'fuel poor' and vulnerable clients who are struggling to pay their bills. Funding was granted for delivery up to 31st March 2023.

###### **Big Energy Saving Network (BESN) Regional Lead**

Citizens Advice Sub grant in relation to Big Energy Saving Network 21/22 to deliver training to 300 frontline workers and guide BESN project at a regional level from 1st July 2022 to 31st March 2023.

###### **Big Energy Saving Network (BESN) Energy Champions**

Citizens Advice Sub grant in relation to Big Energy Saving Network 21/22. Energy Champions will offer advice to vulnerable consumers to help them take action and improve their energy situation. Funded from 1st July 2022 to 31st March 2023.

###### **PAW Help To Claim**

PAW Help to Claim is funded by the Dept of Work & Pensions in partnership with Citizens Advice to provide advice to those who need help to apply for Universal Credit. Help will be tailored to the individual over the phone and web. Funding granted to 31st March 23 and a new grant agreement has been awarded to CACD from 1st April 23 to 31st March 24.

###### **Help Through Hardship**

Trussell Trust funded a helpline representing an opportunity to tackle the root causes of poverty for thousands of people. Citizens Advice sub contracted to Citizens Advice County Durham, funding up to 7.5 FTE advisers. To help people address their crisis and provide support to maximise their income, help them navigate the benefits system, and identify any additional grants they could be entitled to. If needed, they'll issue a voucher so they can get an emergency food parcel from their local food bank. Funding agreed to 31st March 2023 and a new sub grant agreement is expected for delivery from 1st April 23.

**CITIZENS ADVICE COUNTY DURHAM**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**21 Restricted funds**

(Continued)

***Innovations Fund (BEIS)***

BEIS (Department of Business, Energy and Industrial Strategy) Innovations Fund is used to develop ideas and conduct experiments in a Local Office Citizens Advice Innovation Community ('CAIC') Working collaboratively in a CAIC group, assigned by Citizens Advice, of other local offices to develop and test ideas which look to improve access to advice.

***SQ Award (BEIS)***

BEIS (Department of Business, Energy and Industrial Strategy) Single Queue award was assigned by Citizens Advice to Citizens Advice County Durham to increase capacity to respond to the immediate demand for advice arising from Covid-19, enabling CACD to support the continuance and development of the single queue pilot, meeting more demand on advice line phone, chat and emails in a way that's more sustainable.

***Remote (BEIS)***

BEIS (Department of Business, Energy and Industrial Strategy) Technology fund was assigned by Citizens Advice to Citizens Advice County Durham to increase capacity to respond to the immediate demand for advice arising from Covid-19, enabling CACD to invest in remote working technology to increase capacity to delivery in light of increased demand for advice across all channels caused by Covid-19.

***Universal Support Best Practice Lead***

Universal Support Best Practice Lead is funded by the Dept of Work and Pensions in partnership with Citizens Advice. The Job Centre Plus district lead is required to promote the service, establish and develop strong community awareness and service across the district. Funding granted to 31st March 2023.

***Durham Works***

Durham County Council coordinates DurhamWorks partnership to help NEET 16-24 year olds into employment. DurhamWorks is partially funded by the European Social Fund: Youth Employment Initiative until July 2021 and matched by Citizens Advice County Durham.

***Durham Works Intensive Support Programme***

ISP Durham Works Intensive Support Programme (ISP) is a stand-alone pilot alongside our existing Durham Works delivery. The pilot was developed and evaluated in partnership with Job Centre Plus and Durham County Council, with provision aimed at 18-24 year olds who are recently unemployed, close to the labour market and in need of a short intensive programme of support to enable re/entry into employment, including Apprenticeships.

***Reaching Out Across Durham (ROAD)***

Reaching out across Durham (ROAD) is a partnership led by Groundworks helping 625 people who live in County Durham and are aged 25 and over. ROAD is funded by the Big Lottery Fund and the European Social Fund and has been extended until June 2023, and is a Building Better Opportunities (BBO) programme.  
**Cost of Living**

Poverty Action Steering Group: Crisis Recovery Fund to provide crisis and recovery support to residents of County Durham in response to the cost of living crisis in collaboration with Durham Christian Partnership and East Durham Trust.

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 21 Restricted funds

(Continued)

##### **AAP**

Weardale Area Action partnerships funded Weardale Welfare Benefit Support to support all residents of Weardale with a range of advice. Funding awarded from 7th July 22 to 6th July 23. Further funding has been awarded for 7th July 23 to 6th July 24.

##### **NL Portal**

The National Lottery Community Fund funded RC North East and Cumbria Region Advice in County Durham project with Citizens Advice County Durham as the lead and makes disbursements to AICD partners. The project has been extended for it to run over 5 years with a new end date of 31 Jan 2027.

##### **AICD**

The National Lottery Community Fund funded RC North East and Cumbria Region Advice in County Durham Referral Portal and Website Development project has been extended to use the remainder of the fund as General Running costs to 31st March 24.

##### **Energy Redress**

County Durham social landlord's tenant's project is funded by Energy Redress Round 5. The project engaged and supported vulnerable consumers that are living in social housing, providing advice and support. Social landlords, Housing Associations and members of Advice in County Durham referred into the project as well as accepting self-referrals from tenants. Project ended July 22.

Energy Advice - Right Place, Right Time funded by Energy Redress provides energy advice and support to vulnerable residents in County Durham. Project awarded from 1st February 23 to 31st January 25.

##### **Energy Cap**

County Durham Community Foundation funds Poverty Hurts Energy Advice to provide additional capacity to provide energy advice to vulnerable energy consumers in Durham by provided advice. The project is funded to December 23.

##### **Stanley Town Council**

Funding provided by Stanley Town Council to provide a generalist advice service located in The Venue Community Centre, Stanley.

##### **PCF**

Princes Countryside Fund funds a Teesdale rural advice home visiting service, delivering a service to residents living in rural Teesdale.

##### **LCF CPF**

Leeds Community Foundation grant programme Community Partnering Foundation. To promote awareness across County Durham of the Priority Services Register for disadvantaged and vulnerable groups

##### **Npower**

Npower funded an Energy Adviser to provide Energy Advice to people referred through the Advice in County Durham Partnership.

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 22 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2021 £	Resources expended £	Transfers £	Balance at 1 April 2022 £	Resources expended £	Balance at 31 March 2023 £
Capital Fund	519,482	(22,916)	3,070	499,636	(7,958)	491,678
	<u>519,482</u>	<u>(22,916)</u>	<u>3,070</u>	<u>499,636</u>	<u>(7,958)</u>	<u>491,678</u>

#### 23 Analysis of net assets between funds

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Fund balances at 31 March 2023 are represented by:						
Tangible assets	582,103	-	582,103	590,061	-	590,061
Current assets/(liabilities)	1,092,136	205,166	1,297,302	1,279,983	51,396	1,331,379
Long term liabilities	-	-	-	(90,425)	-	(90,425)
	<u>1,674,239</u>	<u>205,166</u>	<u>1,879,405</u>	<u>1,779,619</u>	<u>51,396</u>	<u>1,831,015</u>

#### 24 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £	2022 £
Within one year	46,321	40,377
Between two and five years	20,500	71,318
	<u>66,821</u>	<u>111,695</u>

# CITIZENS ADVICE COUNTY DURHAM

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 25 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

#### Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2023 £	2022 £
Aggregate compensation	59,475	34,247
<b>26 Cash generated from operations</b>	<b>2023 £</b>	<b>2022 £</b>
Surplus for the year	48,390	281,484
Adjustments for:		
Investment income recognised in statement of financial activities	(34,961)	(6,487)
Depreciation and impairment of tangible fixed assets	7,958	22,916
Movements in working capital:		
(Increase)/decrease in debtors	(80,111)	54,383
Increase/(decrease) in creditors	47,489	(58,628)
(Decrease)/increase in deferred income	(126,580)	56,516
<b>Cash (absorbed by)/generated from operations</b>	<b>(137,815)</b>	<b>350,184</b>
<b>27 Analysis of changes in net funds</b>	<b>At 1 April 2022 as restated £</b>	<b>Cash flows At 31 March 2023 £</b>
Cash at bank and in hand	909,260	325,999
Cash equivalents	616,619	(530,847)
	1,525,879	(204,848)
Loans falling due within one year	(11,569)	11,569
Loans falling due after more than one year	(90,425)	90,425
	1,423,885	(102,854)
	1,321,031	1,321,031

**CITIZENS ADVICE COUNTY DURHAM**

England & Wales - Charity number 1151790

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# Accounts

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Company Registration Number: 08357279  
Charity Registration Number: 1151790

**Citizens Advice County Durham**  
**Financial Statements**  
**For the Year Ending**  
**31 March 2022**

**JANE ASCROFT ACCOUNTANCY LIMITED**

Chartered Accountants & statutory auditor

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

# **Citizens Advice County Durham**

## **Financial Statements**

**Year Ended 31 March 2022**

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# **Citizens Advice County Durham**

## **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 financial statements of the charity for the year ended 31 March 2022.

### **Objectives and Activities**

Citizens Advice County Durham (CACD) provides free, confidential, impartial and independent advice and information to benefit the local community, campaigning for change and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively. These objectives are shared by all members of Citizens Advice as per the twin aims:

1. To provide the advice that people need for the problems they face.
2. To improve the policies and practices that affect people's lives.

Our aims and objectives will be reviewed annually to ensure that our activities remain focused on the stated purposes.

### **Significant Activities**

Our principal activity remained the provision of free, confidential, impartial and independent advice to clients in County Durham and across the country to empower them to move forward. Some of our activity was focussed in our locality, with other key contracts being delivered on a national basis. We continued to adhere to the guidance from Government to ensure that risks to our clients, staff and volunteers were well managed throughout the changing landscape of the pandemic. A multi-channel service was offered throughout the majority of 2021-22, with the ratio of advice by channel being affected by the changing lockdown environment.

We had an active Research and Campaigns team and a lot of work had been done during this period to re-build and improve our approach to Research and Campaigns. Our research and campaigns coordinator prioritised attending sites to facilitate engagement as soon as Government guidance indicated that it was safe to do so. We understood the scale of potential impact that social change could have on the residents of County Durham. Therefore, we prioritised Research and Campaigns as a key activity.

Our best practice lead explored the impact of the pandemic on claimants and ensured that best practice, learnings and policy/legislative updates were shared with neighbouring local Citizens Advice (LCA) to facilitate consistency in advice.

### **Volunteers**

At the outset of the pandemic, volunteers were not involved in operational service delivery. However, as the restrictions relaxed, we commenced work on re-engaging these volunteers. Refresher training was ongoing throughout 2021 into 2022, with volunteer numbers increasing as we re-opened our sites.

### **Achievements and Performance**

2021/22 was another challenging year for us and the voluntary and community sector (VCS) overall. Continued pressures and uncertainties surrounding funding, fluctuations in demand for services, varying frontline resources as a consequence of the human impact caused by the pandemic, coupled with the challenges of delivering advice remotely from home had impacted the volume of clients we were able to support.

## Citizens Advice County Durham

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

Year Ended 31 March 2022

Across the projects that involve us, the following summarises our key activities and benefits we had achieved for people, both in County Durham and nationally:

Service	Number of Unique People Helped	Number of Issues	Average number of issues per person helped	All outcomes (expected and achieved)
Generalist service (mix of telephone/ F2F/ adviceline)	7,129	13,540	1.9	£2,073,865
Money and Pensions Service (MaPS) Debt Advice Project (local/national)	3,876	17,135	4.4	£2,171,135
MaPS Debt Relief Order (DRO) Unit (national contract)	6,853	31,102	4.5	£64,277,790
One Point Service	219	794	3.6	£317,076
Housing Solutions Service	152	1,089	7.2	£51,585
Healthier and Wealthier Service	1,340	4,583	3.4	£2,100,770
Outreach Services (combined)	675	2,335	3.5	£1,677,923
Help through Hardship (national)	3,615	9,965	2.8	£634,962
Energy Advice*	644	3,915	6	£93,085
Help to Claim	6,086	22,527	3.7	£4,613,051
<b>TOTALS</b>	<b>30,589</b>	<b>106,985</b>	<b>4.1</b>	<b>£78,011,242</b>

\*comprising: Energy Advice Programme, Energy Redress Scheme, Carbon monoxide Awareness/ Npower Energy Advice)

# Citizens Advice County Durham

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

Year Ended 31 March 2022

In addition to the clients supported in the above table, we also delivered training to 597 frontline workers across County Durham and the wider North East Region through funding from Big Energy Savings Network (BESN) and the Energy Redress Scheme. We also supported 438 clients via outreach through our BESN funding. Our European Social Fund (ESF) funded Reaching Out Across Durham Project (ROAD) which supported 74 participants to achieve improved employability skills, 73 participants with improved digital skills and 78 with improved financial awareness.

These results demonstrated the financial benefit we empowered people to achieve and were indicative of the potential benefit our services provided to the local economy. It should be noted that contact with people often brings greater comfort/capacity to manage beyond just financial gains. In addition, people often present with more than one issue, which was indicative of the potential complexities of advice, with Housing Solutions and our energy projects noting the greatest average number of issues per person in the financial year. Our Healthier and Wealthier, One Point, Housing Solutions and outreach services, broadly speaking, aim to support people to achieve outcomes that exceed monetary value. For instance:

- 714 (53%) of clients supported through our Healthier and Wealthier Service noted an improvement to their health/capacity to manage, following our intervention;
- 83 (38%) of people accessing our One Point service reported a similar outcome;
- 60 clients (39%) supported through our Housing Solutions project reported improved health/capacity to manage. In addition, two people were supported to avoid enforcement action being taken against them, homelessness was prevented for one client, secured settled accommodation for another, and supported another to be re-housed.

Similar soft outcomes were seen on our core service, with 762 (11%) people noting improved health/capacity to manage, two people were supported to achieve a positive outcome to a neighbour dispute, and a further was supported to prevent homelessness.

Throughout the course of 2021 CACD steadily emerged from our COVID-19 Business Continuity Plan. This involved undertaking a significant amount of activity, installing physical measures to ensure our sites were COVID secure to minimise the risk attributed to commencing face to face advice for our most vulnerable clients, or those with access needs. We also had to ensure that we remained compliant with the test and trace protocol, whilst ensuring our clients' rights to confidentiality were protected. This was not without challenge. The need to deep clean offices, mitigation against the loss of frontline resource caused by COVID-19 and return to lockdown conditions impacted our ability to deliver a continuous face to face service. Our priorities remained:

- Protect the health and wellbeing of staff, volunteers and the people we help;
- Meet as much of the service demand as we can;
- Maintain the staff and volunteer teams in order to continue to provide high level services.

From the start of 2021 we were delivering advice in some capacity in all key areas we operate in County Durham, with the support of our team of volunteers.

With a new chief executive officer in place from January 2022, we were in a position to put the past few difficult years behind us and move forward to provide targeted help to everyone in County Durham who needed it, as well as those further afield. We intend to set out a new strategy based on the new environment that we all find ourselves in which would ensure that we can help as many people as possible in as many different ways and channels as we can.

# **Citizens Advice County Durham**

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

**Year Ended 31 March 2022**

## **Risk**

The risk register is reviewed quarterly by the executive team and annually by the Trustee Board.

Throughout the pandemic, the Trustee Board met on a bi-weekly basis to manage implications and risks or COVID-19.

We held bi-monthly Information Risk Management meetings with a senior information risk officer and senior management team. In this meeting, we reviewed data breaches, data impact assessments, best practice and the information risk asset register. Throughout the pandemic, the information risk management members met on a monthly basis.

We also had a Risk Management Strategy which was reviewed regularly by the executive team and annually by the Trustee Board. Policies and procedures were reviewed on an annual basis or in response to changes within the charity.

## **COVID-19's impact 2021-22**

Throughout 2021-22 we endeavoured to ensure that sites which could be made COVID-19 secure were accessible to clients/ staff/ volunteers in accordance with the road map set out by Government. We proceeded cautiously, navigating the test and trace protocol, whilst continuing to ensure that client confidentiality was prioritised. Staff who held key roles in face to face frontline services mostly returned to their substantive locations. This facilitated the return of volunteers who had been unable to work remotely through the pandemic, for a variety of reasons. Telephone advice continued to be provided but to a lesser extent than during the height of the pandemic. The pandemic necessitated innovation And whilst we had resumed some pre-pandemic activity, we were proactively applying the learnings from this period to ensure that our services continued to adapt for the good of those we support.

No contracts or agreements were put at risk throughout the pandemic. We continued to communicate with key stakeholders at all stages and ensured contingency plans were effective, with learnings shared via our networks. We continued to work closely with all of our funders, assessing risk, performance and value for money. 2021-22 budget and projects had not been adversely impacted by the pandemic. We achieved a lot of engagement from staff with our Research and Campaigns activity, culminating in a good body of evidence being secured and utilised to improve the policies and practices that affect people's lives.

Cashflow had remained stable throughout and the Trustee Board had sight of an updated report on a bi-weekly and monthly basis during the pandemic.

# Citizens Advice County Durham

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

Year Ended 31 March 2022

## Financial Review

In 2021/2022 the total income decreased slightly by 3% including a small decrease of 1% restricted sources of income. This resulted in the end of delivery for restricted Project DurhamWorks and increase of funding to other restricted projects. Unrestricted funding reduced with small reductions to our local council service level agreement and one off grants in year 2020-21 to help towards the pandemic.

Expenditure continued to remain reduced from pre pandemic figures despite a rise in inflation due to the lockdowns, change to working practices and vacant posts. The result of this was year ending with a surplus of £281,484.

The impact of the pandemic to staffing, resources and working practices from 2020/2021 continued into 2021/2022 reducing both indirect and direct project costs. Vacancies and gaps within senior management team positions throughout the year focused our priorities on exiting the COVID19 business continuity plan for existing services, therefore, investment in technology, training and improvement of premises did not move forward and are been dealt with in 2022/2023. Current assets continue to increase while fixed assets decrease.

Total funds at 31 March 2022 were £1,831,015, made up of unrestricted funds and restricted funds. The restricted funds for the year were £51,396 which reflected some funding recognised in the year as income which would be spent in 2022/2023 or returned to funder if unspent. The majority of restricted funding carried forward is £43,581 from the National Lottery for Advice in County Durham.

Our unrestricted funds for the year are £1,779,619 with a net growth of £293,649 from the previous year.

## **Reserves policy**

We continue to grow and we are a major financial inclusion charity in the North East of England. We employ 139 staff and have contractual responsibilities for 10 premises. As such, we need a reserves policy to be able to:

- run essential services for people of County Durham in the event of funding loss;
- hold funds in case of unplanned closure of projects;
- fund major unplanned works to capital assets owned by us.

The value of free reserves required to achieve these goals is re-evaluated twice yearly by the Finance Sub-Committee and recommended for approval by the Trustee Board.

The reserves target agreed in June 2021 was £689,000.

The reserves held by CACD 31 March 2022 was £1.28 million equivalent to 4.6 months operating expenditure. Reserves had increased during and after the pandemic due to changed working practices and delayed investments of premises and technology. Reserves held will be spent on charitable activities in line with Citizens Advice County Durham's strategy.

# **Citizens Advice County Durham**

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

**Year Ended 31 March 2022**

## **Risk**

The risk register is reviewed quarterly by the executive team and annually by the Trustee Board.

Throughout the pandemic, the Trustee Board has met on a bi-weekly basis to manage implications and risks of coronavirus.

We hold bi-monthly Information Risk Management meetings with two appointed trustees as information risk accounting officers, a senior information risk officer and senior management team. In this meeting, we review data breaches, data impact assessments, best practice and the information risk asset register. Throughout the pandemic the information risk management members have met on a monthly basis.

We also have a risk management strategy which is reviewed regularly by the executive team and annually by the Trustee Board. Policies and procedures are reviewed on an annual basis or in response to changes within the Charity.

## **Plans for Future Periods**

### **Short Term (<1 year)**

Ensure the organisation is stable and able to move forward once a strategic business plan is in place.

Assess the new environment we are operating in, as well as how this has affected the people we help.

Make immediate changes to address these needs.

Review and implement new IT/telecommunications systems to support future flexible development of services.

### **Medium Term (1-3 years)**

Implement Strategy to address changes (both known, expected and unexpected scenarios) to the external landscape.

Ensure resources are at suitable levels to enable optimised delivery of advice, across multiple channels (face to face, email, phone, video etc).

Be at the heart of alliance working and collaboration, contributing to shared intelligence in the county.

# **Citizens Advice County Durham**

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

**Year Ended 31 March 2022**

## **Structure, Governance and Management**

### **Governing document**

We were established under a memorandum of association which outlined the objects and powers of the charitable company and are governed under its articles of association.

### **Organisational Structure**

We are governed by a Trustee Board of directors who are also the charity's trustees. Sub-committees including Personnel, Research and Campaigns, Information Risk and Finance report to the Trustee Board with task and finish committees formed as required. Trustee Board usually meet on a bi-monthly basis with more regular meetings held as and when need dictates. The day-to-day running of the charity is delegated to the executive team led by the chief executive officer. The Trustee Board is independent from the management of the charity.

### **Recruitment and appointment of new trustees**

Trustees are openly recruited with specific skills and experience targeted according to Trustee Board need. Potential trustees are asked to submit a CV and are subsequently interviewed by a panel consisting of at least two existing trustees (one of whom should be the Chair) and Head of Resources. Trustees are appointed at the Annual General Meeting but may be co-opted by the Trustee Board throughout the year where appropriate.

### **Induction and training of trustees**

All newly-appointed trustees are given a detailed introduction to the charity's work and are supplied with relevant documents such as governing documents and annual accounts. They are also invited to meet with existing staff and trustees and visit services where suitable. They are also encouraged to undertake relevant training opportunities and must undertake certain mandatory training such as Data Protection.

### **Wider Network**

We are a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux which provides support, guidance and training to member bureaux. They also provide a national case management and information system. A condition of membership is to meet and maintain national advice and management standards which are audited regularly. We meet the Advice Quality Standard and are registered with the Information Commissioner and the Financial Conduct Authority.

We are a full member of the Advice in County Durham (AICD) Partnership, which works with all the advice providers in the county to enable effective referrals into appropriate services, upskill the advice sector and encourage collaboration.

### **Risk Management**

The trustees had a duty to identify and review the risks to which we are exposed to and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

### **Public Benefit**

Our main activities and who we help are described elsewhere in this report. All our charitable activities were undertaken to further our charitable purposes for the public benefit. The Trustee Board had regard to the Charity Commission's guidance on public benefit throughout the year when deciding on the activities of the charity.

### **Pay Policy for Senior Staff**

The pay of the senior staff is reviewed annually by the Trustee Board without staff being present.

# Citizens Advice County Durham

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

Year Ended 31 March 2022

## Reference and Administrative Details

**Registered charity name** Citizens Advice County Durham  
**Charity registration number** 1151790  
**Company registration number** 08357279  
**Principal office and registered office** Armstrong House  
Abbeywoods Business Park  
Pity Me  
Durham  
DH1 5GH

## The Trustees

Ms K Coulson-Patel	(Retired 31 December 2021)
Ms B Davidson	(Retired 5 January 2022)
Mr M Smith	
Mr A J Pensom	
Mr J Scollen	
Mr J W Taylor	
Mr G C McPherson	(Retired 31 August 2021)
Mr W Kellett	(Retired 22 June 2021)
Mrs L Pounder	(Retired 22 June 2021)
Ms M Pavlou	(Retired 10 May 2022)
Ms V Wilkinson	
Mr A Shield	(Appointed 21 September 2021)
Mr D Blackwell	(Appointed 16 November 2021)

**Auditor** Jane Ascroft Accountancy Limited  
Chartered Accountants & statutory auditor  
Enterprise House  
Harmire Enterprise Park  
Barnard Castle  
County Durham  
DL12 8XT

**Bankers** Unity Trust Bank Plc  
Nine Brindleyplace  
Birmingham  
B1 2HB

## Trustees' Responsibilities Statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

# Citizens Advice County Durham

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

Year Ended 31 March 2022

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

## Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

## 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 ~~30.09.2022~~ and signed on behalf of the board of trustees by:



Mr J Scollen  
Trustee

# **Citizens Advice County Durham**

## **Independent Auditor's Report to the Members of Citizens Advice County Durham**

**Year Ended 31 March 2022**

### **Opinion**

We have audited the financial statements of Citizens Advice County Durham (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for Opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions Relating to Going Concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

# **Citizens Advice County Durham**

## **Independent Auditor's Report to the Members of Citizens Advice County Durham *(continued)***

**Year Ended 31 March 2022**

### **Other Information**

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Opinions on Other Matters Prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

### **Matters on Which We are Required to Report by Exception**

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

# **Citizens Advice County Durham**

**Independent Auditor's Report to the Members of Citizens Advice County Durham** *(continued)*

**Year Ended 31 March 2022**

## **Responsibilities of Trustees**

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

## **Auditor's Responsibilities for the Audit of the Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.

# Citizens Advice County Durham

Independent Auditor's Report to the Members of Citizens Advice County Durham *(continued)*

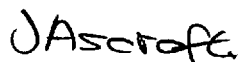
Year Ended 31 March 2022

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

## Use of Our Report

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Jane Ascroft (Senior Statutory Auditor)

For and on behalf of  
Jane Ascroft Accountancy Limited  
Chartered Accountants & statutory auditor  
Enterprise House  
Harmire Enterprise Park  
Barnard Castle  
County Durham  
DL12 8XT

# Citizens Advice County Durham

## Statement of Financial Activities (including Income and expenditure account)

Year Ended 31 March 2022

			2022		
	Note	Unrestricted funds £	Restricted funds £	Total funds £	2021 Total funds £
<b>Income and endowments</b>					
Donations and legacies	5	–	–	–	6,500
Charitable activities	6	732,596	2,880,733	<b>3,613,329</b>	3,709,271
Investment income	7	6,487	–	<b>6,487</b>	6,401
<b>Total income</b>		<u>739,083</u>	<u>2,880,733</u>	<u><b>3,619,816</b></u>	<u>3,722,172</u>
<b>Expenditure</b>					
Expenditure on charitable activities	8,9	673,024	2,665,308	<b>3,338,332</b>	3,438,123
<b>Total expenditure</b>		<u>673,024</u>	<u>2,665,308</u>	<u><b>3,338,332</b></u>	<u>3,438,123</u>
<b>Net income</b>		<u>66,059</u>	<u>215,425</u>	<u><b>281,484</b></u>	<u>284,049</u>
Transfers between funds		227,590	(227,590)	–	–
<b>Net movement in funds</b>		<u>293,649</u>	<u>(12,165)</u>	<u><b>281,484</b></u>	<u>284,049</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		<u>1,485,970</u>	<u>63,561</u>	<u><b>1,549,531</b></u>	<u>1,265,482</u>
<b>Total funds carried forward</b>		<u>1,779,619</u>	<u>51,396</u>	<u><b>1,831,015</b></u>	<u>1,549,531</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 17 to 29 form part of these financial statements.

# Citizens Advice County Durham

## Statement of Financial Position

31 March 2022

	Note	2022 £	2021 £
<b>Fixed Assets</b>			
Tangible fixed assets	14	590,061	612,977
<b>Current Assets</b>			
Debtors	15	128,658	183,041
Cash at bank and in hand		<u>1,525,879</u>	<u>1,171,387</u>
		<b>1,654,537</b>	<b>1,354,428</b>
<b>Creditors: amounts falling due within one year</b>	16	<u>323,158</u>	<u>324,379</u>
<b>Net Current Assets</b>		<b>1,331,379</b>	<b>1,030,049</b>
<b>Total Assets Less Current Liabilities</b>		<b>1,921,440</b>	<b>1,643,026</b>
<b>Creditors: amounts falling due after more than one year</b>	17	<u>90,425</u>	<u>93,495</u>
<b>Net Assets</b>		<b>1,831,015</b>	<b>1,549,531</b>
<b>Funds of the Charity</b>			
Restricted funds		51,396	63,561
Unrestricted funds		<u>1,779,619</u>	<u>1,485,970</u>
<b>Total charity funds</b>	19	<b>1,831,015</b>	<b>1,549,531</b>

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 ~~20.09.2022~~ and are signed on behalf of the board by:



Ms V Wilkinson  
Trustee

The notes on pages 17 to 29 form part of these financial statements.

# Citizens Advice County Durham

## Statement of Cash Flows

Year Ended 31 March 2022

	2022	2021
	£	£
<b>Cash Flows from Operating Activities</b>		
Net income	281,484	284,049
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	22,916	24,563
Other interest receivable and similar income	(6,487)	(6,401)
Accrued (income)/expenses	(52,614)	79,111
<i>Changes in:</i>		
Trade and other debtors	54,383	117,375
Trade and other creditors	48,323	(187,601)
Cash generated from operations	348,005	311,096
Interest received	6,487	6,401
Net cash from operating activities	354,492	317,497
<b>Net Increase in Cash and Cash Equivalents</b>	354,492	317,497
<b>Cash and Cash Equivalents at Beginning of Year</b>	1,171,387	853,890
<b>Cash and Cash Equivalents at End of Year</b>	1,525,879	1,171,387

The notes on pages 17 to 29 form part of these financial statements.

# **Citizens Advice County Durham**

## **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 Armstrong House, Abbeywoods Business Park, Pity Me, Durham, DH1 5GH.

### **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**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

#### **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 in furtherance of the purposes of the charity.

Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

### 3. Accounting Policies *(continued)*

#### Income

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity, being the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market.

Investment income is included when receivable.

Income from charitable trading activity is accounted for when earned.

Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

#### Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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 between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on the number of staff working on each activity.

#### Tangible Assets

Fixed assets are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised. In addition assets are not capitalised where a funder has granted funds for capital items as part of the project.

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

### 3. Accounting Policies *(continued)*

#### 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:

Leasehold Property	-	10% straight line
Improvements		
Computer & Office Equipment	-	25% straight line

Freehold property is not depreciated as the properties are maintained to a high standard and any depreciation is considered to be immaterial.

#### 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.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

#### 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

#### 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.

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

### 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 2022 there were 8 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

The charity is not under the control of any one individual but of the board as a whole.

#### 5. Donations and Legacies

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
<b>Gifts</b>				
Donated facilities	—	—	6,500	6,500

Donated facilities comprise the provision of property at Shakespeare House, Seaham, by Durham County Council at below market rent.

# Citizens Advice County Durham

## Notes to the Financial Statements (continued)

Year Ended 31 March 2022

### 6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Durham County Council funding	610,355	–	610,355
Citizens Advice Funding	–	2,510,499	2,510,499
European Social Fund funding	–	181,130	181,130
Other funding	75,811	189,104	264,915
Other income from charitable activities	46,430	–	46,430
	<u>732,596</u>	<u>2,880,733</u>	<u>3,613,329</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Durham County Council funding	684,524	–	684,524
Citizens Advice Funding	–	2,403,995	2,403,995
European Social Fund funding	–	255,950	255,950
Other funding	44,115	254,002	298,117
Other income from charitable activities	66,685	–	66,685
	<u>795,324</u>	<u>2,913,947</u>	<u>3,709,271</u>

### 7. Investment Income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	<u>6,487</u>	<u>6,487</u>	<u>6,401</u>	<u>6,401</u>

### 8. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Durham County Council funding	483,034	–	483,034
Citizens Advice Funding	–	1,809,686	1,809,686
Other funding	113,357	148,831	262,188
European Social Fund funding	–	176,017	176,017
Support costs	76,633	530,774	607,407
	<u>673,024</u>	<u>2,665,308</u>	<u>3,338,332</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Durham County Council funding	570,032	–	570,032
Citizens Advice Funding	–	1,747,553	1,747,553
Other funding	48,916	231,693	280,609
European Social Fund funding	–	261,108	261,108
Support costs	52,176	526,645	578,821
	<u>671,124</u>	<u>2,766,999</u>	<u>3,438,123</u>

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

### 9. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly	Support costs	Total funds 2022	Total fund 2021
	£	£	£	£
Durham County Council funding	483,034	65,893	<b>548,927</b>	616,873
Citizens Advice Funding	1,809,686	484,291	<b>2,293,977</b>	2,232,052
Other funding	262,188	37,345	<b>299,533</b>	316,803
European Social Fund funding	176,017	19,878	<b>195,895</b>	272,395
	<u>2,730,925</u>	<u>607,407</u>	<u><b>3,338,332</b></u>	<u>3,438,123</u>

### 10. Net Income

Net income is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation of tangible fixed assets	<u>22,916</u>	<u>24,563</u>

### 11. Staff Costs

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

	2022	2021
	£	£
Wages and salaries	2,505,435	2,513,147
Social security costs	195,484	194,400
Employer contributions to pension plans	114,985	123,089
	<u>2,815,904</u>	<u>2,830,636</u>

The average head count of employees during the year was 129 (2021: 127). The average number of full-time equivalent employees during the year is analysed as follows:

	2022	2021
	No.	No.
Number of staff	<u>111</u>	<u>107</u>

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

### Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £34,247 (2021:£56,112).

### 12. Trustee Remuneration and Expenses

During the year trustees received no remuneration nor expenses (2021 - Nil).

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

### 13. Transfers Between Funds

During the year £227,590 was transferred to restricted funds from general funds:

	<b>2022</b> £
Contribution to overheads by MAPS DRO project	162,236
Match funding for Durham Works project	(20,288)
Contribution to overheads by BEIS project	25,033
Contribution to overheads by MAPS DAP project	32,024
Match funding for NPower project	(11,674)
Contribution to overheads by Help Through Hardship	14,100
Other minor transfers	26,159
	<b>227,590</b>

### 14. Tangible Fixed Assets

	Freehold property £	Leasehold Property Improvement s £	Computer & Office Equipment £	Total £
<b>Cost</b>				
At 1 April 2021	575,000	178,734	139,261	892,995
Disposals	–	(14,000)	(21,330)	(35,330)
<b>At 31 March 2022</b>	<b>575,000</b>	<b>164,734</b>	<b>117,931</b>	<b>857,665</b>
<b>Depreciation</b>				
At 1 April 2021	–	158,076	121,942	280,018
Charge for the year	–	12,739	10,177	22,916
Disposals	–	(14,000)	(21,330)	(35,330)
<b>At 31 March 2022</b>	<b>–</b>	<b>156,815</b>	<b>110,789</b>	<b>267,604</b>
<b>Carrying amount</b>				
At 31 March 2022	<b>575,000</b>	<b>7,919</b>	<b>7,142</b>	<b>590,061</b>
At 31 March 2021	<b>575,000</b>	<b>20,658</b>	<b>17,319</b>	<b>612,977</b>

The freehold property includes property at High Street, Spennymoor and Armstrong House, Durham. They are both shown in the accounts at market value. They were revalued on 15th July 2019 by McGillivrays Chartered Surveyors on an Existing Use Value basis and will be revalued every 5 years.

### 15. Debtors

	<b>2022</b> £	2021 £
Trade debtors	28,666	5,612
Prepayments	36,711	31,397
Accrued income	63,281	146,032
	<b>128,658</b>	<b>183,041</b>

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

### 16. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	41,462	40,064
Accruals	69,078	121,692
Social security and other taxes	43,201	46,210
Deferred income	148,284	91,768
Futurebuilders loan	11,569	10,678
Other creditors	9,564	13,967
	<u>323,158</u>	<u>324,379</u>

The Futurebuilders loan is secured by a charge over the freehold property at 71 High Street, Spennymoor.

Deferred income comprises funding received in advance for the 2022-23 financial year.

### 17. Creditors: amounts falling due after more than one year

	2022	2021
	£	£
Futurebuilders loan	<u>90,425</u>	<u>93,495</u>

Included within creditors: amounts falling due after more than one year is an amount of £50,707 (2021: £56,494) in respect of liabilities payable or repayable by instalments which fall due for payment after more than five years from the reporting date.

The Futurebuilders loan is secured by a charge over the freehold property at 71 High Street, Spennymoor.

### 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 £114,985 (2021: £123,089).

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

### 19. Analysis of Charitable Funds

#### Unrestricted funds

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
General funds	966,488	739,083	(650,108)	224,520	1,279,983
Capital fund	519,482	–	(22,916)	3,070	499,636
	<u>1,485,970</u>	<u>739,083</u>	<u>(673,024)</u>	<u>227,590</u>	<u>1,779,619</u>

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
General funds	700,563	808,225	(646,561)	104,261	966,488
Capital fund	541,008	–	(24,563)	3,037	519,482
	<u>1,241,571</u>	<u>808,225</u>	<u>(671,124)</u>	<u>107,298</u>	<u>1,485,970</u>

#### Restricted funds

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
MAPS Debt Advice Project	–	540,417	(508,393)	(32,024)	–
MAPS DRO	–	1,420,938	(1,258,702)	(162,236)	–
AAP	16,530	19,828	(25,151)	(3,709)	7,498
Reaching Out Across Durham (ROAD)	4,407	97,936	(99,622)	(2,404)	317
Durham Works	–	58,224	(74,119)	15,895	–
Durham Works Intensive Support Programme	–	24,970	(22,153)	(2,817)	–
Big Energy Savings Network (BESN)	–	–	–	–	–
Regional Lead	–	15,138	(10,668)	(4,470)	–
Stanley Town Council DRO Pilot	9,333	9,333	(11,905)	(6,761)	–
PAW - Help To Claim	–	–	–	–	–
Universal Support Best Practice Lead	–	266,978	(261,678)	(5,300)	–
NPower	–	17,277	(18,659)	1,382	–
Energy Advice Project	–	–	(11,674)	11,674	–
Energy Redress	–	29,109	(27,122)	(1,987)	–
PCF	–	105,058	(110,924)	5,866	–
LCF CPF	3,371	–	(4,003)	632	–
	4,587	2,237	(2,714)	(4,110)	–

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

### 19. Analysis of Charitable Funds *(continued)*

Innovations Fund (BEIS)	25,333	8,333	(8,633)	(25,033)	-
SQ Award (BEIS)	-	17,000	(18,193)	1,193	-
Remote (BEIS)	-	-	(719)	719	-
NL Portal	-	52,647	(9,066)	-	<b>43,581</b>
Help Through Hardship	-	195,310	(181,210)	(14,100)	-
	<u>63,561</u>	<u>2,880,733</u>	<u>(2,665,308)</u>	<u>(227,590)</u>	<u><b>51,396</b></u>

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
MAPS Debt Advice Project	-	534,901	(541,527)	6,626	-
MAPS DRO	-	1,413,668	(1,243,517)	(170,151)	-
AAP	8,130	39,162	(36,339)	5,577	16,530
Reaching Out Across Durham (ROAD)	4,314	87,677	(83,270)	(4,314)	4,407
Durham Works	-	142,502	(164,844)	22,342	-
Durham Works Intensive Support Programme	-	25,771	(24,280)	(1,491)	-
Big Energy Savings Network (BESN)	-	-	-	-	-
Regional Lead	-	-	-	-	-
Stanley Town Council	9,333	18,667	(32,382)	13,715	9,333
DRO Pilot	-	3,150	-	(3,150)	-
PAW - Help To Claim	-	286,668	(286,668)	-	-
Universal Support Best Practice Lead	-	35,914	(35,914)	-	-
NPower	-	30,000	(39,348)	9,348	-
Advice In County Durham (AiCD)	-	43,195	(43,285)	90	-
Energy Advice Project	-	44,460	(42,029)	(2,431)	-
Energy Redress	-	60,889	(60,273)	(616)	-
PCF	2,134	11,050	(9,813)	-	3,371
Trussell Trust	-	46,452	(37,416)	(9,036)	-
MAPS Webchat	-	32,547	(22,453)	(10,094)	-
LCF CPF	-	4,587	(3,697)	3,697	4,587
Innovations Fund (BEIS)	-	52,687	(59,944)	32,590	25,333
	<u>23,911</u>	<u>2,913,947</u>	<u>(2,766,999)</u>	<u>(107,298)</u>	<u>63,561</u>

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

### 19. Analysis of Charitable Funds *(continued)*

#### Citizens Advice Funding

MAPS Debt Advice Project is funded by the Money & Pensions Service in partnership with Citizens Advice and provides debt advice via telephone & face to face appointments. Funding is reviewed annually and is due to end 31st January 2023.

MAPS Webchat is funded by the Money & Pension Service in partnership with Citizens Advice and provided debt advice via webchat. Funding is reviewed annually and is due to end 31st January 2023.

DRO unit is funded by the Money & Pensions Service in partnership with Citizens Advice and provides delivery of a centralised debt relief order (DRO) unit. The aim of the unit is to support frontline advisers nationally with the time consuming administrative processes involved in submitting a DRO. Funding is reviewed annually and is due to end 31st January 2023.

Energy Advice - Citizens Advice awarded Citizens Advice County Durham a grant agreement for joint delivery of Big Energy Saving Network funded by BEIS and the Energy Advice programme funded by an industry initiative through contributions from the energy suppliers Warm Discount obligations. The programme provides advice appointments to vulnerable consumers who are struggling to pay their bills, require better deals on energy, need guidance on the most appropriate payment methods or information on how to access help from energy suppliers and the Government. Funding was granted in September 2021 for delivery up to 31st March 2022.

Energy Advice - Regional Lead. Citizens Advice Subgrant in relation to Big Energy Saving Network 21/22 to deliver training to 300 frontline workers and guide BESN project at a regional level from September 2021 to 31st March 2022.

Help to Claim is funded by the Dept of Work & Pensions in partnership with Citizens Advice to provide advice to those who need help to apply for Universal Credit. Help will be tailored to the individual and available face-to-face, over the phone and online through webchat and advice content. Funding was granted to 31st March 22 and a new grant agreement has been awarded to CACD from 1st April 22 to 31st March 23.

Universal Support Best Practice Lead is funded by the Dept of Work & Pensions in partnership with Citizens Advice to gather and share learning about how Help to Claim and Universal Credit is performing, develop relationships with relevant local stakeholders and share ideas and best practice to Local Citizens Advice, Job Centres in the County Durham and Tees Valley districts. Funding was granted to 31st March 22.

BEIS (Department of Business, Energy and Industrial Strategy) Innovations fund is a 1 year 0.8FTE post to develop ideas and conduct experiments in a Local Office Citizens Advice Innovation Community ('CAIC') Working collaboratively in a CAIC group, assigned by Citizens Advice, of other local offices to develop and test ideas which look to improve access to advice. The funding was available from 1st August 2020 for a period of one year until 31st July 2021

BEIS (Department of Business, Energy and Industrial Strategy) Single Queue award was assigned by Citizens Advice to Citizens Advice County Durham to increase capacity to respond to the immediate demand for advice arising from COVID-19, enabling CACD to support the continuance and development of the single queue pilot, meeting more demand on advice line phone, chat and emails in a way that's sustainable. The funding was available from September 2020 and was committed by 31st October 2020.

BEIS (Department of Business, Energy and Industrial Strategy) Technology fund was assigned by Citizens Advice to Citizens Advice County Durham to increase capacity to respond to the immediate demand for advice arising from Covid-19, enabling CACD to invest in remote working technology to increase capacity to delivery in light of increased demand for advice across all channels caused by Covid-19. The funding was available from September 2020 and was

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

### 19. Analysis of Charitable Funds *(continued)*

committed by 31st October 2020.

Help Through Hardship - Trussell Trust funded Citizens Advice to deliver a helpline representing an opportunity to tackle the root causes of poverty for thousands of people. Citizens Advice sub contracted to Citizens Advice County Durham, funding up to 8 FTE advisers. To help people address their crises and provide support to maximise their income, help them navigate the benefits system, and identify any additional grants they could be entitled to. If needed, they'll issue a voucher so they can get an emergency food parcel from their local food bank. Funding has been agreed to 31st March 2023.

#### European Social Funding

Durham County Council coordinates DurhamWorks partnership to help NEET 16-24 year olds into employment. DurhamWorks is partially funded by the European Social Fund: Youth Employment Initiative until July 2021 and matched by Citizens Advice County Durham.

ISP Durham Works Intensive Support Programme (ISP) pilot, is a stand-alone element alongside our existing Durham Works delivery. The pilot was developed and evaluated in partnership with Job Centre Plus and Durham County Council, with provision aimed at 18-24 year olds who recently unemployed, close to the labour market and in need of a short intensive programme of support to enable re/entry into employment, including Apprenticeships.

Reaching out across Durham (ROAD) is a partnership led by Groundworks helping 625 people who live in County Durham and are aged 25 and over. ROAD is funded by the Big Lottery Fund and the European Social Fund and has been extended until June 2023, and is a Building Better Opportunities (BBO) programme.

#### Other Funding

Area Action partnerships have funded the following projects during 2021-2022

Spennymoor Trinity Advice Hub

Weardale Welfare Benefit Support

Durham Financial inclusion pilot in secondary schools

Stanley Town Council continued to contribute funding to the 3 day generalist service in The Venue, Stanley to July 2021 in collaboration with CACD debt advice project, help to claim and Energy advice project.

The National Lottery began to fund an Advice in County Durham project led by Citizens Advice County Durham to increase referrals moving through the Advice in County Durham Portal increasing support offered to clients in County Durham and minimising the risk of client journeys ending before they have received all the support they need across Advice in County Durham partners. Funding began 1st February 2022 and will run for 3 years.

Npower funded an Energy Adviser to provide Energy Advice to people referred through the Advice in County Durham Partnership and ends 30th June 2021

County Durham social landlord's tenant's project is funded by Energy Redress. Setup and recruitment began Feb 2020 and ends 31st July 2022. The project will engage and support vulnerable consumers that are living in social housing, providing advice and support. Social landlords, Housing Associations and members of Advice in County Durham will be able to refer into the project and well as accepting self-referrals from tenants.

Princes Countryside Fund, funds Teesdale rural advice home visiting service. Delivering a service to residents living in rural Teesdale ending 30th September 2021.

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2022

### 20. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	590,061	–	590,061
Current assets	1,603,141	51,396	1,654,537
Creditors less than 1 year	(323,158)	–	(323,158)
Creditors greater than 1 year	(90,425)	–	(90,425)
<b>Net assets</b>	<b><u>1,779,619</u></b>	<b><u>51,396</u></b>	<b><u>1,831,015</u></b>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	612,977	–	612,977
Current assets	1,290,867	63,561	1,354,428
Creditors less than 1 year	(324,379)	–	(324,379)
Creditors greater than 1 year	(93,495)	–	(93,495)
<b>Net assets</b>	<b><u>1,485,970</u></b>	<b><u>63,561</u></b>	<b><u>1,549,531</u></b>

### 21. Analysis of Changes in Net Debt

	At 1 Apr 2021 £	Cash flows £	At 31 Mar 2022 £
Cash at bank and in hand	<u>1,171,387</u>	<u>354,492</u>	<u>1,525,879</u>

### 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	40,377	53,830
Later than 1 year and not later than 5 years	71,318	112,278
	<b><u>111,695</u></b>	<b><u>166,108</u></b>

### 23. Related Parties

There are no transactions with related parties that require disclosure under SORP 2015 (FRS102).

The Trustee Board includes representatives from local councils, organisations and businesses. A number of these bodies are currently funders of the charity, but any payments to them are in the normal course of business.

**CITIZENS ADVICE COUNTY DURHAM**

England & Wales - Charity number 1151790

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# Accounts

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Company Registration Number: 08357279  
Charity Registration Number: 1151790

**Citizens Advice County Durham**  
**Financial Statements**  
**For the Year Ending**  
**31 March 2021**

**JANE ASCROFT ACCOUNTANCY LIMITED**

Chartered Accountants & statutory auditor

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

# Citizens Advice County Durham

## Financial Statements

Year Ended 31 March 2021

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# Citizens Advice County Durham

## 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 financial statements of the charity for the year ended 31 March 2021.

### **Objectives and Activities**

Citizens Advice County Durham (CACD) provides free, confidential, impartial and independent advice and information for the benefit of the local community, campaigning for change and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively. These objectives are shared by all members of Citizens Advice as per the twin aims:

1. To provide the advice that people need for the problems they face.
2. To improve the policies and practices that affect people's lives.

Our aims and objectives will be reviewed annually to ensure that our activities remain focused on the stated purposes.

### **Significant Activities**

Our principal activity remains the provision of free, impartial, confidential advice across the country to empower them to move forward. Some of our activity is focussed in our locality, with other key contracts being delivered on a national basis. Advice throughout the pandemic has predominantly been delivered by remote channels; telephone, email, webchat. At the start of 2020 we implemented our Business Continuity Plan and mobilised all of our paid workforce (134 staff) and some volunteers into home working.

We have an active research and campaigns team and a lot of work has been done during this period to re-build and improve our approach to Research and Campaigns. We want Research and Campaigns to be at the forefront of our staff's minds. We understand the scale of potential impact that social change can have on our clients. Therefore, we have prioritised Research and Campaigns as a key activity. We have supported national campaigns this year, including Scams Awareness Week. We have also created escalation routeways with stakeholders for the purpose of addressing issues at source.

In addition, we hosted a Best Practice Lead who worked on a number of research pieces across the year and supported other local Citizens Advice (LCAs) with creating escalation routeways for universal credit and prioritised linking up LCAs for the purpose of regional consistency and best practice sharing. These relationships complemented our Research and Campaigns work, with good networking links established across services.

### **Volunteers**

At the outset of the pandemic, volunteers were not involved in operational delivery of services. However, as the restrictions relaxed, we commenced work on reengaging these volunteers. A remote adviceline pilot has also been implemented, allowing us to test the merit, efficiency and engagement of volunteers working remotely. Since January 2021, refresher training has been ongoing to facilitate the return of volunteers. This will help to rebuild volunteer confidence in delivery and also allow us to train volunteers on multi-channel advice, which will support future resourcing needs.

# Citizens Advice County Durham

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

Year Ended 31 March 2021

## Achievements and Performance

2020/21 has been another challenging year for us and the voluntary and community sector (VCS) overall, with continuing pressures on funding, fluctuations in demand for services and the challenges of delivering advice remotely from home.

Across the projects that involve us, the following is a summary of our key activities and benefits we've achieved for people in County Durham and nationally:

Service	Number of Unique Clients	Number of Issues	Average number of issues per client	All outcomes
Generalist service (exclusively telephone via Single Queue)	12,179	24,054	2	£2,810,798
Money and Pensions Service (MaPS) Debt Advice Project	3,176	27,272	6	£2,864,317
MaPS Debt Relief Order (DRO) Unit (national contract)	7,507	18,080	2	£52,182,749
One Point Service	263	970	4	£491,968
Housing Solutions Service	164	909	6	£96,029
Healthier and Wealthier Service	1,112	4,624	4	£2,026,814
Outreach Services (combined)	541	1813	3	£1,241,571
Trussell Trust (HTH)	1,656	3404	2	£443,654
Npower Energy Advice Programme (EAP) (commenced August 2018)	121	616	5	£84521
Energy Advice Programme (1 October 19 to 31 March 2020)	431	3362	8	£102,739
Energy Redress Scheme – Social Landlords & Tenants	228	1805	8	£36,489
Help to Claim	6,146	22368	4	£6,141,341
<b>TOTALS</b>	<b>33524</b>	<b>109277</b>		<b>£68,522,990</b>

# Citizens Advice County Durham

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

### Year Ended 31 March 2021

These results demonstrate the financial benefit we have empowered clients to achieve and are indicative of the potential benefit our service provide to the local economy. It should be noted that contact with clients often brings greater comfort/capacity to manage beyond just financial gains. In addition, clients often present with more than one issue, which is indicative of the potential complexities of advice, with MaPS, Housing Solutions and our energy projects noting the greatest average number of issues per client.

Our Healthier and Wealthier, One Point, Housing Solutions and outreach services, broadly speaking, aim to support clients to achieve outcomes that exceed monetary value. For instance;

- 780 (70%) clients noted an improvement to their health/capacity to manage, following the intervention of our Healthier and Wealthier service;
- 150 (57%) of One Point clients reported a similar outcome;
- 87 (53%) of Housing Solutions also reported improved health/capacity to manage. In addition, two clients were supported to avoid homelessness and remain in their homes, with alternative housing secured for a further two clients.

Similar soft outcomes were seen on our core service, with 1173 (10%) clients noting improved health/capacity to manage. We saw a significant rise in clients feeling more empowered to deal with their Universal Credit Claim and understand what it means for them following their interaction with us.

In 2020 a Pilot Project on our DRO Unit became embedded as business as usual. This new model of working was a result of a significant amount of collaborative work between us, MaPS and Citizens Advice to explore current working practices and improve efficiency within the unit to achieve a better client journey.

This year has seen a significant increase in demand on the Help To Claim Service, with clients seeking the support of advisers when making their first claim for Universal Credit. This service has been invaluable throughout the pandemic as people's income/employment status fluctuated hugely as a consequence of measures implemented to mitigate against the spread of Covid-19.

It has been an extraordinary year for Citizens Advice County Durham and, indeed, the rest of the world.

By the start of lockdown on the 23rd March 2020 all 134 of our (mostly office based) staff were working from home, all equipped with required hardware and all generalist advisors working on telephone services. CACD's executive team implemented the Business Continuity Plan according to three principles,

- Protect the health and wellbeing of staff, volunteers and clients.
- Meet as much service need as we can.
- Maintain the staff and volunteer team in order to continue to provide high level services.

These principles have served us well and continue to be referenced throughout the pandemic. The Trustee Board met more frequently - monthly - from March 2020 until February 2021.

This has been a difficult year in which to make plans. The Covid-19 pandemic has brought us unprecedented levels of uncertainty with a number of delivery contracts under review.

There is no doubt that the world we experience in the future will be very different to the one that we left behind in 2020/21 and it is almost inevitable that CACD will be a very different organisation to the charity it was in the past few years. We endeavour to steer a course through this uncertainty and, in times of complexity, systemic flux and the global pandemic, we must ensure that our organisational values and culture are sound and fit for the challenges ahead. This is the key to our success in dealing with the pandemic and will be crucial in dealing with the uncertain times ahead.

# Citizens Advice County Durham

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

Year Ended 31 March 2021

## **Financial Review**

2020/21 resulted in a continued growth of 13% in restricted sources of income. We saw a 10% increase in turnover with a significant reduction in expenditure due to the Covid-19 pandemic. The result of this was year ended with a large surplus of £284,051 and after allowing for depreciation, this resulted in a cash surplus of £308,612.

The Covid-19 pandemic and subsequent lockdowns resulted in recruitment freezes, offices closing and staff working from home. The spending in some areas such as office costs and volunteer costs was significantly reduced, also, capital expenditure plans to improve premises and IT at the year end did not go ahead and business need will be reviewed in 2021/22.

The Covid-19 pandemic also impacted some of our newest projects which started later than planned, consequently these projects were given extensions and now run into 2021/22.

## **Reserves policy**

We continue to grow and we are a major financial inclusion charity in the North East of England. We employ 134 staff and have contractual responsibilities for over 11 premises. As such, we need a reserves policy to be able to;

- run essential services for clients in the event of funding loss;
- hold funds in case of unplanned closure of projects;
- fund major unplanned works to capital assets owned by us.

The value of free reserves required to achieve these goals is re-evaluated twice yearly by the Finance Sub-Committee and recommended for approval by the Trustee Board.

The reserves target agreed in May 2020 was £592,000.

## **Risk**

The risk register is reviewed quarterly by the executive team and annually by the Trustee Board.

Throughout the pandemic, the Trustee Board has met on a bi-weekly basis to manage implications and risks of coronavirus.

We hold bi-monthly Information Risk Management meetings with two appointed trustees as information risk accounting officers, a senior information risk officer and senior management team. In this meeting, we review data breaches, data impact assessments, best practice and the information risk asset register. Throughout the pandemic the information risk management members have met on a monthly basis.

We also have a risk management strategy which is reviewed regularly by the executive team and annually by the Trustee Board. Policies and procedures are reviewed on an annual basis or in response to changes within the Charity.

# Citizens Advice County Durham

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

Year Ended 31 March 2021

## **Coronavirus impact 20-21**

All our staff have continued to work from home throughout lockdown, delivering services over the phone and digitally, with two offices partially opened throughout to support administration once restrictions were lifted. Further sites were made operational to facilitate the return of volunteers later in the year. A significant amount of work was undertaken in order to make those premises covid secure. This was intended to enable us to deliver services remotely (no face to face advice has been available throughout the pandemic) whilst ensuring that measures were put in place to support the return of volunteers in a way that was appropriate for them.

Throughout the pandemic we effectively mobilised and implemented a refreshed Mental Health Strategy. We prioritised this in the pandemic, given the data suggesting that the overall mental health of workers was deteriorating throughout lockdown. A flexible approach to work was also adopted to meet operational need, whilst also allowing staff who worked from home to meet childcare needs and create some home/work life balance. We have not accessed the Government's scheme to furlough staff as the majority of our project contracts and grant agreements are deemed public funding. Instead, the Trustee Board supported staff through a Covid-19 special leave policy. Any staff absent through this policy and throughout the pandemic has had no impact on delivery. Advice needs have reflected the needs of people throughout the pandemic and we expect it to remain so. No contracts or agreements were put at risk throughout the pandemic. We continued to communicate with key stakeholders at all stages and ensured that contingency plans were effective. We continue to work closely with all of our funders, assessing risk, performance and value for money. 2020/21 budget and projects have not been adversely impacted by the pandemic. Cashflow has remained stable throughout with the Trustee Board having sight of an updated report, bi-weekly.

## **Plans for Future Periods**

### **Our strategic priorities April 2021 - March 2022**

1. Secure the re-tendering of multiple contracts which require renewal in 2021/22.
2. Consolidate the work conducted in 2021 on the new staff structure.
3. Move towards a hub and spoke model for delivery of services.
4. A greater emphasis on a multi-channel/blended inclusive approach to advice whilst continuing to support face to face delivery.
5. Develop our energy advice offer to mitigate the high fuel poverty levels in the County.
6. Investigate a new telephone system, or improved resourcing of the existing service.
7. Be at the heart of alliance working and collaboration, contributing to shared intelligence in the County.

# Citizens Advice County Durham

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

Year Ended 31 March 2021

## **Structure, Governance and Management**

### **Governing document**

We were established under a memorandum of association which outlined the objects and powers of the charitable company and is governed under its articles of association.

### **Organisational Structure**

We are governed by a Trustee Board of directors who are also the Charity's trustees. We are governed by a Trustee Board of directors who are also the Charity's trustees. Sub-committees including personnel, health and safety, research and campaigns, information risk and finance report to the Trustee Board with task and finish committees formed as required. Trustee Board usually meet on a bi monthly basis with more regular meetings held as and when need dictates. The day-to-day running of the Charity is delegated to the executive team led by the Chief Executive Officer. The Trustee Board is independent from the management of the Charity.

### **Recruitment and appointment of new trustees**

Trustees are openly recruited and specific skills and experience is targeted according to Trustee Board need. Potential trustees are asked to submit a CV and are subsequently interviewed by a panel consisting of at least two existing trustees (one of whom should be the Chair) and Head of People. Trustees are appointed at the Annual General Meeting but may be co-opted by the Trustee Board throughout the year where appropriate.

### **Induction and training of trustees**

All newly-appointed trustees are given a detailed introduction to the Charity's work and are supplied with relevant documents such as governing documents and annual accounts. They are also invited to meet with existing staff and trustees and visit services where suitable. They are also encouraged to undertake relevant training opportunities and must undertake certain mandatory training such as GDPR.

### **Wider Network**

We are a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux which provides support, guidance and training to member bureaux. They also provide a national case management and information system. A condition of membership is to meet and maintain national advice and management standards which are audited regularly. We meet the Advice Quality Standard and are registered with the Information Commissioner and the Financial Conduct Authority.

We are a full member of the Advice in County Durham (AiCD) Partnership, which works with all the advice providers in the County to enable effective referrals into appropriate services, upskill the advice sector and encourage collaboration.

### **Risk Management**

The trustees have a duty to identify and review the risks to which we are exposed to and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

### **Public Benefit**

Our main activities and who we help are described elsewhere in this report. All our charitable activities are undertaken to further our charitable purposes for the public benefit. The Trustee Board have had regard to the Charity Commission's guidance on public benefit throughout the year when deciding on the activities of the Charity.

### **Pay Policy for Senior Staff**

The pay of the senior staff is reviewed annually by the Trustee Board without staff being present.

# Citizens Advice County Durham

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

Year Ended 31 March 2021

## Reference and Administrative Details

**Registered charity name** Citizens Advice County Durham  
**Charity registration number** 1151790  
**Company registration number** 08357279  
**Principal office and registered office** Armstrong House  
Abbeywoods Business Park  
Pity Me  
Durham  
DH1 5GH

## The Trustees

Ms K Coulson-Patel  
Ms B Davidson  
Mr M Smith  
Mr A J Pensom  
Mr J Scollen  
Mr J W Taylor  
Mr G C McPherson  
Mr W Kellett  
Mrs L Pounder  
Ms M Pavlou (Appointed 1 September 2020)  
Ms V Wilkinson (Appointed 1 September 2020)  
(Served from 1 September 2020  
to 19 February 2021)  
Mr R Benstead

**Auditor** Jane Ascroft Accountancy Limited  
Chartered Accountants & statutory auditor  
Enterprise House  
Harmire Enterprise Park  
Barnard Castle  
County Durham  
DL12 8XT

**Bankers** Unity Trust Bank Plc  
Nine Brindleyplace  
Birmingham  
B1 2HB

## Trustees' Responsibilities Statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

# Citizens Advice County Durham

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

Year Ended 31 March 2021

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

### Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

### 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 21 September 2021 and signed on behalf of the board of trustees by:



Mr J Scollen  
Trustee

# Citizens Advice County Durham

## Independent Auditor's Report to the Members of Citizens Advice County Durham

Year Ended 31 March 2021

### Opinion

We have audited the financial statements of Citizens Advice County Durham (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions Relating to Going Concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

# Citizens Advice County Durham

Independent Auditor's Report to the Members of Citizens Advice County Durham *(continued)*

Year Ended 31 March 2021

## Other Information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Opinions on Other Matters Prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

## Matters on Which We are Required to Report by Exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

# Citizens Advice County Durham

Independent Auditor's Report to the Members of Citizens Advice County Durham *(continued)*

Year Ended 31 March 2021

## Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

## Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.

# Citizens Advice County Durham

Independent Auditor's Report to the Members of Citizens Advice County Durham *(continued)*

Year Ended 31 March 2021

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

## Use of Our Report

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jane Ascroft :

Jane Ascroft (Senior Statutory Auditor)

For and on behalf of  
Jane Ascroft Accountancy Limited  
Chartered Accountants & statutory auditor  
Enterprise House  
Harmire Enterprise Park  
Barnard Castle  
County Durham  
DL12 8XT

# Citizens Advice County Durham

## 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 £
<b>Income and endowments</b>					
Donations and legacies	5	6,500	–	<b>6,500</b>	6,500
Charitable activities	6	795,324	2,913,947	<b>3,709,271</b>	3,380,552
Investment income	7	6,401	–	<b>6,401</b>	7,656
<b>Total income</b>		<u>808,225</u>	<u>2,913,947</u>	<u><b>3,722,172</b></u>	<u>3,394,708</u>
<b>Expenditure</b>					
Expenditure on charitable activities	8,9	671,124	2,766,999	<b>3,438,123</b>	3,253,881
<b>Total expenditure</b>		<u>671,124</u>	<u>2,766,999</u>	<u><b>3,438,123</b></u>	<u>3,253,881</u>
<b>Net income</b>		<u>137,101</u>	<u>146,948</u>	<u><b>284,049</b></u>	<u>140,827</u>
Transfers between funds		107,298	(107,298)	–	–
<b>Other recognised gains and losses</b>					
Revaluation of property		–	–	–	45,000
<b>Net movement in funds</b>		244,399	39,650	<b>284,049</b>	185,827
<b>Reconciliation of funds</b>					
Total funds brought forward		1,241,571	23,911	<b>1,265,482</b>	1,079,655
<b>Total funds carried forward</b>		<u>1,485,970</u>	<u>63,561</u>	<u><b>1,549,531</b></u>	<u>1,265,482</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 16 to 28 form part of these financial statements.

# Citizens Advice County Durham

## Statement of Financial Position

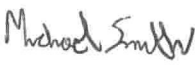
31 March 2021

	Note	2021 £	2020 £
<b>Fixed Assets</b>			
Tangible fixed assets	14	612,977	637,540
<b>Current Assets</b>			
Debtors	15	183,041	300,416
Cash at bank and in hand		<u>1,171,387</u>	<u>853,890</u>
		<b>1,354,428</b>	<b>1,154,306</b>
<b>Creditors: amounts falling due within one year</b>	16	<u>324,379</u>	<u>409,789</u>
<b>Net Current Assets</b>		<b>1,030,049</b>	<b>744,517</b>
<b>Total Assets Less Current Liabilities</b>		<b>1,643,026</b>	<b>1,382,057</b>
<b>Creditors: amounts falling due after more than one year</b>	17	<u>93,495</u>	<u>116,575</u>
<b>Net Assets</b>		<b>1,549,531</b>	<b>1,265,482</b>
<b>Funds of the Charity</b>			
Restricted funds		63,561	23,911
Unrestricted funds		<u>1,485,970</u>	<u>1,241,571</u>
<b>Total charity funds</b>	19	<b>1,549,531</b>	<b>1,265,482</b>

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 21 September 2021 and are signed on behalf of the board by:

  
Mr. Scollen  
Trustee

  
Mr M Smith  
Trustee

The notes on pages 16 to 28 form part of these financial statements.

# Citizens Advice County Durham

## Statement of Cash Flows

Year Ended 31 March 2021

	2021 £	2020 £
<b>Cash Flows from Operating Activities</b>		
Net income	284,049	140,827
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	24,563	33,173
Other interest receivable and similar income	(6,401)	(7,656)
Accrued expenses/(income)	79,111	(49,192)
<i>Changes in:</i>		
Trade and other debtors	117,375	(60,576)
Trade and other creditors	(187,601)	230,461
Cash generated from operations	311,096	287,037
Interest received	6,401	7,656
Net cash from operating activities	<u>317,497</u>	<u>294,693</u>
<b>Cash Flows from Investing Activities</b>		
Purchase of tangible assets	—	(13,770)
Net cash used in investing activities	<u>—</u>	<u>(13,770)</u>
<b>Net Increase in Cash and Cash Equivalents</b>	<b>317,497</b>	<b>280,923</b>
<b>Cash and Cash Equivalents at Beginning of Year</b>	<b>853,890</b>	<b>572,967</b>
<b>Cash and Cash Equivalents at End of Year</b>	<b><u>1,171,387</u></b>	<b><u>853,890</u></b>

The notes on pages 16 to 28 form part of these financial statements.

# Citizens Advice County Durham

## 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 Armstrong House, Abbeywoods Business Park, Pity Me, Durham, DH1 5GH.

### 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

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

#### 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 in furtherance of the purposes of the charity.

Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

### 3. Accounting Policies *(continued)*

#### Income

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity, being the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market.

Investment income is included when receivable.

Income from charitable trading activity is accounted for when earned.

Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

#### Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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 between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on the number of staff working on each activity.

#### Tangible Assets

Fixed assets are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised. In addition assets are not capitalised where a funder has granted funds for capital items as part of the project.

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

### 3. Accounting Policies *(continued)*

#### 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:

Leasehold Property	-	10% straight line
Improvements		
Computer & Office Equipment	-	25% straight line

Freehold property is not depreciated as the properties are maintained to a high standard and any depreciation is considered to be immaterial.

#### 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.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

#### 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

#### 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.

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

### 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 2021 there were 11 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

The charity is not under the control of any one individual but of the board as a whole.

## 5. Donations and Legacies

	Unrestricted Funds £	<b>Total Funds 2021 £</b>	Unrestricted Funds £	Total Funds 2020 £
<b>Gifts</b>				
Donated facilities	<u>6,500</u>	<u>6,500</u>	<u>6,500</u>	<u>6,500</u>

Donated facilities comprise the provision of property at Shakespeare House, Seaham, by Durham County Council at below market rent.

# Citizens Advice County Durham

## Notes to the Financial Statements (continued)

Year Ended 31 March 2021

### 6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Durham County Council funding	684,524	–	684,524
Citizens Advice Funding	–	2,403,995	2,403,995
European Social Fund funding	–	255,950	255,950
Other funding	44,115	254,002	298,117
Other income from charitable activities	66,685	–	66,685
	<u>795,324</u>	<u>2,913,947</u>	<u>3,709,271</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Durham County Council funding	599,288	37,500	636,788
Citizens Advice Funding	48,718	2,247,191	2,295,909
European Social Fund funding	–	206,081	206,081
Other funding	87,706	94,282	181,988
Other income from charitable activities	59,786	–	59,786
	<u>795,498</u>	<u>2,585,054</u>	<u>3,380,552</u>

### 7. Investment Income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	6,401	6,401	7,656	7,656

### 8. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Durham County Council funding	570,032	–	570,032
Citizens Advice Funding	–	1,747,553	1,747,553
Other funding	48,916	231,693	280,609
European Social Fund funding	–	261,108	261,108
Support costs	52,176	526,645	578,821
	<u>671,124</u>	<u>2,766,999</u>	<u>3,438,123</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Durham County Council funding	516,018	32,445	548,463
Citizens Advice Funding	–	1,647,057	1,647,057
Other funding	82,443	93,740	176,183
European Social Fund funding	–	249,737	249,737
Support costs	71,748	560,693	632,441
	<u>670,209</u>	<u>2,583,672</u>	<u>3,253,881</u>

# Citizens Advice County Durham

## Notes to the Financial Statements (continued)

Year Ended 31 March 2021

### 9. Expenditure on Charitable Activities by Activity Type

	Activities undertaken		Total funds 2021 £	Total fund 2020 £
	directly £	Support costs £		
Durham County Council funding	570,032	46,841	<b>616,873</b>	614,067
Citizens Advice Funding	1,747,553	484,499	<b>2,232,052</b>	2,188,306
Other funding	280,609	36,194	<b>316,803</b>	195,677
European Social Fund funding	261,108	11,287	<b>272,395</b>	255,831
	<u>2,859,302</u>	<u>578,821</u>	<u><b>3,438,123</b></u>	<u>3,253,881</u>

### 10. Net Income

Net income is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	<u>24,563</u>	<u>33,173</u>

### 11. Staff Costs

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

	2021 £	2020 £
Wages and salaries	<b>2,513,147</b>	2,251,442
Social security costs	<b>194,400</b>	176,446
Employer contributions to pension plans	<b>123,089</b>	113,965
	<u><b>2,830,636</b></u>	<u>2,541,853</u>

The average head count of employees during the year was 127 (2020: 117). The average number of full-time equivalent employees during the year is analysed as follows:

	2021 No.	2020 No.
Number of staff	<u>127</u>	<u>101</u>

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

### Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £56,112 (2020:£81,101).

### 12. Trustee Remuneration and Expenses

During the year trustees received no remuneration nor expenses (2020 - Nil).

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

### 13. Transfers Between Funds

During the year £107,298 was transferred to restricted funds from general funds:

	2021 £
Contribution to overheads by MAPS DRO project	170,151
Match funding for Durham Works project	(22,342)
Match funding for Stanley Town Council project	(13,715)
Contribution to overheads by MAPS Webchat project	10,094
Match funding for BEIS project	(32,590)
Other minor transfers	(4,300)
	<u>107,298</u>

### 14. Tangible Fixed Assets

	Freehold property £	Leasehold Property Improvements £	Computer & Office Equipment £	Total £
<b>Cost</b>				
<b>At 1 April 2020 and 31 March 2021</b>	<u>575,000</u>	<u>178,734</u>	<u>139,261</u>	<u>892,995</u>
<b>Depreciation</b>				
At 1 April 2020	–	144,108	111,347	255,455
Charge for the year	–	13,968	10,595	24,563
<b>At 31 March 2021</b>	<u>–</u>	<u>158,076</u>	<u>121,942</u>	<u>280,018</u>
<b>Carrying amount</b>				
<b>At 31 March 2021</b>	<u>575,000</u>	<u>20,658</u>	<u>17,319</u>	<u>612,977</u>
At 31 March 2020	<u>575,000</u>	<u>34,626</u>	<u>27,914</u>	<u>637,540</u>

The freehold property includes property at High Street, Spennymoor and Armstrong House, Durham. They are both shown in the accounts at market value. They were revalued on 15th July 2019 by McGillivrays Chartered Surveyors on an Existing Use Value basis and will be revalued every 5 years.

### 15. Debtors

	2021 £	2020 £
Trade debtors	5,612	19,668
Prepayments	31,397	21,295
Accrued income	146,032	258,266
Other debtors	–	1,187
	<u>183,041</u>	<u>300,416</u>

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

### 16. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	40,064	95,209
Accruals	121,692	42,581
Social security and other taxes	46,210	46,208
Deferred income	91,768	202,190
Futurebuilders loan	10,678	10,678
Other creditors	13,967	12,923
	<u>324,379</u>	<u>409,789</u>

The Futurebuilders loan is secured by a charge over the freehold property at 71 High Street, Spennymoor.

Deferred income comprises funding received in advance for the 2021-22 financial year.

### 17. Creditors: amounts falling due after more than one year

	2021	2020
	£	£
Futurebuilders loan	93,495	96,532
Other creditors	–	20,043
	<u>93,495</u>	<u>116,575</u>

Included within creditors: amounts falling due after more than one year is an amount of £56,494 (2020: £59,531) in respect of liabilities payable or repayable by instalments which fall due for payment after more than five years from the reporting date.

The Futurebuilders loan is secured by a charge over the freehold property at 71 High Street, Spennymoor.

### 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 £123,089 (2020: £113,965).

# Citizens Advice County Durham

## Notes to the Financial Statements (continued)

Year Ended 31 March 2021

### 19. Analysis of Charitable Funds

#### Unrestricted funds

	At 1 Apr 2020	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2021
	£	£	£	£	£	£
General funds	700,563	808,225	(646,561)	104,261	–	<b>966,488</b>
Capital fund	541,008	–	(24,563)	3,037	–	<b>519,482</b>
	<u>1,241,571</u>	<u>808,225</u>	<u>(671,124)</u>	<u>107,298</u>	<u>–</u>	<u><b>1,485,970</b></u>

	At 1 Apr 2019	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2020
	£	£	£	£	£	£
General funds	548,010	809,654	(637,036)	(20,065)	–	700,563
Capital fund	510,815	–	(33,173)	18,366	45,000	541,008
	<u>1,058,825</u>	<u>809,654</u>	<u>(670,209)</u>	<u>(1,699)</u>	<u>45,000</u>	<u>1,241,571</u>

#### Restricted funds

	At 1 Apr 2020	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2021
	£	£	£	£	£	£
MAPS Debt	–	534,901	(541,527)	6,626	–	–
Advice Project	–	1,413,668	(1,243,517)	(170,151)	–	–
MAPS DRO	–	39,162	(36,339)	5,577	–	<b>16,530</b>
AAP	8,130	–	–	–	–	–
Reaching Out Across Durham (ROAD)	4,314	87,677	(83,270)	(4,314)	–	<b>4,407</b>
Durham Works	–	142,502	(164,844)	22,342	–	–
Durham Works Intensive Support Programme	–	25,771	(24,280)	(1,491)	–	–
Stanley Town Council	9,333	18,667	(32,382)	13,715	–	<b>9,333</b>
DRO Pilot	–	3,150	–	(3,150)	–	–
Help To Claim	–	286,668	(286,668)	–	–	–
Universal Support Best Practice Lead	–	35,914	(35,914)	–	–	–

# Citizens Advice County Durham

## Notes to the Financial Statements (continued)

Year Ended 31 March 2021

### 19. Analysis of Charitable Funds (continued)

NPower	–	30,000	(39,348)	9,348	–	–
Advice In County Durham (AiCD)	–	43,195	(43,285)	90	–	–
Energy Advice Project	–	44,460	(42,029)	(2,431)	–	–
Energy Redress	–	60,889	(60,273)	(616)	–	–
PCF	2,134	11,050	(9,813)	–	–	3,371
Trussell Trust	–	46,452	(37,416)	(9,036)	–	–
MAPS Webchat	–	32,547	(22,453)	(10,094)	–	–
LCF CPF	–	4,587	(3,697)	3,697	–	4,587
BEIS Innovations Fund	–	52,687	(59,944)	32,590	–	25,333
	<u>23,911</u>	<u>2,913,947</u>	<u>(2,766,999)</u>	<u>(107,298)</u>	<u>–</u>	<u>63,561</u>

	At 1 Apr 2019 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2020 £
MAPS Debt	–	–	–	–	–	–
Advice Project	–	520,320	(528,948)	8,628	–	–
MAPS DRO	–	1,328,510	(1,278,411)	(50,099)	–	–
AAP	10,694	22,428	(29,325)	4,333	–	8,130
Reaching Out Across Durham (ROAD)	803	66,518	(67,102)	4,095	–	4,314
Durham Works	–	139,563	(188,729)	49,166	–	–
Durham Works Intensive Support Programme	–	–	–	–	–	–
Stanley Town Council	9,333	28,000	(36,294)	8,294	–	9,333
DRO Pilot	–	–	–	–	–	–
Help To Claim	–	338,456	(342,109)	3,653	–	–
Universal Support Best Practice Lead	–	–	–	–	–	–
NPower	–	30,000	(30,214)	214	–	–
Advice In County Durham (AiCD)	–	37,500	(32,519)	(4,981)	–	–
Energy Advice Project	–	59,905	(38,848)	(21,057)	–	–
Energy Redress	–	4,904	(4,357)	(547)	–	–
PCF	–	8,950	(6,816)	–	–	2,134
Trussell Trust	–	–	–	–	–	–
MAPS Webchat	–	–	–	–	–	–
LCF CPF	–	–	–	–	–	–
BEIS Innovations Fund	–	–	–	–	–	–
	<u>20,830</u>	<u>2,585,054</u>	<u>(2,583,672)</u>	<u>1,699</u>	<u>–</u>	<u>23,911</u>

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

### 19. Analysis of Charitable Funds *(continued)*

#### **Citizens Advice Funding**

MAPS Debt Advice Project is funded by the Money & Pensions Service in partnership with Citizens Advice and provides debt advice via telephone & face to face appointments. Funding is reviewed annually.

MAPS Webchat was a post created in anticipation of increasing demand for web chat debt advice in England, as a result of COVID-19. This an eight month grant until 31st March 2021 and has further been extended to 31st March 22

DRO unit is funded by the Money & Pensions Service in partnership with Citizens Advice and provides delivery of a centralised debt relief order (DRO) unit. The aim of the unit is to support frontline advisers nationally with the time consuming administrative processes involved in submitting a DRO. Funding is reviewed annually.

DRO unit pilot is funded by the Money & Pensions Service in partnership with Citizens Advice and the pilot will run alongside the DRO unit to trial a new way of working, co-designed by staff from the DRO unit. The funding is agreed to 31st March 2022.

Energy Advice Project is funded by energy providers in partnership with Citizens Advice. The programme provides advice appointments to vulnerable consumers who are struggling to pay their bills, require better deals on energy, need guidance on the most appropriate payment methods or information on how to access help from energy suppliers and the Government. Funding was agreed for delivery 1st October 2020 - 31st March 2021.

Help to Claim is funded by the Dept of Work & Pensions in partnership with Citizens Advice to provide advice to those who need help to apply for Universal Credit. Help will be tailored to the individual and available face-to-face, over the phone and online through webchat and advice content. The funding is agreed to 31st March 2022

Universal Support Best Practice Lead is funded by the Dept of Work & Pensions in partnership with Citizens Advice to gather and share learning about how Help to Claim and Universal Credit is performing, develop relationships with relevant local stakeholders and share ideas and best practice to Local Citizens Advice, Job Centres in the County Durham and Tees Valley districts. Funding was agreed to 31st March 2021

BEIS Innovations fund is a 1 year 0.8FTE post to develop ideas and conduct experiments in a Local Office Citizens Advice Innovation Community ('CAIC') Working collaboratively in a CAIC group, assigned by Citizens Advice, of other local offices to develop and test ideas which look to improve access to advice. The funding is be available from 1st August 2020 for a period of one year until 31st July 2021

#### **European Social Funding**

Durham County Council coordinates DurhamWorks partnership to help NEET 16-24 year olds into employment. DurhamWorks is partially funded by the European Social Fund: Youth Employment Initiative until July 2021 and matched by Citizens Advice County Durham.

ISP Durham Works Intensive Support Programme (ISP) pilot, is a stand-alone element alongside our existing Durham Works delivery. The pilot was developed and evaluated in partnership with Job Centre Plus and Durham County Council, with provision aimed at 18-24 year olds who recently unemployed, close to the labour market and in need of a short intensive programme of support to enable re/entry into employment, including Apprenticeships.

Reaching out across Durham (ROAD) is a partnership led by Groundworks helping 625 people who live in County Durham and are aged 25 and over. ROAD is funded by the Big Lottery Fund and the European Social Fund and has been extended until June 2023, and is a Building Better Opportunities (BBO) programme.

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

### 19. Analysis of Charitable Funds *(continued)*

#### Other Funding

Stanley Town Council continued to contribute funding to the 3 day generalist service in The Venue, Stanley during 2020-21 in collaboration with CACD debt advice project, help to claim and Energy advice project.

Durham County Council continued to contribute funding to Advice in County Durham partnership direct costs.

Npower funded an Energy Adviser to provide Energy Advice to people referred through the Advice in County Durham Partnership and ends 30th June 2021

County Durham social landlord's tenant's project is funded by Energy Redress. Setup and recruitment began Feb 2020 and ends 31st July 2022. The project will engage and support vulnerable consumers that are living in social housing, providing advice and support. Social landlords, Housing Associations and members of Advice in County Durham will be able to refer into the project and well as accepting self-referrals from tenants.

Princes Countryside Fund, funds Teesdale rural advice home visiting service. Delivering a service to residents living in rural Teesdale ending 30th September 2021.

Trussell Trust - Funding 2 FTE advisers so they can help people address their crises and provide support to maximise their income, help them navigate the benefits system, and identify any additional grants they could be entitled to. If needed, they'll issue a voucher so they can get an emergency food parcel from their local food bank. Funding was agreed for delivery 3rd August 2020 - 31st March 2021, and further extended to 2.8FTE advisers for the year 21-22.

### 20. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	612,977	–	612,977
Current assets	1,290,867	63,561	1,354,428
Creditors less than 1 year	(324,379)	–	(324,379)
Creditors greater than 1 year	(93,495)	–	(93,495)
<b>Net assets</b>	<u>1,485,970</u>	<u>63,561</u>	<u>1,549,531</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	637,540	–	637,540
Current assets	1,130,395	23,911	1,154,306
Creditors less than 1 year	(409,789)	–	(409,789)
Creditors greater than 1 year	(116,575)	–	(116,575)
<b>Net assets</b>	<u>1,241,571</u>	<u>23,911</u>	<u>1,265,482</u>

# Citizens Advice County Durham

## Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

### 21. Analysis of Changes in Net Debt

	At 1 Apr 2020	Cash flows	At 31 Mar 2021
	£	£	£
Cash at bank and in hand	<u>853,890</u>	<u>317,497</u>	<u>1,171,387</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	<b>53,830</b>	47,483
Later than 1 year and not later than 5 years	<b>112,278</b>	65,044
	<u><b>166,108</b></u>	<u>112,527</u>

### 23. Related Parties

There are no transactions with related parties that require disclosure under SORP 2015 (FRS102).

The Trustee Board includes representatives from local councils, organisations and businesses. A number of these bodies are currently funders of the charity, but any payments to them are in the normal course of business.