

# Citizens Advice SORT Group

England & Wales · Charity number 1171817

## Details

|                |                                                         |
|----------------|---------------------------------------------------------|
| Other names    | PENNINE WEST CITIZENS ADVICE BUREAU LIMITED             |
| Status         | Registered                                              |
| Legal form     | Charitable company                                      |
| Company number | <a href="#">08290395</a>                                |
| Registered     | 2017-02-28                                              |
| Register       | <a href="#">View on the Charity Commission register</a> |

## Contact

|         |                                                                                            |
|---------|--------------------------------------------------------------------------------------------|
| Address | Citizens Advice SORT Group<br>Huckletree<br>9 Great Ancoats Street<br>Manchester<br>M4 5AD |
| Phone   | --                                                                                         |
| Email   | <a href="mailto:governance@casort.org">governance@casort.org</a>                           |
| Website | <a href="http://www.casort.org">www.casort.org</a>                                         |

## Activities

**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 GREATER MANCHESTER AND SURROUNDING AREAS.

**Activities:** To provide free, independant, impartial and confidential advice.

## Classification

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

## Geography

- Halton
- Oldham
- Rochdale
- Stockport
- Trafford
- Warrington
- Wirral

## Finances

| Period end | Income     | Expenditure | Assets     | Employees |
|------------|------------|-------------|------------|-----------|
| 2025-03-31 | £3,325,201 | £3,152,862  | £1,645,043 | 102       |
| 2024-03-31 | £3,509,238 | £3,094,780  | £1,472,704 | 103       |
| 2023-03-31 | £2,660,574 | £2,951,311  | £1,058,246 | 93        |
| 2022-03-31 | £2,896,117 | £2,783,592  | £443,983   | 85        |
| 2021-03-31 | £1,997,049 | £2,024,009  | £-569,592  | 65        |

## Trustees

| Name                  | Role | Appointed  |
|-----------------------|------|------------|
| Alexander David Price |      | 2025-05-29 |
| Alicia Hall           |      | 2025-05-29 |
| Emily Allen           |      | 2021-04-19 |
| Francine Ryan         |      | 2025-03-13 |
| Melissa Dale          |      | 2025-10-15 |
| Pamela Kay Day        |      | 2025-05-29 |
| Peter Allen           |      | 2020-04-29 |
| Steven Carvalho       |      | 2026-03-12 |

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# Accounts

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Company number: 08290395

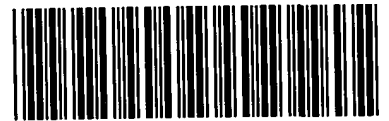
Charity number: 1171817



# Citizens Advice SORT Group Ltd

Report and financial statements for year ending  
31 March 2025

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COMPANIES HOUSE

## Citizens Advice SORT Group Ltd

### References and administrative information for the year ended 31 March 2025

#### Trustees

Brenda Warrington, Chairperson - resigned 12 February 2025  
Peter Allen, Chair of Finance, Risk and Assurance Committee, also appointed as Chairperson of the board 12 February 2025  
Margaret Anne Bradbury  
Martyn Beauchamp, Chair of Transformation Committee - resigned 13 December 2024  
Sarah Diller - resigned 17 December 2024  
Emily Allen, Chair of People Committee  
David Trafford - resigned 29 May 2025  
Andrew Hunter - resigned 15 April 2025  
Francine Ryan - appointed 13 March 2025  
Pamela Day - appointed 29 May 2025  
Alicia Hall - appointed 29 May 2025  
Alex Price - appointed 29 May 2025

#### Principal staff

Jonathan Yates, Chief Executive Officer

#### Principal address

Huckletree, The Express Building,  
9 Great Ancoats Street, Manchester, M4 5AD

#### Company number

08290395

#### Charity number

1171817

#### Bankers

Santander PLC  
Bridle Road, Bootle, Merseyside, L30 4GB

CAF Flagstone  
1st Floor, Clareville House, 26-27 Oxendon Street, London, SW1Y 4EL

#### Auditors

Slade & Cooper Ltd  
Beehive Mill, Jersey Street, Ancoats, Manchester, M4 6JG

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2025

The trustees, who are directors for the purposes of company law, present the annual report, together with the financial statements and auditors' report of the charity ending 31 March 2025.

## About Citizens Advice SORT Group

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 Greater Manchester and surrounding areas.

The main activities undertaken to further our charitable purposes for public benefit are to provide the advice people need for the problems that they face and improve the policies and practices that affect people's lives. Our highly trained people deliver information, advice and guidance services, a mixture of paid staff and volunteers, providing services predominantly in Stockport, Oldham, Rochdale, and Trafford.

The trustees confirm that they have referred to the information contained in the Charity Commission's general guidance on public benefit when planning activities and setting policies and priorities for the year ahead.

## Who we helped in 2024/25

In total, we supported over 40,000 people via multiple channels dealing with 115,961 issues over this period with the biggest five issue areas being:

- Benefits - Universal Credit
- Benefits & Tax Credits
- Debt
- Energy related issues
- Financial services & capability

In 2024/25 the number of people turning to our service for information remained comparable to the previous year, however the complexity of issues increased, with clients often presenting with multiple queries.

Delivering multi-channel services across digital services, face-to-face appointments and telephone advice allows us streamline service delivery, workflow and engagement - meeting the diverse range of client needs.

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2025

## Our value to society

Each year, we give thousands of people the knowledge and confidence to find a way forward. We do this by providing advice, education, support, and influencing policies and practices that affect our clients. We survey hundreds of people yearly to give us the evidence we need to measure our impact.

For every £1 of charitable expenditure

- We deliver £31 of broader economic and social benefit
- We save the government and public services £4
- We delivered an estimated £23 social and economic value to society

Our survey results were as follows;

### **Ease of access**

"How easy or difficult did you find it to access the service?"

72% confirmed it was either neutral, easy or very easy to access our service

### **Way forward**

"To what extent did the service help you to find a way forward?"

80% confirmed we'd either moderately, greatly or completely helped them find a way forward

### **Problem resolved**

"To what extent is your problem now resolved?"

73% confirmed we'd either partly, mostly or completely resolved their problem

### **Recommend**

"How likely would you be to recommend the service."

83% confirmed they would likely or very likely recommend our service

## Financial outcomes for the people we help

For many people who turn to us for help, we look at how we can maximise their income by ensuring they receive all the benefits they are entitled to.

- We helped people access an extra £18m in one-off and ongoing additional income for local people
- We wrote off and rescheduled almost £500k of debt

## Our strategy

Our vision for 2025 is that we'll help more people than ever before.

This plan looks to refocus our activity on three main strategic themes:

- **Advice** - we'll have met more demand across all our advice channels
- **Sustainability** - we'll have grown and diversified our business, becoming more effective and efficient in a sustainable way
- **Culture** - we'll be a great place to work where people perform at their best

As part of our strategy, we've adopted a new client commitment:

- **It's easy to get support from us** - Our services will be available when you need them in a way that works for you.
- **Our service will be joined up** - You'll be able to access advice quickly and easily through our different services and channels without having to repeat yourself.
- **We'll help you find a way forward, whatever your problem** - We have the resources, tools and expertise to solve your problem. If we can't help directly, we'll signpost you or make a smooth referral to a trusted partner.
- **You'll get the level of support you need** - Whatever your situation, we'll take extra steps to make sure you have the best support for your needs.
- **You know that we'll speak up for you** - We'll advocate for change in policy and industry practices where they make life harder for you.

## Our values

We're different, ambitious and determined to deliver quality services to our communities. To be able to do this, we have a set of values which drive us forward and that all our colleagues champion:

- **We're inventive** - We question every idea to make it better, and we change when things aren't working. We're not afraid of trying new things and learn by getting things wrong
- **We're generous** - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone
- **We're responsible** - We do what we say we'll do and we keep our promises. We remember that we work for a charity and use our resources effectively

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2025

## Equity, diversity and inclusion

Equity, diversity and inclusion (EDI) are at the centre of what we do, and our charity aims are grounded in EDI principles.

We value and embrace the diversity of our clients and colleagues and work to eliminate discrimination. We believe we are all equal through our shared humanity.

We'll strengthen our EDI work by:

- Taking a social justice approach to EDI
- Continuing to be an impartial charity
- Using our data to create stronger, inclusive services
- Mainstreaming our EDI work

## Our funding and income generation strategy

We take a collaborative and developmental approach to fundraising, developing strategic relationships with key partners and stakeholders.

All management colleagues across the charity are responsible for identifying and developing funding opportunities within their specific areas of work.

Funding areas include:

- Grants and commissioning
- Individual giving
- Major donor
- Corporate
- Trust and Foundation
- Legacy

All funding application bid/no bid decisions are aligned with our mission, vision and values, the Citizens Advice competition protocol.

### **Fundraising standards information**

The charity does not carry out public fundraising activities.

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2025

## Plans for the future

In-line with our strategy, our future plans fall into three categories; Advice, Sustainability and Culture. We will continue to develop our people offer, making the organisation a great place to work and volunteer but adopting a new people strategy. We'll work to diversify our income streams with new partnership and agreements and we'll continue to push forward creating a more equitable and accessible service.

## Financial Review

### Financial Position

Incoming resources in the year were £3,325,201 (2024: £4,112,991). Expenditure was £3,152,862 in support of our charitable objectives (2024: £3,094,768).

A surplus of £172,339 (2024: £1,018,223 surplus) was achieved in the year.

At 31st March 2025 total fund balances were £1,645,043.

### Reserves Policy

The trustees believe that the charity should hold financial reserves in order to ensure that the charity can continue to operate effectively and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising.

Trustees consider that it is prudent to set aside Reserves equating to 4 months operating costs which is reviewed annually. It may not be possible to reserve this amount fully every year and a lower amount can be set by the trustees until such time as the appropriate level of reserves have been realised.

As at 31 March 2025 our Unrestricted Funds freely available ('free reserves') were £1,589,438 (2024: £1,455,134) equating to 6.0 months of total operating expenditure which more than meets the policy.

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2025

### **Going Concern**

The Trustees consider the charity to be a going concern. Funding is expected to continue at current levels and continued efforts for cost reductions further strengthen the case for continued, sustainable services.

## **Our structure, governance and management**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

### **Trustee board**

Our trustee board sets the strategic vision and gives strategic direction to the charity. The board is committed to high governance standards and complies with the principles and practices set out in the Charity Governance Code.

Our Chief Executive and broader leadership group are responsible for delivering the strategy and day-to-day operations. There are five formal trustee board meetings each year. The board has one board development session each year and other meetings and events to help trustees shape the organisation's strategic direction and develop as a team.

There were no members of the Trustee Board in paid employment at Citizens Advice SORT Group.

There were no ex-officio members who served as trustee directors during the year.

## Committees

The following committees support the trustee board in its work.

### **Finance, risk and assurance committee**

The committee;

- Monitors and oversees the current and future financial situation and associated risks
- Has oversight of the internal and external audit arrangements, including resourcing, review of plans and reports
- Provides scrutiny, and assurance on the strategic and significant operational and compliance risks
- Provides assurance on required standards, and statutory and regulatory requirements
- Provides oversight of governance arrangements in line with the Articles of Association

Peter Allen is the Chairperson of this committee and is supported by Mags Bradbury, Andy Hunter, Sarah Diller.

### **People committee**

The committee:

- Oversees the development, delivery and monitoring of the organisation's people strategy
- Oversees, informs and scrutinises the development and implementation of an ambitious equity, diversity, inclusion and belonging strategy
- Leads on the recruitment and selection for appointments to the Board and committees
- Sets and review the annual performance and remuneration of the Chief Executive

Emily Allen is the Chairperson of this committee and is supported by David Trafford, Sarah Diller and Mags Bradbury.

### **Transformation and development committee**

The committee:

- Provides insight to and helps develop strategy proposals for the entire board
- Oversees agreed, large-scale transformation programmes that support the delivery of agreed strategy and visioning objectives
- Acts as a sounding board and provides direction on key business development activity that impacts
- Champions and ensure continued focus on continuous improvement, transformation and innovation across all business areas.

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2025

Martyn Beauchamp is the Chairperson of this committee and is supported by Emily Allen, David Trafford and Peter Allen.

## Recruitment, induction and training of trustees

We recruit trustee directors and committee members through an open and competitive process using social media, recruitment agencies, and our wider network to find talented individuals to provide strong leadership and experience.

We'll be recruiting for new trustees over the coming year to appoint any forthcoming vacancies.

Trustees and committee members receive a full induction. Inductions include meeting with the Chairperson and Chairpeople of committees, a meeting with all members of the leadership group and key management personnel. Inductions are tailored to meet individual needs and interests, including shadowing and visiting different services provided. Trustees and committee members are volunteers but are reimbursed for reasonable expenses.

The board annually reviews trustee board composition based on skills and experience - this forms part of the trustee board's annual appraisal.

Following Charity Commission guidance and the Companies Act, we file an AP01 with Companies House within 14 days of the appointment of a new trustee director. When details on that form change, form CH01 is completed and filed with Companies House. Where a trustee director resigns, we file a TM01 form - all in line with our statutory obligations.

## Memberships and quality standards

We're a member of the Citizens Advice network. The Membership Agreement sets out the relationship between a member of the Citizens Advice service and a local Citizens Advice, including our respective roles and responsibilities - some of which are shared, e.g. protecting, promoting and developing the Citizens Advice brand. The Agreement sets out the high-level standards for membership (including service delivery) and some precise requirements, including details of what happens if a local Citizens Advice breaches the Agreement.

The Performance and Quality Framework is part of the Membership Agreement and sets out the standards all local Citizens Advice services must meet. The Performance Quality Framework consists of 4 parts:

- Quality of advice assessment, conducted quarterly
- Client experience survey, conducted quarterly
- Leadership self-assessment, conducted annually
- People management survey, conducted annually

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2025

The Citizens Advice audit team check compliance with the Performance Quality Framework.

## The Leadership Group, remuneration and development

Our Leadership Group, which incorporates our key management personnel, are responsible for delivering the trustee board's visions and for the day-to-day operation of the charity. The Key management staff who served during the reporting period are as follows:

- Chief Executive Officer, Jonathan Yates
- Head of Business Delivery, Aly Darwin
- Head of Business Services, Julian Spencer
- Head of Innovation and Business Development, Stuart Pearson
- Head of People and Culture, Anna Rojek

The People Committee is responsible for, under delegation from the trustee board, the appointment, remuneration and performance management of the Chief Executive Officer. The board reviewed the salaries of these key personnel roles in 2021, with external benchmarking taking place, as per the Harris Hill salary report.

## Risks and internal controls

Our trustees are responsible for effectively managing risk and ensuring internal controls are in place and operating as designed.

The Finance, risk and assurance committee has delegated responsibility for risk and internal controls. The committee interrogates quarterly risk reviews, a broader environmental review, and a quarterly summary is presented to the trustee board. Throughout the year, risk owners regularly reviewed operational and strategic risks to assess the likelihood, impact and appetite for each risk, the plans for managing them and the adequacy of those plans.

Our core risks are categorised as financial, governance, operational, external, compliance & regulation. The trustee board has an appointed risk lead who supports the Head of Business Services. This role is responsible for managing our risk strategy and environment.

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2025

#### Statement of responsibilities of the trustees

The trustees (who are also directors of Citizens Advice SORT Group Ltd for the purposes of company law) are responsible for preparing the trustees' annual 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 charitable group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable group 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

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

#### Auditors

Slade & Cooper Ltd were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

The trustees' annual report has been approved by the trustees on 3<sup>rd</sup> December 2025 and signed on their behalf by



Peter Allen, Chairperson

## **Independent Auditor's Report to the Members of Citizens Advice SORT Group Ltd**

### **Opinion**

We have audited the financial statements of Citizens Advice SORT Group Ltd (the 'charitable company') for the year ended 31 March 2025, which comprise the Statement of Financial Activities (including the income and expenditure account), the Balance Sheet, the Statement of Cash Flows and the related notes. 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, including its income and expenditure, 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 charitable company 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 charitable company'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 trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. 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.

## **Independent Auditor's Report (continued)**

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 (incorporating the directors' 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 our knowledge and understanding of the charitable company 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 Trustees' Annual Report and from the requirement to prepare a strategic report.

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees (who are also the directors of the charitable company 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 charitable company'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**

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.

## **Independent Auditor's Report (continued)**

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- enquiry of management and those charged with governance around actual and potential litigation and claims.
- enquiry of the charity's staff, management and those charged with governance to identify any instances of non-compliance with laws and regulations.
- reviewing minutes of meetings of those charged with governance.
- reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 charitable company'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 charitable company'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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Christy Yun Hing Lau FCCA DChA CTA*

Senior Statutory Auditor

*for and on behalf of*

Slade & Cooper Limited  
Statutory Auditors  
Beehive Mill  
Jersey Street  
Manchester  
M4 6JG

23<sup>rd</sup> December 2025

**CITIZENS ADVICE SORT GROUP LTD**

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2025  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

|                                            | Note | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total 2025<br>£  | Total 2024<br>Restated<br>£ |
|--------------------------------------------|------|----------------------------|--------------------------|------------------|-----------------------------|
| <b>Income from:</b>                        |      |                            |                          |                  |                             |
| Donations & legacies                       | 3    | 75                         | -                        | 75               | 475                         |
| Charitable activities                      | 4    | 1,516,928                  | 1,752,127                | 3,269,055        | 3,366,727                   |
| Investment income                          | 5    | 37,445                     | -                        | 37,445           | 6,287                       |
| Other income                               | 6    | 18,626                     | -                        | 18,626           | 739,502                     |
| <b>TOTAL INCOME</b>                        |      | <u>1,573,074</u>           | <u>1,752,127</u>         | <u>3,325,201</u> | <u>4,112,991</u>            |
| <b>EXPENDITURE ON</b>                      |      |                            |                          |                  |                             |
| <b>Charitable activities</b>               |      |                            |                          |                  |                             |
| Advice and Information                     | 7    | 1,478,282                  | 1,674,580                | 3,152,862        | 3,094,768                   |
| <b>TOTAL EXPENDITURE</b>                   |      | <u>1,478,282</u>           | <u>1,674,580</u>         | <u>3,152,862</u> | <u>3,094,768</u>            |
| <b>NET INCOME/ (EXPENDITURE)</b>           |      | <u>94,792</u>              | <u>77,547</u>            | <u>172,339</u>   | <u>1,018,223</u>            |
| Transfers Between Funds                    |      | 39,512                     | (39,512)                 | -                | -                           |
| <b>NET MOVEMENT IN FUNDS</b>               |      | <u>134,304</u>             | <u>38,035</u>            | <u>172,339</u>   | <u>1,018,223</u>            |
| <b>Reconciliation of Funds</b>             |      |                            |                          |                  |                             |
| Funds brought forward at 1 April 2024      |      | 1,455,134                  | 17,570                   | 1,472,704        | 454,481                     |
| <b>Funds carried forward 31 March 2025</b> |      | <u>1,589,438</u>           | <u>55,605</u>            | <u>1,645,043</u> | <u>1,472,704</u>            |

A comparative Statement of Financial Activities is found in Note 2

The Statement of Financial Activities includes all gains and losses recognised in the year.

All of the Charity's activities derive from continuing operations.

**CITIZENS ADVICE SORT GROUP LTD****BALANCE SHEET  
AS AT 31 MARCH 2025**

|                                                       | note | 2025<br>£        | 2024<br>£        |
|-------------------------------------------------------|------|------------------|------------------|
| <b>CURRENT ASSETS</b>                                 |      |                  |                  |
| Debtors                                               | 13   | 306,384          | 295,883          |
| Current Asset Investments                             | 14   | 179,123          | 170,000          |
| Cash at bank and in hand                              |      | 1,266,110        | 1,180,334        |
|                                                       |      | <u>1,751,617</u> | <u>1,646,217</u> |
| <b>CREDITORS: Amounts falling due within one year</b> | 15   | (106,574)        | (173,513)        |
| <b>NET CURRENT ASSETS</b>                             |      | <u>1,645,043</u> | <u>1,472,704</u> |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>          |      | <u>1,645,043</u> | <u>1,472,704</u> |
| <b>TOTAL NET ASSETS</b>                               |      | <u>1,645,043</u> | <u>1,472,704</u> |
| <b>FUNDS</b>                                          |      |                  |                  |
| Restricted income funds                               | 16   | 55,605           | 17,570           |
| Unrestricted income funds                             |      |                  |                  |
| General fund                                          | 16   | 1,589,438        | 1,455,134        |
| <b>TOTAL FUNDS</b>                                    | 16   | <u>1,645,043</u> | <u>1,472,704</u> |

The notes on pages 18 - 33 form part of these accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.



name: Peter Allen

role: Chairperson

Date: 3rd December 2025

Company Registration Number : 08290395 (England & Wales)

**CITIZENS ADVICE SORT GROUP LTD**

**STATEMENT OF CASH FLOWS  
YEAR ENDED 31 MARCH 2025**

|                                                          |             | <b>2025</b>             | <b>2024</b>             |
|----------------------------------------------------------|-------------|-------------------------|-------------------------|
|                                                          | <b>note</b> | <b>£</b>                | <b>Restated<br/>£</b>   |
| <b>Cash flows from operating activities</b>              |             |                         |                         |
| Net income/(Expenditure) for the period                  |             | 172,339                 | 1,018,223               |
| <b>Adjusted for:</b>                                     |             |                         |                         |
| Investment Income                                        | 5           | (37,445)                | (6,287)                 |
| Decrease/(increase) in debtors                           | 13          | (10,501)                | 31,347                  |
| Decrease/(increase) in current asset investments         | 14          | (9,123)                 | (170,000)               |
| (Decrease)/increase in creditors                         | 15          | <u>(66,939)</u>         | <u>150,643</u>          |
| <b>Net cash flows from operating activities</b>          |             | <u>48,331</u>           | <u>1,023,926</u>        |
| <b>Cash flows from investing activities</b>              |             |                         |                         |
| Interest receivable and similar incoming resources       | 5           | <u>37,445</u>           | <u>6,287</u>            |
| <b>Net cash flows from investing activities</b>          |             | <u>37,445</u>           | <u>6,287</u>            |
| <br>Net increase/(decrease) in cash and cash equivalents |             | 85,776                  | 1,030,213               |
| <br>Cash and cash equivalents at 1 April 2024            |             | <u>1,180,334</u>        | <u>150,121</u>          |
| Cash and cash equivalents at 31 March 2025               |             | <u><u>1,266,110</u></u> | <u><u>1,180,334</u></u> |

All of the cash flows are derived from continuing operations during the above two periods.

There is no debt in the company and therefore no reconciliation of Net Debt is provided.

## **CITIZENS ADVICE SORT GROUP LTD**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is: Huckletree, The Express Building, 9 Great Ancoats Street, Manchester, England, M4 5AD

#### **1 Accounting policies**

##### **Summary of significant accounting policies and key accounting estimates**

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

##### **Statement of compliance**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), second edition - October 2019 (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

##### **Basis of preparation**

Citizens Advice SORT Group Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are prepared in sterling, which is the functional currency of the entity and rounded to the nearest £.

##### **Going concern**

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

##### **Estimation uncertainty and judgements.**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported.

There are no significant estimates or judgements included in the preparation of the financial statements.

##### **Income and endowments**

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

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Donations and legacies**

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

**Grants receivable**

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

**Deferred income**

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it relates. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

**Gifts in kind**

Income from donated goods is measured at the fair value of the goods unless it is not practical to reliably measure it, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

**Investment Income**

Interest on funds held on deposit is included upon notification of the interest paid or payable by the bank. This is normally upon receiving the bank statement from the bank.

**Income from charitable activities**

Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

**Expenditure**

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

**Expenditure on charitable activities**

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.

**Support costs**

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating per capita and staff costs by the time spent.

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

**Taxation**

The charity 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 charity 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.

**Tangible fixed assets**

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Capital items over £2,000 are capitalised as fixed assets, otherwise they are expensed in the current year.

**Depreciation and amortisation**

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

| <b>Asset class</b>  | <b>Depreciation method and rate</b> |
|---------------------|-------------------------------------|
| Fixtures & Fittings | 10%-33% straight line               |

**Trade 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.

**Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term (less than 3 months) highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

**Current Asset Investments**

Current asset investments, which consist of fixed-term deposits and other basic financial instruments with maturities greater than three months, are recognised at cost. These investments are held for short-term purposes and are not subject to significant changes in value.

**Trade creditors**

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

**Fund structure**

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity; including those which have been designated.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Operating leases**

Leases in which substantially all the risks and rewards of ownership are retained by the lessor are classified as operating leases. Rentals payable under operating leases are charged in the Statement of Financial Activities on a straight-line basis over the lease term.

**Pensions and other post-retirement obligations**

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.

**Restatement of Prior Year Comparatives**

These financial statements represent the first year in which the charity has presented charity-only financial statements, following the simplification of the group structure during the year.

In 2023/24, consolidated accounts were prepared to reflect the activities of the Citizens Advice SORT Group and its two wholly owned charitable subsidiaries: Citizens Advice Oldham and Citizens Advice Rochdale. Citizens Advice SORT Group held 100% of the voting rights in both entities. A resolution was passed by the board of trustees on 27 March 2024 to transfer the funds of Citizens Advice Oldham and Citizens Advice Rochdale into Citizens Advice SORT Group. These transfers were completed on 31 March 2024. Both companies were subsequently dissolved via voluntary strike-off on 8 October 2024 and removed from the Central Register of Charities on 25 October 2024.

As the group no longer existed at the balance sheet date, the trustees have elected to prepare individual charity financial statements only for the year ended 31 March 2025. To ensure consistency and comparability, the prior year figures for the year ended 31 March 2024 have been re-presented on a charity-only basis, instead of the previously reported consolidated figures.

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**2. Comparative Statement of Financial Activities Year Ended 31 March 2024  
(Including Income And Expenditure Account)**

|                                            | Unrestricted<br>Funds<br>Restated<br>£ | Restricted<br>Funds<br>Restated<br>£ | Total 2024<br>Restated<br>£ |
|--------------------------------------------|----------------------------------------|--------------------------------------|-----------------------------|
| <b>Income from:</b>                        |                                        |                                      |                             |
| Donations & legacies                       | 475                                    | -                                    | 475                         |
| Charitable activities                      | 1,727,286                              | 1,639,441                            | 3,366,727                   |
| Investment income                          | 6,287                                  | -                                    | 6,287                       |
| Other income                               | 739,502                                | -                                    | 739,502                     |
| <b>TOTAL INCOME</b>                        | <b>2,473,550</b>                       | <b>1,639,441</b>                     | <b>4,112,991</b>            |
| <b>EXPENDITURE ON</b>                      |                                        |                                      |                             |
| <b>Charitable activities</b>               |                                        |                                      |                             |
| Advice and Information                     | 1,452,102                              | 1,642,666                            | 3,094,768                   |
| <b>TOTAL EXPENDITURE</b>                   | <b>1,452,102</b>                       | <b>1,642,666</b>                     | <b>3,094,768</b>            |
| <b>NET INCOME/ (EXPENDITURE)</b>           | <b>1,021,448</b>                       | <b>(3,225)</b>                       | <b>1,018,223</b>            |
| Transfers Between Funds                    | 57,941                                 | (57,941)                             | -                           |
| <b>NET MOVEMENT IN FUNDS</b>               | <b>1,079,389</b>                       | <b>(61,166)</b>                      | <b>1,018,223</b>            |
| <b>Reconciliation of Funds</b>             |                                        |                                      |                             |
| Funds brought forward at 1 April 2023      | 375,745                                | 78,736                               | 454,481                     |
| <b>Funds carried forward 31 March 2024</b> | <b>1,455,134</b>                       | <b>17,570</b>                        | <b>1,472,704</b>            |

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**3. Income from Donations and Legacies**

|              | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Restricted<br/>Funds<br/>£</b> | <b>Total<br/>2025<br/>£</b> | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Restricted<br/>Funds<br/>£</b> | <b>Total<br/>2024<br/>£</b> |
|--------------|-------------------------------------|-----------------------------------|-----------------------------|-------------------------------------|-----------------------------------|-----------------------------|
| Donations    | 75                                  | -                                 | 75                          | 475                                 | -                                 | 475                         |
| <b>Total</b> | <b>75</b>                           | <b>-</b>                          | <b>75</b>                   | <b>475</b>                          | <b>-</b>                          | <b>475</b>                  |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**4. Income from Charitable Activities**

|                                                              | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2025    | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2024    |
|--------------------------------------------------------------|-----------------------|---------------------|------------------|-----------------------|---------------------|------------------|
| <b>Advice &amp; Information Services:</b>                    |                       |                     |                  |                       |                     |                  |
| <b>Funder</b>                                                | <b>£</b>              | <b>£</b>            | <b>£</b>         | <b>£</b>              | <b>£</b>            | <b>£</b>         |
| Action Together                                              | 1,000                 | -                   | 1,000            | -                     | -                   | -                |
| Age UK                                                       | 7,000                 | -                   | 7,000            | 45,293                | -                   | 45,293           |
| Brinnington Big Local                                        | -                     | 21,276              | 21,276           | -                     | 21,276              | 21,276           |
| British Gas Energy Trust                                     | -                     | 24,108              | 24,108           | -                     | 39,999              | 39,999           |
| Citizens Advice Bradford                                     | 1,500                 | -                   | 1,500            | 2,700                 | -                   | 2,700            |
| Citizens Advice Bury, Bolton                                 | 10,375                | 3,000               | 13,375           | 31,125                | -                   | 31,125           |
| Citizens Advice Doncaster                                    | 40,633                | -                   | 40,633           | -                     | -                   | -                |
| Citizens Advice East Lancashire                              | 7,883                 | -                   | 7,883            | 49,079                | -                   | 49,079           |
| Citizens Advice Greater Manchester                           | 1,413                 | 10,000              | 11,413           | 7,717                 | -                   | 7,717            |
| Citizens Advice Hammersmith & Fulham                         | 1,667                 | -                   | 1,667            | -                     | -                   | -                |
| Citizens Advice Hull & East Riding                           | -                     | -                   | -                | 3,500                 | -                   | 3,500            |
| Citizens Advice Manchester                                   | 1,950                 | -                   | 1,950            | 99,444                | -                   | 99,444           |
| Citizens Advice Manchester - Electricity NW                  | 117,008               | -                   | 117,008          | -                     | -                   | -                |
| Citizens Advice Manchester - Out of Hours                    | -                     | 3,000               | 3,000            | -                     | -                   | -                |
| Citizens Advice National - AI Project                        | 32,293                | -                   | 32,293           | -                     | -                   | -                |
| Citizens Advice National - Debt Modernisation                | -                     | 5,141               | 5,141            | -                     | -                   | -                |
| Citizens Advice National - Development                       | 5,100                 | -                   | 5,100            | -                     | -                   | -                |
| Citizens Advice National - Energy                            | 54,263                | -                   | 54,263           | 23,745                | -                   | 23,745           |
| Citizens Advice National - Help to Claim                     | -                     | 372,722             | 372,722          | -                     | 338,100             | 338,100          |
| Citizens Advice National - MAPS                              | -                     | 338,886             | 338,886          | -                     | 340,746             | 340,746          |
| Citizens Advice National - Other                             | 350                   | -                   | 350              | 35,796                | -                   | 35,796           |
| Citizens Advice National - Yorkshire Building Society        | 20,136                | -                   | 20,136           | 19,688                | -                   | 19,688           |
| Citizens Advice Salford                                      | -                     | 3,000               | 3,000            | -                     | -                   | -                |
| Citizens Advice South Hams                                   | 3,333                 | -                   | 3,333            | -                     | -                   | -                |
| Citizens Advice Wakefield                                    | 19,800                | -                   | 19,800           | -                     | -                   | -                |
| Energy Saving Trust                                          | -                     | 336,858             | 336,858          | -                     | 408,416             | 408,416          |
| Legal Aid Agency                                             | -                     | -                   | -                | (9,965)               | -                   | (9,965)          |
| London & Quadrant                                            | 3,380                 | -                   | 3,380            | 1,500                 | -                   | 1,500            |
| London & Quadrant - Warm Trafford                            | -                     | -                   | -                | -                     | 48,354              | 48,354           |
| Macmillan Cancer Support                                     | -                     | 286,421             | 286,421          | -                     | 275,380             | 275,380          |
| Manchester City Council                                      | 3,965                 | -                   | 3,965            | 31,602                | -                   | 31,602           |
| National Energy Action                                       | 24,695                | -                   | 24,695           | 14,047                | -                   | 14,047           |
| National Lottery Community Fund                              | -                     | 20,000              | 20,000           | -                     | 18,015              | 18,015           |
| Newport SSCL - Cabinet Office                                | 8,207                 | -                   | 8,207            | -                     | -                   | -                |
| NHS Oldham                                                   | 122,435               | -                   | 122,435          | 122,455               | -                   | 122,455          |
| Oldham Foodbank                                              | -                     | 15,825              | 15,825           | -                     | -                   | -                |
| Oldham Metropolitan Borough Council - Homelessness           | -                     | 80,000              | 80,000           | -                     | 20,000              | 20,000           |
| Oldham Metropolitan Borough Council - Main grant             | 378,200               | -                   | 378,200          | 398,200               | -                   | 398,200          |
| Pennine Care                                                 | -                     | -                   | -                | 37,546                | -                   | 37,546           |
| Positive Steps                                               | 27,000                | -                   | 27,000           | 30,000                | -                   | 30,000           |
| Pure Innovations                                             | -                     | 37,402              | 37,402           | -                     | 26,733              | 26,733           |
| Resolve Poverty                                              | 65,492                | -                   | 65,492           | 41,500                | -                   | 41,500           |
| Rochdale Foodbank                                            | -                     | 41,395              | 41,395           | -                     | 31,138              | 31,138           |
| Rochdale Metropolitan Borough Council - Innovation fund      | -                     | -                   | -                | 17,472                | -                   | 17,472           |
| Rochdale Metropolitan Borough Council - International worker | -                     | 42,000              | 42,000           | -                     | -                   | -                |
| Rochdale Metropolitan Borough Council - Main grant           | 200,004               | -                   | 200,004          | 252,502               | -                   | 252,502          |
| Shaw & Crompton Parish Council                               | 4,500                 | -                   | 4,500            | 4,500                 | -                   | 4,500            |
| Springhill Hospice                                           | 2,246                 | -                   | 2,246            | -                     | -                   | -                |
| Stockport Foodbank                                           | -                     | 50,338              | 50,338           | -                     | 41,989              | 41,989           |
| Stockport Metropolitan Borough Council - Main grant          | 190,000               | -                   | 190,000          | 265,000               | -                   | 265,000          |
| Stockport Metropolitan Borough Council - Town of Culture     | -                     | -                   | -                | 500                   | -                   | 500              |
| Stretford Foodbank                                           | -                     | 30,187              | 30,187           | -                     | 1,325               | 1,325            |
| Tameside Metropolitan Borough Council                        | -                     | -                   | -                | 90                    | -                   | 90               |
| The Headley Trust                                            | 15,000                | -                   | 15,000           | 30,000                | -                   | 30,000           |
| Trafford Foodbank                                            | -                     | 30,568              | 30,568           | -                     | 27,970              | 27,970           |
| Trafford Metropolitan Borough Council                        | 146,000               | -                   | 146,000          | 172,250               | -                   | 172,250          |
| University of Bristol                                        | 100                   | -                   | 100              | -                     | -                   | -                |
| <b>Total</b>                                                 | <b>1,516,928</b>      | <b>1,752,127</b>    | <b>3,269,055</b> | <b>1,727,286</b>      | <b>1,639,441</b>    | <b>3,366,727</b> |

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**5. Investment Income**

|                           |                    |                  |               | Restated           |                  | Restated     |
|---------------------------|--------------------|------------------|---------------|--------------------|------------------|--------------|
|                           | Unrestricted Funds | Restricted Funds | Total 2025    | Unrestricted Funds | Restricted Funds | Total 2024   |
|                           | £                  | £                | £             | £                  | £                | £            |
| Income from bank deposits | 37,445             | -                | 37,445        | 6,287              | -                | 6,287        |
|                           | <u>37,445</u>      | <u>-</u>         | <u>37,445</u> | <u>6,287</u>       | <u>-</u>         | <u>6,287</u> |

**6. Other Income**

|                                           |                    |                  |               | Restated           |                  | Restated       |
|-------------------------------------------|--------------------|------------------|---------------|--------------------|------------------|----------------|
|                                           | Unrestricted Funds | Restricted Funds | Total 2025    | Unrestricted Funds | Restricted Funds | Total 2024     |
|                                           | £                  | £                | £             | £                  | £                | £              |
| Other Income                              | 18,626             | -                | 18,626        | 7,874              | -                | 7,874          |
| Funds transferred from group subsidiaries | -                  | -                | -             | 731,628            | -                | 731,628        |
| Total                                     | <u>18,626</u>      | <u>-</u>         | <u>18,626</u> | <u>739,502</u>     | <u>-</u>         | <u>739,502</u> |

**7. Analysis of Expenditure on Charitable Activities**

|                                           | Unrestricted Funds | Restricted Funds | Total 2025       |
|-------------------------------------------|--------------------|------------------|------------------|
|                                           | £                  | £                | £                |
| <b>Advice &amp; information services:</b> |                    |                  |                  |
| Direct costs                              | 1,103,434          | 1,160,899        | 2,264,333        |
| Grants payable (note 8)                   | -                  | 89,226           | 89,226           |
| Allocated Support Costs (see below)       | 371,324            | 420,631          | 791,955          |
| Governance Costs                          | 3,524              | 3,824            | 7,348            |
| Total Resources Expended                  | <u>1,478,282</u>   | <u>1,674,580</u> | <u>3,152,862</u> |

|                                  | Staff Costs | Other Costs | Total 2025 |
|----------------------------------|-------------|-------------|------------|
|                                  | £           | £           | £          |
| Allocated Support Costs comprise | 707,358     | 84,597      | 791,955    |

|                                     | Restated Unrestricted Funds | Restated Restricted Funds | Restated Total 2024 |
|-------------------------------------|-----------------------------|---------------------------|---------------------|
|                                     | £                           | £                         | £                   |
| <b>Prior year</b>                   |                             |                           |                     |
| Advice & information services:      |                             |                           |                     |
| Direct costs                        | 1,127,782                   | 1,273,649                 | 2,401,431           |
| Grants payable (note 8)             | -                           | 15,390                    | 15,390              |
| Allocated Support Costs (see below) | 309,317                     | 349,907                   | 659,224             |
| Governance Costs                    | 15,003                      | 3,720                     | 18,723              |
| Total Resources Expended            | <u>1,452,102</u>            | <u>1,642,666</u>          | <u>3,094,768</u>    |

|                                  | Staff Costs | Other Costs | Total 2024 |
|----------------------------------|-------------|-------------|------------|
|                                  | £           | £           | £          |
| Allocated Support Costs comprise | 564,044     | 95,180      | 659,224    |

**8. Analysis of Grants Payable**

|                      | Grants to Institutions | Grants to Individuals | Support Costs | Total 2025 |
|----------------------|------------------------|-----------------------|---------------|------------|
|                      | £                      | £                     | £             | £          |
| Client crisis grants | -                      | 89,226                | 3,500         | 92,726     |
|                      | -                      | 89,226                | 3,500         | 92,726     |
| Total 2024           | -                      | 15,390                | 3,500         | 18,890     |

# **CITIZENS ADVICE SORT GROUP LTD**

## **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

### **9. Net Income/(Expenditure) for the year**

**Restated**

This is stated after charging/(crediting):

|                  | <b>Total 2025</b> | <b>Total 2024</b> |
|------------------|-------------------|-------------------|
|                  | £                 | £                 |
| Operating Leases | 77,197            | 64,425            |
| Audit Fees       | 4,584             | 6,280             |

### **10. Staff costs**

**Restated**

Staff costs during the year were as follows:

|                       | <b>Total 2025</b> | <b>Total 2024</b> |
|-----------------------|-------------------|-------------------|
|                       | £                 | £                 |
| Wages & Salaries      | 2,355,309         | 2,219,425         |
| Social Security Costs | 200,038           | 177,049           |
| Pension Costs         | 77,416            | 46,440            |
| Termination payments  | 2,500             | -                 |
|                       | <u>2,635,263</u>  | <u>2,442,914</u>  |

One Employee has employee benefits between £60,000 and £70,000 in the year (2024: 1)

The average number of staff employed during the period was 102 (2024: 102)

The key management personnel of the charity comprise the trustees and the Chief Executive. The total employee benefits of the key management personnel of the charity were £88,349 (2024: £94,309)

### **11. Trustee Remuneration and expenses**

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2024: £104)

### **12. Government Grants**

The government grants recognised in the accounts were as follows:

|                   | <b>Total 2025</b> | <b>Total 2024</b> |
|-------------------|-------------------|-------------------|
|                   | £                 | £                 |
| Oldham Council    | 458,200           | 418,200           |
| Rochdale Council  | 242,004           | 269,974           |
| Stockport Council | 190,000           | 265,500           |
| Trafford Council  | 146,000           | 172,250           |
|                   | <u>1,036,204</u>  | <u>1,125,924</u>  |

There were no unfulfilled conditions or contingencies attaching to these grants. Where funding has been recognised as Restricted but is not yet fully spent, the balance has been carried forward - see note 16

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**13. Debtors**

|                                    | <b>2025</b>    | <b>2024</b>    |
|------------------------------------|----------------|----------------|
|                                    | <b>£</b>       | <b>£</b>       |
| Trade debtors                      | 185,370        | 71,052         |
| Amounts owed by group undertakings | -              | 81,602         |
| Other debtors                      | 6,792          | 6,720          |
| Prepayments                        | 28,633         | 35,220         |
| Accrued income                     | 85,589         | 101,289        |
|                                    | <u>306,384</u> | <u>295,883</u> |

**14. Current Asset Investments**

|                                                                                | <b>2025</b> | <b>2024</b> |
|--------------------------------------------------------------------------------|-------------|-------------|
|                                                                                | <b>£</b>    | <b>£</b>    |
| Bank Deposits with a maturity of greater than 3 months but less than 12 months | 179,123     | 170,000     |

**15. Creditors: Amounts falling due within one year**

|                                        | <b>2025</b>    | <b>2024</b>    |
|----------------------------------------|----------------|----------------|
|                                        | <b>£</b>       | <b>£</b>       |
| Trade Creditors                        | 27,183         | 35,391         |
| Taxation and social security costs     | 56,037         | 87,781         |
| Accruals                               | 6,280          | 14,000         |
| Deferred Income                        | 5,137          | 4,725          |
| Other Creditors                        | 11,937         | 31,616         |
|                                        | <u>106,574</u> | <u>173,513</u> |
| Deferred income brought forward        | 4,725          | 1,500          |
| Resources deferred in the period       | 5,137          | 4,725          |
| Amounts released from previous periods | <u>(4,725)</u> | <u>(1,500)</u> |
| Deferred income carried forward        | <u>5,137</u>   | <u>4,725</u>   |

Deferred income held at the year end relates to grant income received in advance, where performance conditions have not yet been met or where funds have been received but entitlement to those funds is not met.

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**16. Funds**

|                                                         | Balance 1<br>April 2024<br>£ | Incoming<br>Resources<br>£ | Outgoing<br>Resources<br>£ | Transfers<br>£ | Balance 31<br>March 2025<br>£ |
|---------------------------------------------------------|------------------------------|----------------------------|----------------------------|----------------|-------------------------------|
| <b>Unrestricted funds:</b>                              |                              |                            |                            |                |                               |
| General Funds                                           | 1,455,134                    | 1,573,074                  | (1,478,282)                | 39,512         | 1,589,438                     |
| <b>Total unrestricted funds</b>                         | 1,455,134                    | 1,573,074                  | (1,478,282)                | 39,512         | 1,589,438                     |
| <b>Restricted Funds:</b>                                |                              |                            |                            |                |                               |
| Brinnington Big Local                                   | -                            | 21,276                     | (21,276)                   | -              | -                             |
| British Gas Energy Trust                                | 1,739                        | 24,108                     | (25,847)                   | -              | -                             |
| Citizens Advice National - Debt<br>Modernisation        | -                            | 5,141                      | (5,141)                    | -              | -                             |
| Citizens Advice National - Help to Claim                | -                            | 372,722                    | (372,722)                  | -              | -                             |
| Citizens Advice National - MAPS                         | -                            | 338,886                    | (299,374)                  | (39,512)       | -                             |
| Energy Saving Trust                                     | -                            | 336,858                    | (336,858)                  | -              | -                             |
| Macmillan Cancer Support                                | -                            | 286,421                    | (285,421)                  | -              | 1,000                         |
| National Lottery Community Fund                         | -                            | 39,000                     | (26,000)                   | -              | 13,000                        |
| Oldham Foodbank                                         | -                            | 15,825                     | (15,825)                   | -              | -                             |
| Oldham Metropolitan Borough Council -<br>Homelessness   | 15,220                       | 80,000                     | (89,226)                   | -              | 5,994                         |
| Pure Innovations                                        | -                            | 37,402                     | (37,402)                   | -              | -                             |
| Rochdale Foodbank                                       | -                            | 41,395                     | (41,395)                   | -              | -                             |
| Rochdale MBC - International Worker                     | -                            | 42,000                     | (7,000)                    | -              | 35,000                        |
| Stockport Foodbank                                      | -                            | 50,338                     | (50,338)                   | -              | -                             |
| Stretford Foodbank                                      | -                            | 30,187                     | (30,187)                   | -              | -                             |
| Trafford Foodbank                                       | -                            | 30,568                     | (30,568)                   | -              | -                             |
| Trafford Metropolitan Borough Council -<br>Fuel Poverty | 611                          | -                          | -                          | -              | 611                           |
| <b>Total restricted funds</b>                           | 17,570                       | 1,752,127                  | (1,674,580)                | (39,512)       | 55,605                        |
| <b>Total funds</b>                                      | 1,472,704                    | 3,325,201                  | (3,152,862)                | -              | 1,645,043                     |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**16. Funds (Prior year comparative)**

|                                                         | Balance 1<br>April 2023<br>£ | Incoming<br>Resources<br>£ | Outgoing<br>Resources<br>£ | Transfers<br>£  | Balance 31<br>March 2024<br>£ |
|---------------------------------------------------------|------------------------------|----------------------------|----------------------------|-----------------|-------------------------------|
| <b>Unrestricted funds:</b>                              |                              |                            |                            |                 |                               |
| General Funds                                           | 375,745                      | 2,473,550                  | (1,452,102)                | 57,941          | 1,455,134                     |
| <b>Total unrestricted funds</b>                         | <b>375,745</b>               | <b>2,473,550</b>           | <b>(1,452,102)</b>         | <b>57,941</b>   | <b>1,455,134</b>              |
| <b>Restricted Funds:</b>                                |                              |                            |                            |                 |                               |
| Brinnington Big Local                                   | -                            | 21,276                     | (21,276)                   | -               | -                             |
| British Gas Energy Trust                                | -                            | 39,999                     | (38,260)                   | -               | 1,739                         |
| Citizens Advice National - Help to Claim                | -                            | 338,100                    | (338,100)                  | -               | -                             |
| Citizens Advice National - MAPS                         | -                            | 340,746                    | (282,805)                  | (57,941)        | -                             |
| Energy Saving Trust                                     | 12,000                       | 408,416                    | (420,416)                  | -               | -                             |
| London & Quadrant - Smart Meters                        | 55,515                       | -                          | (55,515)                   | -               | -                             |
| London & Quadrant - Warm Trafford                       | -                            | 48,354                     | (48,354)                   | -               | -                             |
| Macmillan Cancer Support                                | -                            | 275,380                    | (275,380)                  | -               | -                             |
| National Lottery Community Fund                         | -                            | 18,015                     | (18,015)                   | -               | -                             |
| Oldham Metropolitan Borough Council -<br>Homelessness   | -                            | 20,000                     | (4,780)                    | -               | 15,220                        |
| Pure Innovations                                        | -                            | 26,733                     | (26,733)                   | -               | -                             |
| Rochdale Foodbank                                       | -                            | 31,138                     | (31,138)                   | -               | -                             |
| Stockport Foodbank                                      | -                            | 41,989                     | (41,989)                   | -               | -                             |
| Stretford Foodbank                                      | -                            | 1,325                      | (1,325)                    | -               | -                             |
| Trafford Foodbank                                       | -                            | 27,970                     | (27,970)                   | -               | -                             |
| Trafford Metropolitan Borough Council - Fuel<br>Poverty | 11,221                       | -                          | (10,610)                   | -               | 611                           |
| <b>Total restricted funds</b>                           | <b>78,736</b>                | <b>1,639,441</b>           | <b>(1,642,666)</b>         | <b>(57,941)</b> | <b>17,570</b>                 |
| <b>Total funds</b>                                      | <b>454,481</b>               | <b>4,112,991</b>           | <b>(3,094,768)</b>         | <b>-</b>        | <b>1,472,704</b>              |

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**16. Funds (continued)**

The specific purposes for which the funds are to be applied are as follows:

|                                                      |                                                                                                                                                                                                  |
|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Brinnington Big Local                                | Advice for residents in the Brinnington area                                                                                                                                                     |
| British Gas Energy Trust                             | Energy advice for people in, or at risk of, financial hardship meet their energy needs and manage their energy costs through support, education and raising awareness of sound money management. |
| Citizens Advice National - Debt Modernisation        | A fund to buy equipment to modernise the debt service                                                                                                                                            |
| Citizens Advice National - Help to Claim             | To assist claimants of Universal Credit to successfully make a claim                                                                                                                             |
| Citizens Advice National - MAPS                      | Funding for Face to Face debt advice                                                                                                                                                             |
| Energy Saving Trust                                  | Energy advice to people living in privately rented accommodation and vulnerable situations in Stockport, Oldham, Rochford and Trafford.                                                          |
| London & Quadrant - Smart Meters                     | Crisis support and digital exclusion work in community venues                                                                                                                                    |
| London & Quadrant - Warm Trafford                    | Energy Advice for Residents in the Trafford area                                                                                                                                                 |
| Macmillan Cancer Support                             | Funding to give advice to clients living with Cancer                                                                                                                                             |
| National Lottery Community Fund                      | Funding for two trainer officers tasked with developing effective training for volunteers to offer vital assistance with complex problems                                                        |
| Oldham Foodbank                                      | Advice for clients of the Oldham Foodbank                                                                                                                                                        |
| Oldham Metropolitan Borough Council - Homelessness   | Funds for distribution to clients at risk of homelessness                                                                                                                                        |
| Pure Innovations                                     | Welfare Benefits advice to clients of Pure Innovations                                                                                                                                           |
| Rochdale Foodbank                                    | Advice for clients of the Rochdale Foodbank                                                                                                                                                      |
| Rochdale MBC - International Worker                  | Advice to provide detailed guidance on workers' rights and legal entitlements under UK employment law for workers who lose their sponsor or employer.                                            |
| Stockport Foodbank                                   | Advice for clients of the Stockport Foodbank                                                                                                                                                     |
| Stretford Foodbank                                   | Advice for clients of the Stretford Foodbank                                                                                                                                                     |
| Trafford Foodbank                                    | Advice for clients of the Trafford Foodbank                                                                                                                                                      |
| Trafford Metropolitan Borough Council - Fuel Poverty | Funds for distribution to clients at risk of experiencing fuel poverty                                                                                                                           |

# CITIZENS ADVICE SORT GROUP LTD

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

### 17. Employee Benefit Obligations

#### Defined benefit scheme

The pension scheme available for all staff in the employment of the charity prior to 1st April 2005 is the Greater Manchester Pension Fund (GMPF). This scheme is a defined benefit (final salary) scheme which is administered by the Local Authority on behalf of all the contributing bodies to the fund. All of the Fund's assets are pooled but the liabilities of each contributing body are assessed actuarially every year by an independent actuary. In accordance with FRS102 a report has been obtained on the fund from which the detail below has been extracted.

There is no immediate impact on the going concern as the pension scheme is unlikely to trigger a cessation event in the short to medium term and any unfunded liabilities that may arise will be underwritten by the local authority who will act as guarantor. Therefore, any risk to the company is minimal and will be mitigated. Citizens Advice SORT Group Ltd will continue to monitor the risk.

As noted in the prior year financial statements, the defined benefit pension schemes previously held by the former subsidiaries (Oldham Citizens Advice and Rochdale Citizens Advice) were closed on 1 December 2023, and two new schemes were opened within Citizens Advice SORT Group Ltd from that date. Each new scheme comprises a single active member. The comparative figures disclosed in these financial statements therefore relate only to the period from 1 December 2023 to 31 March 2024, and do not represent a full-year position for the pension schemes now in place.

Both the current year and comparative figures reflect the valuation using the accounting basis required under FRS 102. Where the actuarial valuation indicates a surplus, no asset has been recognised in accordance with paragraph 28.22 of FRS 102, as the trustees do not consider that any surplus would be recoverable by the charity. Where the valuation indicates a deficit, no liability has been recognised because under the guarantor agreement in place the charity is not required to fund any deficit. Accordingly, a nil balance is shown on the balance sheet.

|                                     | Mar 2025       | Mar 2024       |
|-------------------------------------|----------------|----------------|
|                                     | £              | £              |
| Fair value of plan assets           | 1,054,000      | 978,000        |
| Present value of funded obligations | (661,000)      | (766,000)      |
|                                     | <u>393,000</u> | <u>212,000</u> |

The following amounts have been calculated in accordance with FRS 102 but are not recognised in the Statement of Financial Activities"

|                          | Mar 2025         | 1st Dec<br>2023 - 31st<br>Mar 2024 |
|--------------------------|------------------|------------------------------------|
|                          | £                | £                                  |
| Finance cost             | (10,000)         | (5,000)                            |
| Service cost             | 26,000           | 9,000                              |
| Actuarial (gains)/losses | (197,000)        | (13,000)                           |
|                          | <u>(181,000)</u> | <u>(9,000)</u>                     |

Changes in the present value of the defined benefit obligation are as follows

|                                            | Mar 2025       | 1st Dec<br>2023 - 31st<br>Mar 2024 |
|--------------------------------------------|----------------|------------------------------------|
|                                            | £              | £                                  |
| Defined benefit obligation                 | 766,000        | 697,000                            |
| Current service cost                       | 26,000         | 9,000                              |
| Contributions by scheme participants       | 11,000         | 3,000                              |
| Benefits paid                              | -              | -                                  |
| Interest cost                              | 38,000         | 11,000                             |
| Changes in demographic assumptions         | (1,000)        | (5,000)                            |
| Other experience                           | (4,000)        | 12,000                             |
| Changes in principle financial assumptions | (175,000)      | 39,000                             |
|                                            | <u>661,000</u> | <u>766,000</u>                     |

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**17. Employee Benefit Obligations (cont.)**

Changes in the fair value of the scheme assets are as follows

|                                      | Mar 2025         | 1st Dec<br>2023 - 31st<br>Mar 2024 |
|--------------------------------------|------------------|------------------------------------|
|                                      | £                | £                                  |
| Fair value of scheme assets          | 978,000          | 900,000                            |
| Interest income                      | 48,000           | 16,000                             |
| Contributions by employer            | 24,000           | 9,000                              |
| Contributions by scheme participants | 11,000           | 3,000                              |
| Benefits paid                        | -                | -                                  |
| Other Experience                     | -                | -                                  |
| Return on plan assets                | (7,000)          | 50,000                             |
|                                      | <u>1,054,000</u> | <u>978,000</u>                     |

The major categories of scheme assets as a percentage of total scheme assets are as follows:

|          | Mar 2025 | Mar 2024 |
|----------|----------|----------|
| Equities | 63%      | 68%      |
| Bonds    | 18%      | 15%      |
| Property | 9%       | 8%       |
| Cash     | 10%      | 9%       |

Principal actuarial assumptions at the balance sheet date (Expressed as weighted averages):

|                                   | Mar 2025 | Mar 2024 |
|-----------------------------------|----------|----------|
| Discount rate                     | 5.85%    | 4.85%    |
| Future salary increases           | 3.50%    | 3.55%    |
| Future pension increases          | 2.70%    | 2.75%    |
| Mortality rates:                  | Years    | Years    |
| Current pensioners at 65 - male   | 20       | 20.1     |
| Current pensioners at 65 - female | 23.3     | 23.3     |
| Future pensioners at 65 - male    | 21.1     | 21.2     |
| Future pensioners at 65 - female  | 24.8     | 24.9     |

**Defined Contribution Scheme**

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £53770 (2024: £39911)

The pension schemes available to staff commencing employment with the charity after 31st March 2005 are defined contribution schemes, administered on behalf of the charity by NEST. The Charity's contribution rate is a minimum of 4% of gross earnings. The employees contribution rate is variable subject to the total contribution of Employer and Employee meeting at least the minimum Auto Enrolment % required.

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**18. Analysis of net assets between funds**

|                                  | General funds    | Designated funds | Restricted funds | Total            |
|----------------------------------|------------------|------------------|------------------|------------------|
| <b>Current reporting period</b>  |                  |                  |                  |                  |
| Tangible fixed assets            | -                | -                | -                | -                |
| Current assets/(Liabilities)     | 1,589,438        | -                | 55,605           | 1,645,043        |
| <b>Total</b>                     | <b>1,589,438</b> | <b>-</b>         | <b>55,605</b>    | <b>1,645,043</b> |
| <b>Previous reporting period</b> |                  |                  |                  |                  |
| Tangible fixed assets            | -                | -                | -                | -                |
| Current assets/(Liabilities)     | 1,455,134        | -                | 17,570           | 1,472,704        |
| <b>Total</b>                     | <b>1,455,134</b> | <b>-</b>         | <b>17,570</b>    | <b>1,472,704</b> |

**19. Analysis of Cash and Cash Equivalents**

|                          | <b>At 1 April 2024</b> | <b>cashflow</b>  | <b>at 31 March 2025</b> |
|--------------------------|------------------------|------------------|-------------------------|
| Cash at bank and in hand | 1,180,334              | 85,776           | 1,266,110               |
| <b>Total</b>             | <b>1,180,334</b>       | <b>85,776</b>    | <b>1,266,110</b>        |
|                          |                        |                  |                         |
|                          | <b>At 1 April 2023</b> | <b>cashflow</b>  | <b>at 31 March 2024</b> |
| Cash at bank and in hand | 150,121                | 1,030,213        | 1,180,334               |
| <b>Total</b>             | <b>150,121</b>         | <b>1,030,213</b> | <b>1,180,334</b>        |

**20. Operating lease commitments**

The charity's total future minimum lease payments under non-cancellable operating leases is as

|                    | <b>Property</b> |                |
|--------------------|-----------------|----------------|
|                    | <b>2025</b>     | <b>2024</b>    |
|                    | <b>£</b>        | <b>£</b>       |
| Less than one year | 78,614          | 74,873         |
| One to five years  | 13,207          | 91,822         |
| over five years    | -               | -              |
| <b>Total</b>       | <b>91,822</b>   | <b>166,694</b> |

**21. Ultimate Controlling Party**

The company is under the control of the directors as a body and as such is not controlled by any individual.

**21. Related Parties**

There were no related party transactions during the year. (2024: £nil)

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# Accounts

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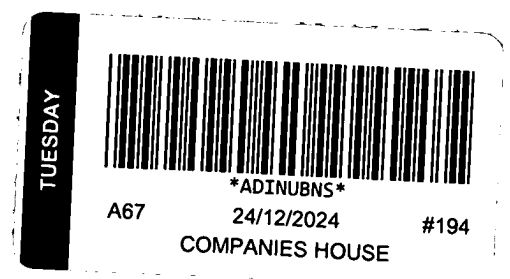
Company number: 08290395

Charity number: 1171817



# Citizens Advice SORT Group Ltd

Group report and financial statements for year ending 31 March  
2024



## Citizens Advice SORT Group Ltd

### References and administrative information for the year ended 31 March 2024

|                          |                                                                                      |                             |
|--------------------------|--------------------------------------------------------------------------------------|-----------------------------|
| <b>Trustees</b>          | Brenda Warrington, Chairperson                                                       |                             |
|                          | Peter Allen, Chair of Finance, Risk and Assurance Committee                          |                             |
|                          | Margaret Anne Bradbury                                                               |                             |
|                          | Martyn Beauchamp, Chair of Transformation Committee                                  |                             |
|                          |                                                                                      | resigned 13th December 2024 |
|                          | Sarah Diller                                                                         | resigned 17th December 2024 |
|                          | Emily Allen, Chair of People Committee                                               |                             |
|                          | Alan Whitfield                                                                       | resigned 27th March 2024    |
|                          | David Trafford                                                                       |                             |
| <b>Principal staff</b>   | Jonathan Yates, Chief Executive Officer                                              |                             |
|                          | Steve Hughes, Chief Operating Officer                                                | resigned 30th November 2023 |
| <b>Principal address</b> | Huckletree, The Express Building,<br>9 Great Ancoats Street, Manchester, M4 5AD      |                             |
| <b>Company number</b>    | 08290395                                                                             |                             |
| <b>Charity number</b>    | 1171817                                                                              |                             |
| <b>Bankers</b>           | Santander PLC                                                                        |                             |
|                          | Bridle Road, Bootle, Merseyside, L30 4GB                                             |                             |
|                          | CAF Flagstone<br>1st Floor, Clareville House, 26-27 Oxendon Street, London, SW1Y 4EL |                             |
| <b>Auditors</b>          | Slade & Cooper Ltd                                                                   |                             |
|                          | Beehive Mill, Jersey Street, Ancoats, Manchester, M4 6JG                             |                             |

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2024

The trustees, who are directors for the purposes of company law, present the annual report, together with the financial statements and auditors' report of the charitable group ending 31 March 2024.

## About Citizens Advice SORT Group

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 Greater Manchester and surrounding areas.

The main activities undertaken to further our charitable purposes for public benefit are to provide the advice people need for the problems that they face and improve the policies and practices that affect people's lives. Our highly trained people deliver information, advice and guidance services, a mixture of paid staff and volunteers, providing services predominantly in Stockport, Oldham, Rochdale, and Trafford. The charity also delivers specialist legal services in Halton, Warrington and Wirral.

The trustees confirm that they have referred to the information contained in the Charity Commission's general guidance on public benefit when planning activities and setting policies and priorities for the year ahead.

## Who we helped in 2023/24

In total, we supported 18,698 people with simple information and advice, and 23,403 people one-to-one, by phone, email, web chat or in person with high-level advice and casework. We dealt with 120,497 issues over this period with the biggest five issue areas being:

- Benefits - Universal Credit
- Benefits & Tax Credits
- Debt
- Utilities & communications
- Financial services & capability

In 2023/24 the number of people turning to our service for information, advice and guidance increased compared to the year before and is higher, in part because of the Cost of Living Crisis.

Despite a variety of Government support schemes to help people financially, people have turned to us for support in these challenging times.

We've seen the highest number of web visits ever, more people are using our digital services than ever before, and we started seeing people at face-to-face appointments again. We answered more phone calls than ever, although we have seen demand continue to rise.

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2024

## Our value to society

Each year, we give thousands of people the knowledge and confidence to find a way forward. We do this by providing advice, education, support, and influencing policies and practices that affect our clients. We survey hundreds of people yearly to give us the evidence we need to measure our impact.

For every £1 of charitable expenditure

- We deliver £31 of broader economic and social benefit
- We save the government and public services £4
- We delivered an estimated £23 social and economic value to society

Our survey results were as follows;

### **Ease of access**

"How easy or difficult did you find it to access the service?"

80% confirmed it was either neutral, easy or very easy to access our service

### **Way forward**

"To what extent did the service help you to find a way forward?"

86% confirmed we'd either moderately, greatly or completely helped them find a way forward

### **Problem resolved**

"To what extent is your problem now resolved."

75% confirmed we'd either partly, mostly or completely resolved their problem

### **Recommend**

"How likely would you be to recommend the service."

88% confirmed they would likely or very likely recommend our service

6 in 10 people said they felt less stressed, depressed or anxious as a direct result of our advice

## Financial outcomes for the people we help

For many people who turn to us for help, we look at how we can maximise their income by ensuring they receive all the benefits they are entitled to.

- We helped people access an extra £17m in one-off and ongoing additional income for local people
- We wrote off and rescheduled £500k of debt

## Our strategy

We've recently refreshed the charity's strategy. Our vision for 2025 is that we'll help more people than ever before.

This plan looks to refocus our activity on three main strategic themes:

- **Advice** - we'll have met more demand across all our advice channels
- **Sustainability** - we'll have grown and diversified our business, becoming more effective and efficient in a sustainable way.
- **Culture** - we'll be a great place to work where people perform at their best

As part of our strategy, we've adopted a new client commitment:

- **It's easy to get support from us** - Our services will be available when you need them in a way that works for you
- **Our service will be joined up** - You'll be able to access advice quickly and easily through our different services and channels without having to repeat yourself.
- **We'll help you find a way forward, whatever your problem** - We have the resources, tools and expertise to solve your problem. If we can't help directly, we'll signpost you or make a smooth referral to a trusted partner.
- **You'll get the level of support you need** - Whatever your situation, we'll take extra steps to make sure you have the best support for your needs.
- **You know that we'll speak up for you** - We'll advocate for change in policy and industry practices where they make life harder for you.

## Our values

We're different, ambitious and determined to deliver quality services to our communities. To be able to do this, we have a set of values which drive us forward and that all our colleagues champion:

- **We're inventive** - We question every idea to make it better, and we change when things aren't working. We're not afraid of trying new things and learn by getting things wrong
- **We're generous** - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone
- **We're responsible** - We do what we say we'll do and we keep our promises. We remember that we work for a charity and use our resources effectively

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2024

## Equity, diversity and inclusion

Equity, diversity and inclusion (EDI) are at the centre of what we do, and our charity aims are grounded in EDI principles.

We value and embrace the diversity of our clients and colleagues and work to eliminate discrimination. We believe we are all equal through our shared humanity.

We'll strengthen our EDI work by:

- Taking a social justice approach to EDI
- Continuing to be an impartial charity
- Using our data to create stronger, inclusive services
- Mainstreaming our EDI work

## Our funding and income generation strategy

We take a collaborative and developmental approach to fundraising, developing strategic relationships with key partners and stakeholders.

All management colleagues across the charity are responsible for identifying and developing funding opportunities within their specific areas of work.

Funding areas include:

- Grants and commissioning
- Individual giving
- Major donor
- Corporate
- Trust and Foundation
- Legacy

All funding application bid/no bid decisions are aligned with our mission, vision and values, the Citizens Advice competition protocol.

### **Fundraising standards information**

The charity does not carry out public fundraising activities.

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2024

## Plans for the future

In-line with our strategy, our future plans fall into three categories; Advice, Sustainability and Culture. We will continue to develop our people offer, making the organisation a great place to work and volunteer but adopting a new people strategy. We'll work to diversify our income streams with new partnership and agreements and we'll continue to push forward creating a more equitable and accessible service.

## Financial Review

### **Financial Position**

Incoming resources in the year were £3,509,238 (2023: £2,660,574). Expenditure was £3,094,780 in support of our charitable objectives (2023: £2,951,311).

A surplus of £414,458 (2023: £614,263 surplus) was achieved in the year.

At 31st March 2024 total fund balances were £1,472,704

### **Reserves Policy**

The trustees believe that the charity should hold financial reserves in order to ensure that the charity can continue to operate effectively and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising.

Trustees consider that it is prudent to set aside Reserves equating to 4 months operating costs which is reviewed annually. It may not be possible to reserve this amount fully every year and a lower amount can be set by the trustees until such time as the appropriate level of reserves have been realised.

As at 31 March 2024 our Unrestricted Funds freely available ('free reserves') were £1,455,134 (2023: £905,467) equating to 5.6 months of total operating expenditure which more than meets the policy

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2024

### **Going Concern**

The Trustees consider the charity to be a going concern. There is no immediate impact on Going Concern from the Defined Benefit pension scheme. Any unfunded liabilities that might arise would be underwritten by the local authorities, who act as Guarantor. Funding is expected to continue at current levels and continued efforts for cost reductions further strengthen the case for continued, sustainable services.

## **Our structure, governance and management**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

## **Trustee board**

Our trustee board sets the strategic vision and gives strategic direction to the charity. The board is committed to high governance standards and complies with the principles and practices set out in the Charity Governance Code.

Our Chief Executive and broader leadership group are responsible for delivering the strategy and day-to-day operations. There are five formal trustee board meetings each year. The board has one board development session each year and other meetings and events to help trustees shape the organisation's strategic direction and develop as a team.

There were no members of the Trustee Board in paid employment at Citizens Advice SORT Group.

There were no ex-officio members who served as trustee directors during the year.

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2024

## Committees

The following committees support the trustee board in its work.

### **Finance, risk and assurance committee**

The committee;

- Monitors and oversees the current and future financial situation and associated risks
- Has oversight of the internal and external audit arrangements, including resourcing, review of plans and reports
- Provides scrutiny, and assurance on the strategic and significant operational and compliance risks
- Provides assurance on required standards, and statutory and regulatory requirements
- Provides oversight of governance arrangements in line with the Articles of Association

Peter Allen is the Chairperson of this committee and is supported by Mags Bradbury, Alan Whitfield, Sarah Diller.

### **People committee**

The committee:

- Oversees the development, delivery and monitoring of the organisation's people strategy
- Oversees, informs and scrutinises the development and implementation of an ambitious equity, diversity, inclusion and belonging strategy
- Leads on the recruitment and selection for appointments to the Board and committees
- Sets and review the annual performance and remuneration of the Chief Executive and Chief Operating Officer

Emily Allen is the Chairperson of this committee and is supported by David Trafford, Sarah Diller and Mags Bradbury.

### **Transformation and development committee**

The committee:

- Provides insight to and helps develop strategy proposals for the entire board
- Oversees agreed, large-scale transformation programmes that support the delivery of agreed strategy and visioning objectives
- Acts as a sounding board and provides direction on key business development activity that impacts
- Champions and ensure continued focus on continuous improvement, transformation and innovation across all business areas.

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2024

Martyn Beauchamp is the Chairperson of this committee and is supported by Emily Allen, David Trafford and Peter Allen.

## Recruitment, induction and training of trustees

We recruit trustee directors and committee members through an open and competitive process using social media, recruitment agencies, and our wider network to find talented individuals to provide strong leadership and experience.

We'll be recruiting for new trustees over the coming year to alight any forthcoming vacancies.

Trustees and committee members receive a full induction. Inductions include meeting with the Chairperson and Chairpeople of committees, a meeting with all members of the leadership group and key management personnel. Inductions are tailored to meet individual needs and interests, including shadowing and visiting different services provided. Trustees and committee members are volunteers but are reimbursed for reasonable expenses.

The board annually reviews trustee board composition based on skills and experience - this forms part of the trustee board's annual appraisal.

Following Charity Commission guidance and the Companies Act, we file an AP01 with Companies House within 14 days of the appointment of a new trustee director. When details on that form change, form CH01 is completed and filled with Companies House. Where a trustee director resigns, we file a TM01 form - all in line with our statutory obligations.

## Memberships and quality standards

We're a member of the Citizens Advice network. The Membership Agreement sets out the relationship between a member of the Citizens Advice service and a local Citizens Advice, including our respective roles and responsibilities - some of which are shared, e.g. protecting, promoting and developing the Citizens Advice brand. The Agreement sets out the high-level standards for membership (including service delivery) and some precise requirements, including details of what happens if a local Citizens Advice breaches the Agreement.

The Performance and Quality Framework is part of the Membership Agreement and sets out the standards all local Citizens Advice services must meet. The Performance Quality Framework consists of 4 parts:

- Quality of advice assessment conducted quarterly
- Client experience survey, conducted quarterly
- Leadership self-assessment, conducted annually
- People management survey, conducted annually

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2024

The Citizens Advice audit team check compliance with the Performance Quality Framework.

## The Leadership Group, remuneration and development

Our Leadership Group, which incorporates our key management personnel, are responsible for delivering the trustee board's visions and for the day-to-day operation of the charity. The Key management staff who served during the reporting period are as follows:

- Chief Executive Officer, Jonathan Yates
- Head of Business Delivery, Aly Darwin
- Head of Business Services, Julian Spencer

The People Committee is responsible for, under delegation from the trustee board, the appointment, remuneration and performance management of the Chief Executive Officer. The board reviewed the salaries of these key personnel roles in 2021, with external benchmarking taking place, as per the Harris Hill salary report.

## Risks and internal controls

Our trustees are responsible for effectively managing risk and ensuring internal controls are in place and operating as designed.

The Finance, risk and assurance committee has delegated responsibility for risk and internal controls. The committee interrogates quarterly risk reviews, a broader environmental review, and a quarterly summary is presented to the trustee board. Throughout the year, risk owners regularly reviewed operational and strategic risks to assess the likelihood, impact and appetite for each risk, the plans for managing them and the adequacy of those plans.

Our core risks are categorised as financial, governance, operational, external, compliance & regulation. The trustee board has an appointed risk lead who supports the Head of Business Services. This role is responsible for managing our risk strategy and environment.

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2024

#### Statement of responsibilities of the trustees

The trustees (who are also directors of Citizens Advice SORT Group Ltd for the purposes of company law) are responsible for preparing the trustees' annual 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 charitable group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable group 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

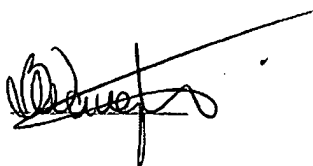
The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

#### Auditors

Slade & Cooper Ltd were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

The trustees' annual report has been approved by the trustees on 12.12.24 and signed on their behalf by



Brenda Warrington, Chairperson

## **Independent Auditor's Report to the Members and Trustees of Citizens Advice SORT Group Ltd**

### **Opinion**

We have audited the financial statements of Citizens Advice SORT Group Ltd (the 'parent charitable company') and its subsidiaries for the year ended 31 March 2024, which comprise the Consolidated Statement of Financial Activities (including the income and expenditure account), the Balance Sheets of the group and the parent charitable company, the Consolidated Statement of Cash Flows and the related notes. 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 group's and charitable company's affairs as at 31 March 2024, and of the group's 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

### **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 group and charitable company 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 group's or parent charitable company'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 trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. 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 (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

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

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' 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.

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees (who are also the directors of the charitable company 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 group's and parent charitable company'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 group or parent 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**

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- enquiry of management and those charged with governance around actual and potential litigation and claims.
- enquiry of the charity's staff, management and those charged with governance to identify any instances of non-compliance with laws and regulations.
- reviewing minutes of meetings of those charged with governance.
- reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company'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 charitable company's members and its 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Christy Yun Hing Lau FCCA DChA CTA*  
Senior Statutory Auditor

*for and on behalf of*

Slade & Cooper Limited  
Statutory Auditors  
Beehive Mill  
Jersey Street  
Manchester  
M4 6JG

23<sup>rd</sup> December 2024

Slade & Cooper Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

**CITIZENS ADVICE SORT GROUP LTD**

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

|                                                              | <b>Note</b> | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Restricted<br/>Funds<br/>£</b> | <b>Total 2024<br/>£</b> | <b>Total 2023<br/>£</b> |
|--------------------------------------------------------------|-------------|-------------------------------------|-----------------------------------|-------------------------|-------------------------|
| <b>Income from:</b>                                          |             |                                     |                                   |                         |                         |
| Donations & legacies                                         | 4           | 475                                 | -                                 | 475                     | 4,106                   |
| Charitable activities                                        |             |                                     |                                   |                         |                         |
| Advice and Information                                       | 5           | 1,727,286                           | 1,639,442                         | 3,366,728               | 2,606,429               |
| Other income                                                 | 6           | 135,414                             | -                                 | 135,414                 | 42,344                  |
| Investment income                                            | 7           | 6,621                               | -                                 | 6,621                   | 7,695                   |
| <b>TOTAL INCOME</b>                                          |             | <b>1,869,796</b>                    | <b>1,639,442</b>                  | <b>3,509,238</b>        | <b>2,660,574</b>        |
| <b>EXPENDITURE ON</b>                                        |             |                                     |                                   |                         |                         |
| Charitable activities                                        |             |                                     |                                   |                         |                         |
| Advice and Information                                       | 8           | 1,452,113                           | 1,642,667                         | 3,094,780               | 2,951,311               |
| <b>TOTAL EXPENDITURE</b>                                     |             | <b>1,452,113</b>                    | <b>1,642,667</b>                  | <b>3,094,780</b>        | <b>2,951,311</b>        |
| <b>NET INCOME/ (EXPENDITURE) - before net gains/(losses)</b> |             | <b>417,683</b>                      | <b>(3,225)</b>                    | <b>414,458</b>          | <b>(290,737)</b>        |
| Actuarial gain/(loss) on defined benefit pension scheme      |             | -                                   | -                                 | -                       | 905,000                 |
| <b>NET INCOME/ (EXPENDITURE)</b>                             |             | <b>417,683</b>                      | <b>(3,225)</b>                    | <b>414,458</b>          | <b>614,263</b>          |
| Transfers Between Funds                                      |             | 57,941                              | (57,941)                          | -                       | -                       |
| <b>NET MOVEMENT IN FUNDS</b>                                 |             | <b>475,624</b>                      | <b>(61,166)</b>                   | <b>414,458</b>          | <b>614,263</b>          |
| <b>Reconciliation of Funds</b>                               |             |                                     |                                   |                         |                         |
| Funds brought forward at 1 April 2023                        |             | 979,510                             | 78,736                            | 1,058,246               | 443,983                 |
| <b>Funds carried forward 31 March 2024</b>                   |             | <b>1,455,134</b>                    | <b>17,570</b>                     | <b>1,472,704</b>        | <b>1,058,246</b>        |

A comparative Statement of Financial Activities is found in Note 3

The Statement of Financial Activities includes all gains and losses recognised in the year.

All of the Charity's activities derive from continuing operations. Activities of Citizens Advice Oldham and Citizens Advice Rochdale have been transferred to the parent charity see note 25.

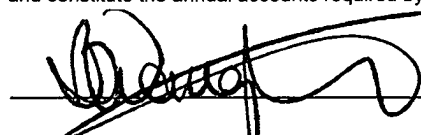
**CITIZENS ADVICE SORT GROUP LTD**

**BALANCE SHEET  
AS AT 31 MARCH 2024**

|                                                       |      | The Group |           | The Charity |          |
|-------------------------------------------------------|------|-----------|-----------|-------------|----------|
|                                                       |      | 2024      | 2023      | 2024        | 2023     |
|                                                       | note | £         | £         | £           | £        |
| <b>FIXED ASSETS</b>                                   |      |           |           |             |          |
| Tangible Assets                                       | 15   | -         | 74,043    | -           | -        |
|                                                       |      | -         | 74,043    | -           | -        |
| <b>CURRENT ASSETS</b>                                 |      |           |           |             |          |
| Debtors                                               | 18   | 214,281   | 189,219   | 295,883     | 327,230  |
| Current Asset Investments                             | 19   | 170,000   | -         | 170,000     | -        |
| Cash at bank and in hand                              |      | 1,261,936 | 917,020   | 1,180,334   | 150,121  |
|                                                       |      | 1,646,217 | 1,106,239 | 1,646,217   | 477,351  |
| <b>CREDITORS: Amounts falling due within one year</b> | 20   | (173,513) | (122,036) | (173,513)   | (22,870) |
| <b>NET CURRENT ASSETS</b>                             |      | 1,472,704 | 984,203   | 1,472,704   | 454,481  |
| <b>CREDITORS: Amounts falling after one year</b>      |      | -         | -         | -           | -        |
| <b>Net Assets Excluding Defined Benefit Pension</b>   |      | 1,472,704 | 1,058,246 | 1,472,704   | 454,481  |
| Defined benefit pension scheme asset / (liability)    | 22   | -         | -         | -           | -        |
| <b>TOTAL NET ASSETS</b>                               |      | 1,472,704 | 1,058,246 | 1,472,704   | 454,481  |
| <b>FUNDS</b>                                          |      |           |           |             |          |
| Restricted income funds                               | 21   | 17,570    | 78,736    | 17,570      | 78,736   |
| Unrestricted income funds                             |      |           |           |             |          |
| General fund                                          | 21   | 1,455,134 | 979,510   | 1,455,134   | 375,745  |
| Designated fund                                       | 21   | -         | -         | -           | -        |
| Pension Reserve                                       | 21   | -         | -         | -           | -        |
| <b>TOTAL FUNDS</b>                                    | 21   | 1,472,704 | 1,058,246 | 1,472,704   | 454,481  |

The notes on pages 18 - 35 form part of these accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

  
name: Brenda Warrington  
role: Chair of Trustees

12th December 2024

Company Registration Number : 08290395 (England & Wales)

**CITIZENS ADVICE SORT GROUP LTD**

**CONSOLIDATED STATEMENT OF CASH FLOWS  
YEAR ENDED 31 MARCH 2024**

|                                                          | note | 2024<br>£                   | 2023<br>£                 |
|----------------------------------------------------------|------|-----------------------------|---------------------------|
| <b>Cash flows from operating activities</b>              |      |                             |                           |
| Net income/(Expenditure) for the period                  |      | 414,458                     | 614,263                   |
| <b>Adjusted for:</b>                                     |      |                             |                           |
| Depreciation charge                                      | 15   | -                           | 8,508                     |
| Dividends, interest and rents from investments           | 7    | (6,621)                     | (7,695)                   |
| Pension scheme finance cost                              | 22   | -                           | 22,000                    |
| Pension scheme Service cost                              | 22   | -                           | 52,000                    |
| Pension scheme (gain)/loss                               | 22   | -                           | (905,000)                 |
| Decrease/(increase) in debtors                           | 18   | (25,062)                    | 214,374                   |
| Decrease/(increase) in current asset investments         | 19   | (170,000)                   | -                         |
| (Decrease)/increase in creditors                         | 20   | 51,477                      | (103,695)                 |
| <b>Net cash flows from operating activities</b>          |      | <u>264,252</u>              | <u>(105,245)</u>          |
| <b>Cash flows from investing activities</b>              |      |                             |                           |
| Dividends, interest and rents from investments           | 7    | 6,621                       | 7,695                     |
| Tangible fixed assets disposals                          | 15   | 74,043                      | -                         |
| <b>Net cash flows from investing activities</b>          |      | <u>80,664</u>               | <u>7,695</u>              |
| <br>Net increase/(decrease) in cash and cash equivalents |      | <br>344,916                 | <br>(97,550)              |
| <br>Cash and cash equivalents at 1 April 2023            |      | <br><u>917,020</u>          | <br><u>1,014,570</u>      |
| <br>Cash and cash equivalents at 31 March 2024           |      | <br><u><u>1,261,936</u></u> | <br><u><u>917,020</u></u> |

All of the cash flows are derived from continuing operations, including activities previously carried out in Citizens Advice Oldham and Citizens Advice Rochdale, whose activities have been transferred to the parent charity- see note 25

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**1. Accounting Policies**

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

**a Basis of preparation**

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

Citizens Advice SORT Group Ltd meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

At the end of the period two of the charity's subsidiaries ceased to trade. Therefore they have been included in these statements on a break-up basis.

**b Group financial statements**

The consolidated financial statements incorporate the financial statements of the company and entities (including special purpose entities) controlled by the group (its subsidiaries). Control is achieved where the group has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

The results of subsidiaries acquired or disposed of during the year are included in total comprehensive income from the effective date of acquisition and up to the effective date of disposal, as appropriate using accounting policies consistent with those of the parent.

All intra-group transactions, balances, income and expenses are eliminated in full on consolidation. Investments in subsidiaries are accounted for the cost less impairment in the individual financial statements.

**c Preparation of the accounts on going concern basis**

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

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 estimated 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 estimates are 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 futures periods.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**d Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has the entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that the probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of the probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

**e Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in the expenditure in the period of receipt.

**f Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

**g Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

## **CITIZENS ADVICE SORT GROUP LTD**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**

#### **h Expenditure and Irrecoverable VAT**

Expenditure is recognised once there is a legal or constrictive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings aggregate to all cost related to the category. Where the costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

#### **i Allocation of governance costs**

Governance costs include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on Governance or constitutional matters. Governance costs have been apportioned based on employee hours.

#### **j Operating leases**

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership remain with the lessor. Rental charges are charged on a straight lined basis over the term of the lease.

#### **k Tangible fixed assets**

Individual fixed assets costing £2000 or more are capitalised at cost and are depreciated over the estimated useful economic lives as follows:

|                                  |                       |
|----------------------------------|-----------------------|
| Freehold building                | 2% -4% straight lined |
| Leasehold land                   | Not depreciated       |
| Property improvements            | 10% straight line     |
| Fixtures, fittings and equipment | 10%-33% straight line |

#### **l Fixed asset investments**

Investments in quoted equity instruments are measured at fair value. Changes in fair value are recognised in the Statement of Financial Activities.

#### **m 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.

#### **n Current Asset Investments**

Current asset investments, which consist of fixed-term deposits and other basic financial instruments with maturities greater than three months, are recognised at cost. These investments are held for short-term purposes and are not subject to significant changes in value.

#### **o Cash at the bank and in hand**

Cash at the bank and cash in the 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.

#### **p Creditors and provisions**

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

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**q Financial instruments**

The charity only has financial assets and financial 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.

**r Pension cost and other post-retirement benefits**

**Defined benefit pension plan**

The company recognises a defined net benefit pension asset or liability in the balance sheet as the net total of the present value of its obligations and the fair value of plan assets out of which the obligations are to be settled. A defined benefit liability is measured on a discounted present value basis using a rate determined by reference to market yields at the reporting date of high quality corporate bonds, equalities and property. Defined benefit obligations and the related expenses are measured using the projected unit credit method. Plan surpluses are recognised as a defined benefit asset only to the extent that the surplus is recoverable either through reduced contributions in the future or through refunds from the plan.

Changes in the net defined benefit asset or liability arising from employee service are recognised in income or expenditure as a current service cost where it related to services in the current period and as a past service cost where it relates to services in prior periods. Costs relating to plan instructions, benefit changes, curtailments and settlements are recognised in income or expenditure in the period in which they occur.

Net interest is determined by multiplying the net defined benefit liability by the discount rate, both as determined at the start of the reporting period, taking account of any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. Net interest is recognised in income or expenditure.

**Defined Contribution pension plan**

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.

**2. Legal Status of the Charity**

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1

**CITIZENS ADVICE SORT GROUP LTD**

**3. COMPARATIVE CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023 (INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

|                                                              | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Restricted<br/>Funds<br/>£</b> | <b>Total 2023<br/>£</b> |
|--------------------------------------------------------------|-------------------------------------|-----------------------------------|-------------------------|
| <b>Income from:</b>                                          |                                     |                                   |                         |
| Donations & legacies                                         | 4,106                               | -                                 | 4,106                   |
| Charitable activities                                        |                                     |                                   |                         |
| Advice and Information                                       | 1,435,035                           | 1,171,394                         | 2,606,429               |
| Other income                                                 | 42,344                              | -                                 | 42,344                  |
| Investment income                                            | 7,695                               | -                                 | 7,695                   |
| <b>TOTAL INCOME</b>                                          | <b>1,489,180</b>                    | <b>1,171,394</b>                  | <b>2,660,574</b>        |
| <b>EXPENDITURE ON</b>                                        |                                     |                                   |                         |
| Charitable activities                                        |                                     |                                   |                         |
| Advice and Information                                       | 1,765,881                           | 1,185,430                         | 2,951,311               |
| <b>TOTAL EXPENDITURE</b>                                     | <b>1,765,881</b>                    | <b>1,185,430</b>                  | <b>2,951,311</b>        |
| <b>NET INCOME/ (EXPENDITURE) - before net gains/(losses)</b> | <b>(276,701)</b>                    | <b>(14,036)</b>                   | <b>(290,737)</b>        |
| Actuarial gain/(loss) on defined benefit pension scheme      | 905,000                             | -                                 | 905,000                 |
| <b>NET INCOME/ (EXPENDITURE)</b>                             | <b>628,299</b>                      | <b>(14,036)</b>                   | <b>614,263</b>          |
| <b>NET MOVEMENT IN FUNDS</b>                                 | <b>628,299</b>                      | <b>(14,036)</b>                   | <b>614,263</b>          |
| <b>Reconciliation of Funds</b>                               |                                     |                                   |                         |
| Funds brought forward at 1 April 2022                        | 351,211                             | 92,772                            | 443,983                 |
| <b>Funds carried forward 31 March 2023</b>                   | <b>979,510</b>                      | <b>78,736</b>                     | <b>1,058,246</b>        |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**4. Income from Donations and Legacies**

|           | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2024 | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2023 |
|-----------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|
|           | £                     | £                   | £             | £                     | £                   | £             |
| Donations | 475                   | -                   | 475           | 4,106                 | -                   | 4,106         |
| Total     | <u>475</u>            | <u>-</u>            | <u>475</u>    | <u>4,106</u>          | <u>-</u>            | <u>4,106</u>  |

**5. Income from Charitable Activities**

|                                                          | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2024    | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2023    |
|----------------------------------------------------------|-----------------------|---------------------|------------------|-----------------------|---------------------|------------------|
|                                                          | £                     | £                   | £                | £                     | £                   | £                |
| <b>Advice &amp; Information Services:</b>                |                       |                     |                  |                       |                     |                  |
| <b>Funder</b>                                            |                       |                     |                  |                       |                     |                  |
| Age UK                                                   | 45,293                | -                   | 45,293           | -                     | -                   | -                |
| Brinnington Big Local                                    | -                     | 21,276              | 21,276           | -                     | 21,276              | 21,276           |
| British Gas Energy Trust                                 | -                     | 39,999              | 39,999           | -                     | -                   | -                |
| Citizens Advice Bradford                                 | 2,700                 | -                   | 2,700            | -                     | -                   | -                |
| Citizens Advice Bury Bolton                              | 31,125                | -                   | 31,125           | -                     | -                   | -                |
| Citizens Advice Coventry                                 | -                     | -                   | -                | 500                   | -                   | 500              |
| Citizens Advice East Lancashire                          | 49,079                | -                   | 49,079           | -                     | -                   | -                |
| Citizens Advice Greater Manchester                       | 7,717                 | -                   | 7,717            | 19,878                | -                   | 19,878           |
| Citizens Advice Hull & East Riding                       | 3,500                 | -                   | 3,500            | -                     | -                   | -                |
| Citizens Advice Manchester                               | 99,444                | -                   | 99,444           | -                     | -                   | -                |
| Citizens Advice National - Cost of Living                | -                     | -                   | -                | 15,000                | -                   | 15,000           |
| Citizens Advice National - Energy                        | 23,745                | -                   | 23,745           | 27,651                | -                   | 27,651           |
| Citizens Advice National - Help to Claim                 | -                     | 338,100             | 338,100          | -                     | 338,658             | 338,658          |
| Citizens Advice National - MAPS                          | -                     | 340,747             | 340,747          | -                     | 316,517             | 316,517          |
| Citizens Advice National - Other                         | 35,796                | -                   | 35,796           | 559                   | -                   | 559              |
| Citizens Advice National - Yorkshire Building Society    | 19,688                | -                   | 19,688           | 17,250                | -                   | 17,250           |
| Citizens Advice Sheffield                                | -                     | -                   | -                | 600                   | -                   | 600              |
| Energy Saving Trust                                      | -                     | 408,416             | 408,416          | -                     | 161,908             | 161,908          |
| GM Poverty Action                                        | 41,500                | -                   | 41,500           | -                     | -                   | -                |
| Legal Aid Agency                                         | (9,965)               | -                   | (9,965)          | 60,749                | -                   | 60,749           |
| London & Quadrant                                        | 1,500                 | -                   | 1,500            | -                     | -                   | -                |
| London & Quadrant - Smart Meters                         | -                     | -                   | -                | -                     | 55,515              | 55,515           |
| London & Quadrant - Warm Trafford                        | -                     | 48,354              | 48,354           | -                     | 49,656              | 49,656           |
| Macmillan Cancer Support                                 | -                     | 275,380             | 275,380          | -                     | 177,836             | 177,836          |
| Manchester City Council                                  | 31,602                | -                   | 31,602           | -                     | -                   | -                |
| Multiple Sclerosis Society                               | -                     | -                   | -                | 375                   | -                   | 375              |
| National Energy Action                                   | 14,047                | -                   | 14,047           | -                     | -                   | -                |
| National Lottery Community Fund                          | -                     | 18,015              | 18,015           | -                     | -                   | -                |
| NHS Oldham                                               | 122,455               | -                   | 122,455          | 118,639               | -                   | 118,639          |
| Oldham Metropolitan Borough Council - Homelessness       | -                     | 20,000              | 20,000           | -                     | -                   | -                |
| Oldham Metropolitan Borough Council - Main grant         | 398,200               | -                   | 398,200          | 343,200               | -                   | 343,200          |
| Pennine Care                                             | 37,546                | -                   | 37,546           | -                     | -                   | -                |
| Positive Steps                                           | 30,000                | -                   | 30,000           | 30,000                | -                   | 30,000           |
| Pure Innovations                                         | -                     | 26,733              | 26,733           | -                     | 19,029              | 19,029*          |
| Rochdale Foodbank                                        | -                     | 31,138              | 31,138           | -                     | -                   | -                |
| Rochdale Metropolitan Borough Council - Innovation fund  | 17,472                | -                   | 17,472           | 16,000                | -                   | 16,000           |
| Rochdale Metropolitan Borough Council - Main grant       | 252,502               | -                   | 252,502          | 320,384               | -                   | 320,384          |
| Shaw & Crompton Parish Council                           | 4,500                 | -                   | 4,500            | 4,500                 | -                   | 4,500            |
| Stockport Foodbank                                       | -                     | 41,989              | 41,989           | -                     | 24,025              | 24,025           |
| Stockport Metropolitan Borough Council - Covid Relief    | -                     | -                   | -                | -                     | 394                 | 394              |
| Stockport Metropolitan Borough Council - Main grant      | 265,000               | -                   | 265,000          | 290,000               | -                   | 290,000          |
| Stockport Metropolitan Borough Council - Town of Culture | 500                   | -                   | 500              | -                     | -                   | -                |
| Stretford Foodbank                                       | -                     | 1,325               | 1,325            | -                     | -                   | -                |
| Tameside Metropolitan Borough Council                    | 90                    | -                   | 90               | -                     | -                   | -                |
| The Headley Trust                                        | 30,000                | -                   | 30,000           | 15,000                | -                   | 15,000           |
| Trafford Foodbank                                        | -                     | 27,970              | 27,970           | -                     | 6,294               | 6,294            |
| Trafford Metropolitan Borough Council                    | 172,250               | -                   | 172,250          | 154,750               | -                   | 154,750          |
| Trafford Metropolitan Borough Council - Covid Relief     | -                     | -                   | -                | -                     | 286                 | 286              |
| Total                                                    | <u>1,727,286</u>      | <u>1,639,442</u>    | <u>3,366,728</u> | <u>1,435,035</u>      | <u>1,171,394</u>    | <u>2,606,429</u> |

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**6. Other Income**

|              | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2024  | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2023 |
|--------------|-----------------------|---------------------|----------------|-----------------------|---------------------|---------------|
|              | £                     | £                   | £              | £                     | £                   | £             |
| Other Income | 135,414               | -                   | 135,414        | 42,344                | -                   | 42,344        |
| Total        | <u>135,414</u>        | <u>-</u>            | <u>135,414</u> | <u>42,344</u>         | <u>-</u>            | <u>42,344</u> |

**7. Investment Income**

|                           | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2024 | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2023 |
|---------------------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|
|                           | £                     | £                   | £             | £                     | £                   | £             |
| Income from bank deposits | 6,621                 | -                   | 6,621         | 7,695                 | -                   | 7,695         |
| Dividends Received        | -                     | -                   | -             | -                     | -                   | -             |
|                           | <u>6,621</u>          | <u>-</u>            | <u>6,621</u>  | <u>7,695</u>          | <u>-</u>            | <u>7,695</u>  |

**8. Analysis of Expenditure on Charitable Activities**

|                                           | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2024    |
|-------------------------------------------|-----------------------|---------------------|------------------|
|                                           | £                     | £                   | £                |
| <b>Advice &amp; information services:</b> |                       |                     |                  |
| Direct costs                              | 1,127,794             | 1,273,649           | 2,401,442        |
| Grants payable (note 9)                   | -                     | 15,390              | 15,390           |
| Allocated Support Costs (see below)       | 309,317               | 349,907             | 659,225          |
| Governance Costs                          | 15,002                | 3,721               | 18,723           |
| Total Resources Expended                  | <u>1,452,113</u>      | <u>1,642,667</u>    | <u>3,094,780</u> |

|                                  | Staff<br>Costs | Other<br>Costs | Total<br>2024 |
|----------------------------------|----------------|----------------|---------------|
|                                  | £              | £              | £             |
| Allocated Support Costs comprise | 564,044        | 95,181         | 659,225       |

|                                     | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2023    |
|-------------------------------------|-----------------------|---------------------|------------------|
|                                     | £                     | £                   | £                |
| <b>Prior year</b>                   |                       |                     |                  |
| Advice & information services:      |                       |                     |                  |
| Direct costs                        | 1,364,907             | 888,860             | 2,253,767        |
| Grants payable (note 9)             | -                     | 25,607              | 25,607           |
| Allocated Support Costs (see below) | 387,254               | 259,962             | 647,216          |
| Governance Costs                    | 13,720                | 11,001              | 24,721           |
| Total Resources Expended            | <u>1,765,881</u>      | <u>1,185,430</u>    | <u>2,951,311</u> |

|                                  | Staff<br>Costs | Other<br>Costs | Total<br>2023 |
|----------------------------------|----------------|----------------|---------------|
|                                  | £              | £              | £             |
| Allocated Support Costs comprise | 550,148        | 97,068         | 647,216       |

**9. Analysis of Grants Payable**

|                      | Grants to<br>Institutions | Grants to<br>Individuals | Support<br>Costs | Total<br>2024 |
|----------------------|---------------------------|--------------------------|------------------|---------------|
|                      | £                         | £                        | £                | £             |
| Client crisis grants | -                         | 15,390                   | 3,500            | 18,890        |
|                      | <u>-</u>                  | <u>15,390</u>            | <u>3,500</u>     | <u>18,890</u> |
| Total 2023           | -                         | 25,607                   | 4,682            | 30,289        |

**10. Net Income/(Expenditure) for the year**

|                                            | Total<br>2024 | Total<br>2023 |
|--------------------------------------------|---------------|---------------|
|                                            | £             | £             |
| This is stated after charging/(crediting): |               |               |
| Profit on disposal of fixed asset          | 127,540       | -             |
| Depreciation                               | -             | 8,508         |
| Operating Leases:                          |               |               |
| Property                                   | 64,425        | 60,514        |
| Audit Fees                                 | 6,280         | 21,990        |

## CITIZENS ADVICE SORT GROUP LTD

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

#### 11. Staff costs

Staff costs during the year were as follows:

|                       | Total 2024       | Total 2023       |
|-----------------------|------------------|------------------|
|                       | £                | £                |
| Wages & Salaries      | 2,307,169        | 2,031,175        |
| Social Security Costs | 187,275          | 174,018          |
| Pension Costs         | 68,036           | 80,844           |
| Termination payments  | -                | 36,868           |
|                       | <u>2,562,480</u> | <u>2,322,905</u> |

One Employee has employee benefits between £60,000 and £70,000 in the year (2023: 1)

The average number of staff employed during the period was 103 (2023: 93)

The key management personnel of the charity comprise the trustees and the Chief Executive. The total employee benefits of the key management personnel of the charity were £94309 (2023: £151490 which also includes a Chief Operating Officer)

#### 12. Trustee Remuneration and expenses, and related party transactions

£104 was reimbursed for Trustee travel related expenses in the year (2023: Nil)

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year. (2023 : Nil)

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

The board of Trustees also control Citizens Advice Oldham Ltd and Citizens Advice Rochdale Ltd

#### 13. Government Grants

The government grants recognised in the accounts were as follows:

|                   | Total 2024       | Total 2023       |
|-------------------|------------------|------------------|
|                   | £                | £                |
| Oldham Council    | 418,200          | 343,200          |
| Rochdale Council  | 269,974          | 336,384          |
| Stockport Council | 265,500          | 290,394          |
| Trafford Council  | 172,250          | 155,036          |
|                   | <u>1,125,924</u> | <u>1,125,014</u> |

There were no unfulfilled conditions or contingencies attaching to the grants

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**14. Corporation tax**

The charity is exempt from corporation tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

**15. Fixed assets: tangible assets**

| <b>The Group</b>      | <b>Freehold<br/>property at<br/>valuation<br/>£</b> | <b>Long<br/>leasehold at<br/>valuation<br/>£</b> | <b>Improvements to<br/>property at cost<br/>£</b> | <b>Fixtures and<br/>fittings at<br/>cost<br/>£</b> | <b>Total<br/>£</b> |
|-----------------------|-----------------------------------------------------|--------------------------------------------------|---------------------------------------------------|----------------------------------------------------|--------------------|
| <b>Cost</b>           |                                                     |                                                  |                                                   |                                                    |                    |
| At 1 April 2023       | 110,000                                             | 15,000                                           | 53,903                                            | 120,741                                            | 299,644            |
| Additions             | -                                                   | -                                                | -                                                 | -                                                  | -                  |
| Disposals             | (110,000)                                           | (15,000)                                         | (53,903)                                          | (120,741)                                          | (299,644)          |
| At 31 March 2024      | -                                                   | -                                                | -                                                 | -                                                  | -                  |
| <b>Depreciation</b>   |                                                     |                                                  |                                                   |                                                    |                    |
| At 1 April 2023       | 50,957                                              | -                                                | 53,903                                            | 120,741                                            | 225,601            |
| Charge for the year   | -                                                   | -                                                | -                                                 | -                                                  | -                  |
| Disposals             | (50,957)                                            | -                                                | (53,903)                                          | (120,741)                                          | (225,601)          |
| At 31 March 2024      | -                                                   | -                                                | -                                                 | -                                                  | -                  |
| <b>Net Book Value</b> |                                                     |                                                  |                                                   |                                                    |                    |
| At 31 March 2024      | -                                                   | -                                                | -                                                 | -                                                  | -                  |
| At 31 March 2023      | 59,043                                              | 15,000                                           | -                                                 | -                                                  | 74,043             |

All fixed assets were disposed of in the period, included the sale of the Rochdale Building

**The Charity**

The Charity does not hold any fixed assets at the period end

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**16. Subsidiary Undertaking**

The company holds 100% of the voting rights of the following companies

| Company                      | Company number | Charity number | Registered office | Total Funds<br>£ | surplus/<br>(deficit)<br>for the<br>year<br>£ |
|------------------------------|----------------|----------------|-------------------|------------------|-----------------------------------------------|
| Citizens Advice Oldham Ltd   | 02165003       | 519868         | England & Wales   | -                | (63,404)                                      |
| Citizens Advice Rochdale Ltd | 02332284       | 701212         | England & Wales   | -                | (540,362)                                     |

The deficit in Citizens Advice Oldham and Citizens Advice Rochdale includes the transfer of all funds out of the respective charities. The funds were transferred into SORT Group, the corresponding income being reflected in Note 17

**17. Parent Charity**

The parent charity's gross income and the results for the year are disclosed as follows:

|                                                                  | 2024<br>£        | 2023<br>£      |
|------------------------------------------------------------------|------------------|----------------|
| Gross Income excluding funds transferred from group subsidiaries | 3,509,225        | 1,188,812      |
| Funds transferred in from Citizens Advice Oldham                 | 63,404           | -              |
| Funds transferred in from Citizens Advice Rochdale               | 540,362          | -              |
| Funds transferred in from Citizens Advice Stockport              | -                | 404,475        |
| Funds transferred in from Citizens Advice Trafford               | -                | 388,240        |
| Result for the year                                              | <u>1,018,223</u> | <u>754,892</u> |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**18. Debtors**

|                                    | <b>The Group</b> |                | <b>The Charity</b> |                |
|------------------------------------|------------------|----------------|--------------------|----------------|
|                                    | 2024             | 2023           | 2024               | 2023           |
|                                    | £                | £              | £                  | £              |
| Trade debtors                      | 71,052           | 35,089         | 71,052             | 14,907         |
| Amounts owed by group undertakings | -                | -              | 81,602             | 168,847        |
| Other debtors                      | 6,720            | 47,523         | 6,720              | 47,523         |
| Prepayments                        | 35,220           | 11,036         | 35,220             | 6,973          |
| Accrued income                     | 101,289          | 95,571         | 101,289            | 88,980         |
|                                    | <u>214,281</u>   | <u>189,219</u> | <u>295,883</u>     | <u>327,230</u> |

**19. Current Asset Investment**

|                                                                                | <b>The Group</b> |          | <b>The Charity</b> |          |
|--------------------------------------------------------------------------------|------------------|----------|--------------------|----------|
|                                                                                | 2024             | 2023     | 2024               | 2023     |
|                                                                                | £                | £        | £                  | £        |
| Bank Deposits with a maturity of greater than 3 months but less than 12 months | 170,000          | -        | 170,000            | -        |
|                                                                                | <u>170,000</u>   | <u>-</u> | <u>170,000</u>     | <u>-</u> |

All current asset investments are Basic Financial Instruments.

**20. Creditors: Amounts falling due within one year**

|                                    | <b>The Group</b> |                | <b>The Charity</b> |               |
|------------------------------------|------------------|----------------|--------------------|---------------|
|                                    | 2024             | 2023           | 2024               | 2023          |
|                                    | £                | £              | £                  | £             |
| Trade Creditors                    | 35,391           | 16,720         | 35,391             | 15,634        |
| Taxation and social security costs | 87,781           | 68,137         | 87,781             | -             |
| Pension creditor                   | -                | 6,289          | -                  | -             |
| Accruals                           | 14,000           | 29,286         | 14,000             | 5,736         |
| Deferred Income                    | 4,725            | 1,500          | 4,725              | 1,500         |
| Other Creditors                    | 31,616           | 104            | 31,616             | -             |
| Amounts owed to group undertakings | -                | -              | -                  | -             |
|                                    | <u>173,513</u>   | <u>122,036</u> | <u>173,513</u>     | <u>22,870</u> |

CITIZENS ADVICE SORT GROUP LTD

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024

21. Funds

|                                          | Balance 1<br>April 2023 | Incoming<br>Resources | Outgoing<br>Resources | Gains &<br>(Losses) | Transfers       | Balance 31<br>March 2024 |
|------------------------------------------|-------------------------|-----------------------|-----------------------|---------------------|-----------------|--------------------------|
|                                          | £                       | £                     | £                     | £                   | £               | £                        |
| <b>The Group</b>                         |                         |                       |                       |                     |                 |                          |
| <b>Unrestricted funds:</b>               |                         |                       |                       |                     |                 |                          |
| General Funds                            | 979,510                 | 1,869,796             | (1,452,113)           | -                   | 57,941          | 1,455,134                |
| Designated Funds                         | -                       | -                     | -                     | -                   | -               | -                        |
| Pension reserve                          | -                       | -                     | -                     | -                   | -               | -                        |
| <b>Total unrestricted funds</b>          | <u>979,510</u>          | <u>1,869,796</u>      | <u>(1,452,113)</u>    | <u>-</u>            | <u>57,941</u>   | <u>1,455,134</u>         |
| <b>Restricted Funds:</b>                 |                         |                       |                       |                     |                 |                          |
| Brinnington Big Local                    | -                       | 21,276                | (21,276)              | -                   | -               | -                        |
| British Gas Energy Trust                 | -                       | 39,999                | (38,260)              | -                   | -               | 1,739                    |
| Citizens Advice National - Help to Claim | -                       | 338,100               | (338,100)             | -                   | -               | -                        |
| Citizens Advice National - MAPS          | -                       | 340,747               | (282,806)             | -                   | (57,941)        | -                        |
| Client Grants                            | 11,221                  | 20,000                | (15,390)              | -                   | -               | 15,831                   |
| Energy Saving Trust                      | 12,000                  | 408,416               | (420,416)             | -                   | -               | -                        |
| London & Quadrant - Smart Meters         | 55,515                  | -                     | (55,515)              | -                   | -               | -                        |
| London & Quadrant - Warm Trafford        | -                       | 48,354                | (48,354)              | -                   | -               | -                        |
| Macmillan Cancer Support                 | -                       | 275,380               | (275,380)             | -                   | -               | -                        |
| National Lottery Community Fund          | -                       | 18,015                | (18,015)              | -                   | -               | -                        |
| Pure Innovations                         | -                       | 26,733                | (26,733)              | -                   | -               | -                        |
| Rochdale Foodbank                        | -                       | 31,138                | (31,138)              | -                   | -               | -                        |
| Stockport Foodbank                       | -                       | 41,989                | (41,989)              | -                   | -               | -                        |
| Stretford Foodbank                       | -                       | 1,325                 | (1,325)               | -                   | -               | -                        |
| Trafford Foodbank                        | -                       | 27,970                | (27,970)              | -                   | -               | -                        |
| <b>Total restricted funds</b>            | <u>78,736</u>           | <u>1,639,442</u>      | <u>(1,642,667)</u>    | <u>-</u>            | <u>(57,941)</u> | <u>17,570</u>            |
| <b>Total funds</b>                       | <u>1,058,246</u>        | <u>3,509,238</u>      | <u>(3,094,780)</u>    | <u>-</u>            | <u>-</u>        | <u>1,472,704</u>         |

|                                          | Balance 1<br>April 2023 | Incoming<br>Resources | Outgoing<br>Resources | Gains &<br>(Losses) | Transfers       | Balance 31<br>March 2024 |
|------------------------------------------|-------------------------|-----------------------|-----------------------|---------------------|-----------------|--------------------------|
|                                          | £                       | £                     | £                     | £                   | £               | £                        |
| <b>The Charity</b>                       |                         |                       |                       |                     |                 |                          |
| <b>Unrestricted funds:</b>               |                         |                       |                       |                     |                 |                          |
| General Funds                            | 375,745                 | 2,473,550             | (1,452,102)           | -                   | 57,941          | 1,455,134                |
| Designated Funds                         | -                       | -                     | -                     | -                   | -               | -                        |
| Pension reserve                          | -                       | -                     | -                     | -                   | -               | -                        |
| <b>Total unrestricted funds</b>          | <u>375,745</u>          | <u>2,473,550</u>      | <u>(1,452,102)</u>    | <u>-</u>            | <u>57,941</u>   | <u>1,455,134</u>         |
| <b>Restricted Funds:</b>                 |                         |                       |                       |                     |                 |                          |
| Brinnington Big Local                    | -                       | 21,276                | (21,276)              | -                   | -               | -                        |
| British Gas Energy Trust                 | -                       | 39,999                | (38,260)              | -                   | -               | 1,739                    |
| Citizens Advice National - Help to Claim | -                       | 338,100               | (338,100)             | -                   | -               | -                        |
| Citizens Advice National - MAPS          | -                       | 340,746               | (282,805)             | -                   | (57,941)        | -                        |
| Client Grants                            | 11,221                  | 20,000                | (15,390)              | -                   | -               | 15,831                   |
| Energy Saving Trust                      | 12,000                  | 408,416               | (420,416)             | -                   | -               | -                        |
| London & Quadrant - Smart Meters         | 55,515                  | -                     | (55,515)              | -                   | -               | -                        |
| London & Quadrant - Warm Trafford        | -                       | 48,354                | (48,354)              | -                   | -               | -                        |
| Macmillan Cancer Support                 | -                       | 275,380               | (275,380)             | -                   | -               | -                        |
| National Lottery Community Fund          | -                       | 18,015                | (18,015)              | -                   | -               | -                        |
| Pure Innovations                         | -                       | 26,733                | (26,733)              | -                   | -               | -                        |
| Rochdale Foodbank                        | -                       | 31,138                | (31,138)              | -                   | -               | -                        |
| Stockport Foodbank                       | -                       | 41,989                | (41,989)              | -                   | -               | -                        |
| Stretford Foodbank                       | -                       | 1,325                 | (1,325)               | -                   | -               | -                        |
| Trafford Foodbank                        | -                       | 27,970                | (27,970)              | -                   | -               | -                        |
| <b>Total restricted funds</b>            | <u>78,736</u>           | <u>1,639,441</u>      | <u>(1,642,666)</u>    | <u>-</u>            | <u>(57,941)</u> | <u>17,570</u>            |
| <b>Total funds</b>                       | <u>454,481</u>          | <u>4,112,991</u>      | <u>(3,094,768)</u>    | <u>-</u>            | <u>-</u>        | <u>1,472,704</u>         |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**21. Funds (cont.)**

|                                                           | Prior Reporting Period  |                       |                       |                     |           |                          |
|-----------------------------------------------------------|-------------------------|-----------------------|-----------------------|---------------------|-----------|--------------------------|
|                                                           | Balance 1<br>April 2022 | Incoming<br>Resources | Outgoing<br>Resources | Gains &<br>(Losses) | Transfers | Balance 31<br>March 2023 |
|                                                           | £                       | £                     | £                     | £                   | £         | £                        |
| <b>The Group</b>                                          |                         |                       |                       |                     |           |                          |
| <b>Unrestricted funds:</b>                                |                         |                       |                       |                     |           |                          |
| General Funds                                             | 1,160,530               | 1,489,180             | (1,691,881)           | -                   | 21,681    | 979,510                  |
| Designated Funds                                          | 21,681                  | -                     | -                     | -                   | (21,681)  | -                        |
| Pension reserve                                           | (831,000)               | -                     | (74,000)              | 905,000             | -         | -                        |
| <b>Total unrestricted funds</b>                           | <b>351,211</b>          | <b>1,489,180</b>      | <b>(1,765,881)</b>    | <b>905,000</b>      | <b>-</b>  | <b>979,510</b>           |
| <b>Restricted Funds:</b>                                  |                         |                       |                       |                     |           |                          |
| Brinnington Big Local                                     | -                       | 21,276                | (21,276)              | -                   | -         | -                        |
| Citizens Advice National - Help to Claim                  | -                       | 338,658               | (338,658)             | -                   | -         | -                        |
| Citizens Advice National - MAPS                           | -                       | 316,517               | (316,517)             | -                   | -         | -                        |
| Client Grants                                             | 40,829                  | 680                   | (30,288)              | -                   | -         | 11,221                   |
| Energy Saving Trust                                       | -                       | 161,908               | (149,908)             | -                   | -         | 12,000                   |
| Macmillan Cancer Support                                  | -                       | 177,836               | (177,836)             | -                   | -         | -                        |
| Pure Innovations                                          | -                       | 19,029                | (19,029)              | -                   | -         | -                        |
| Stockport Foodbank                                        | -                       | 24,025                | (24,025)              | -                   | -         | -                        |
| Trafford Foodbank                                         | -                       | 6,294                 | (6,294)               | -                   | -         | -                        |
| London & Quadrant - Smart Meters                          | -                       | 55,515                | -                     | -                   | -         | 55,515                   |
| London & Quadrant - Warm Trafford                         | -                       | 49,656                | (49,656)              | -                   | -         | -                        |
| Trafford Metropolitan Borough Council - Winter Resilience | 51,943                  | -                     | (51,943)              | -                   | -         | -                        |
| <b>Total restricted funds</b>                             | <b>92,772</b>           | <b>1,171,394</b>      | <b>(1,185,430)</b>    | <b>-</b>            | <b>-</b>  | <b>78,736</b>            |
| <b>Total funds</b>                                        | <b>443,983</b>          | <b>2,660,574</b>      | <b>(2,951,311)</b>    | <b>905,000</b>      | <b>-</b>  | <b>1,058,246</b>         |
|                                                           |                         |                       |                       |                     |           |                          |
|                                                           | Balance 1<br>April 2022 | Incoming<br>Resources | Outgoing<br>Resources | Gains &<br>(Losses) | Transfers | Balance 31<br>March 2023 |
|                                                           | £                       | £                     | £                     | £                   | £         | £                        |
| <b>The Charity</b>                                        |                         |                       |                       |                     |           |                          |
| <b>Unrestricted funds:</b>                                |                         |                       |                       |                     |           |                          |
| General Funds                                             | (300,411)               | 938,852               | (262,696)             | -                   | -         | 375,745                  |
| Designated Funds                                          | -                       | -                     | -                     | -                   | -         | -                        |
| Pension reserve                                           | -                       | -                     | -                     | -                   | -         | -                        |
| <b>Total unrestricted funds</b>                           | <b>(300,411)</b>        | <b>938,852</b>        | <b>(262,696)</b>      | <b>-</b>            | <b>-</b>  | <b>375,745</b>           |
| <b>Restricted Funds:</b>                                  |                         |                       |                       |                     |           |                          |
| Brinnington Big Local                                     | -                       | 1,114                 | (1,114)               | -                   | -         | -                        |
| Citizens Advice National - Help to Claim                  | -                       | 338,658               | (338,658)             | -                   | -         | -                        |
| Citizens Advice National - MAPS                           | -                       | 316,517               | (316,517)             | -                   | -         | -                        |
| Energy Saving Trust                                       | -                       | 161,908               | (149,908)             | -                   | -         | 12,000                   |
| Macmillan Cancer Support                                  | -                       | 142,227               | (142,227)             | -                   | -         | -                        |
| Pure Innovations                                          | -                       | 2,206                 | (2,206)               | -                   | -         | -                        |
| Trafford Foodbank                                         | -                       | 6,294                 | (6,294)               | -                   | -         | -                        |
| London & Quadrant - Smart Meters                          | -                       | 55,515                | -                     | -                   | -         | 55,515                   |
| London & Quadrant - Warm Trafford                         | -                       | 4,454                 | (4,454)               | -                   | -         | -                        |
| Fuel Debt Initiative                                      | -                       | 11,221                | -                     | -                   | -         | 11,221                   |
| Winter Resilience                                         | -                       | 2,561                 | (2,561)               | -                   | -         | -                        |
| <b>Total restricted funds</b>                             | <b>-</b>                | <b>1,042,675</b>      | <b>(963,939)</b>      | <b>-</b>            | <b>-</b>  | <b>78,736</b>            |
| <b>Total funds</b>                                        | <b>(300,411)</b>        | <b>1,981,527</b>      | <b>(1,226,635)</b>    | <b>-</b>            | <b>-</b>  | <b>454,481</b>           |

Trafford MBC - Fuel Debt Initiative was a Restricted fund transferred into SORT group from the group subsidiary Citizens Advice Trafford. The fund balance at March 23 was held in the Group under Client Grants

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

21. Funds (cont.)

| <b>Name of Fund</b>                                       | <b>Purpose</b>                                                                                                                                                                                   |
|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Brinnington Big Local                                     | Advice for residents in the Brinnington area                                                                                                                                                     |
| British Gas Energy Trust                                  | Energy advice for people in, or at risk of, financial hardship meet their energy needs and manage their energy costs through support, education and raising awareness of sound money management. |
| Citizens Advice National - Help to Claim                  | To assist claimants of Universal Credit to successfully make a claim                                                                                                                             |
| Citizens Advice National - MAPS                           | Funding for Face to Face debt advice                                                                                                                                                             |
| Client Grants                                             | Funds for distribution to clients in crisis                                                                                                                                                      |
| Energy Saving Trust                                       | Energy advice to people living in privately rented accommodation and vulnerable situations in Stockport, Oldham, Rochford and Trafford.                                                          |
| Foodbank Rochdale                                         | Advice for clients of the Rochdale Foodbank                                                                                                                                                      |
| Foodbank Stockport                                        | Advice for clients of the Stockport Foodbank                                                                                                                                                     |
| Foodbank Stretford                                        | Advice for clients of the Stretford Foodbank                                                                                                                                                     |
| Foodbank Trafford                                         | Advice for clients of the Trafford Foodbank                                                                                                                                                      |
| London & Quadrant - Smart Meters                          | Crisis support and digital exclusion work in community venues                                                                                                                                    |
| London & Quadrant - Warm Trafford                         | Energy Advice for Residents in the Trafford area                                                                                                                                                 |
| Macmillan Cancer Support                                  | Funding to give advice to clients living with Cancer                                                                                                                                             |
| National Lottery Community Fund                           | Funding for two trainer officers tasked with developing effective training for volunteers to offer vital assistance with complex problems                                                        |
| Pure Innovations                                          | Welfare Benefits advice to clients of Pure Innovation                                                                                                                                            |
| Trafford Metropolitan Borough Council - Winter Resilience | Energy Advice for Residents in the Trafford area                                                                                                                                                 |

## CITIZENS ADVICE SORT GROUP LTD

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

#### 22. Employee Benefit Obligations

##### Defined benefit scheme

The pension scheme available for all staff in the employment of the charity prior to 1st April 2005 is the Greater Manchester Pension Fund (GMPF). This scheme is a defined benefit (final salary) scheme which is administered by the Local Authority on behalf of all the contributing bodies to the fund. All of the Fund's assets are pooled but the liabilities of each contributing body are assessed actuarially every three years by an independent actuary. In accordance with FRS102 a report has been obtained on the fund from which the detail below has been extracted.

There is no immediate impact on the going concern as the pension scheme is unlikely to trigger a cessation event in the short to medium term. Any unfunded liabilities that may arise will be underwritten by the local authority who will act as guarantor. Therefore, any risk to the company is minimal and will be mitigated. Citizens Advice SORT Group Ltd will continue to monitor the risk.

During the year the Schemes that were previously held in 2 of the Group subsidiaries (Oldham Citizens Advice and Rochdale Citizens Advice) were closed and a 2 new schemes were opened in the SORT group. This happened on 1st December 2023. The new schemes comprise of a single active member in each. Prior year comparatives are shown for the two old schemes but they do not represent the opening position of the new scheme which has an opening position only from 1st December 2023. Both the current year and comparative reflect the valuation using the accounting basis as required under FRS102. Despite the actuarial tables showing a funding surplus we have recognised in the balance sheet a nil balance, in accordance with para 28.22 of FRS102, as we do not believe that any surplus as disclosed would be recoverable.

|                                     | Mar 2024       | Mar-23         |
|-------------------------------------|----------------|----------------|
|                                     | £              | £              |
| Fair value of plan assets           | 978,000        | 3,994,000      |
| Present value of funded obligations | (766,000)      | (3,484,000)    |
|                                     | <u>212,000</u> | <u>510,000</u> |

The amounts recognised in the statement of financial activities is as follows:

|                          | 1st Dec 2023 - 31st Mar 2024 | Mar 2023           |
|--------------------------|------------------------------|--------------------|
|                          | £                            | £                  |
| Finance cost             | (5,000)                      | 22,000             |
| Service cost             | 9,000                        | 52,000             |
| Actuarial (gains)/losses | (13,000)                     | (1,415,000)        |
|                          | <u>(9,000)</u>               | <u>(1,341,000)</u> |

Changes in the present value of the defined benefit obligation are as follows

|                                            | 1st Dec 2023 - 31st Mar 2024 | Mar 2023         |
|--------------------------------------------|------------------------------|------------------|
|                                            | £                            | £                |
| Defined benefit obligation                 | 697,000                      | 4,888,000        |
| Current service cost                       | 9,000                        | 52,000           |
| Contributions by scheme participants       | 3,000                        | 9,000            |
| Benefits paid                              | -                            | (96,000)         |
| Interest cost                              | 11,000                       | 131,000          |
| Changes in demographic assumptions         | (5,000)                      | (83,000)         |
| Other experience                           | 12,000                       | (5,000)          |
| Changes in principle financial assumptions | 39,000                       | (1,412,000)      |
|                                            | <u>766,000</u>               | <u>3,484,000</u> |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**22. Employee Benefit Obligations (cont.)**

Changes in the fair value of the scheme assets are as follows

|                                      | 1st Dec 2023 - 31st Mar 2024 | 2023             |
|--------------------------------------|------------------------------|------------------|
|                                      | £                            | £                |
| Fair value of scheme assets          | 900,000                      | 4,057,000        |
| Interest income                      | 16,000                       | 109,000          |
| Contributions by employer            | 9,000                        | 29,000           |
| Contributions by scheme participants | 3,000                        | 9,000            |
| Benefits paid                        | -                            | (96,000)         |
| Other Experience                     | -                            | (93,000)         |
| Return on plan assets                | 50,000                       | (21,000)         |
|                                      | <u>978,000</u>               | <u>3,994,000</u> |

The major categories of scheme assets as a percentage of total scheme assets are as follows:

|          | 2024 | 2023 |
|----------|------|------|
| Equities | 68%  | 67%  |
| Bonds    | 15%  | 15%  |
| Property | 8%   | 8%   |
| Cash     | 9%   | 10%  |

Principal actuarial assumptions at the balance sheet date (Expressed as weighted averages):

|                                   | 2024  | 2023  |
|-----------------------------------|-------|-------|
| Discount rate                     | 4.85% | 4.75% |
| Future salary increases           | 3.55% | 3.80% |
| Future pension increases          | 2.75% | 3.00% |
| Mortality rates:                  | Years | Years |
| Current pensioners at 65 - male   | 20.1  | 18.3  |
| Current pensioners at 65 - female | 23.3  | 24.2  |
| Future pensioners at 65 - male    | 21.2  | 21.7  |
| Future pensioners at 65 - female  | 24.9  | 25.0  |

**Defined Contribution Scheme**

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £39911 (2023: £50964)

The pension schemes available to staff commencing employment with the charity after 31st March 2005 are defined contribution schemes, administered on behalf of the charity by NEST. The Charity's contribution rate is a minimum of 3%. The employees contribution rate is variable subject to the total contribution of Employer and Employee meeting at least the minimum Auto Enrolment % required.

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**23. Analysis of group net assets between funds**

|                                  | General funds    | Unrestricted funds<br>pension | Designated funds | Restricted funds | Total            |
|----------------------------------|------------------|-------------------------------|------------------|------------------|------------------|
| <b>Current reporting period</b>  |                  |                               |                  |                  |                  |
| Tangible fixed assets            | -                | -                             | -                | -                | -                |
| Fixed asset investments          | -                | -                             | -                | -                | -                |
| net current assets/(liabilities) | 1,455,134        | -                             | -                | 17,570           | 1,472,704        |
| Creditors more than one year     | -                | -                             | -                | -                | -                |
| <b>Total</b>                     | <b>1,455,134</b> | <b>-</b>                      | <b>-</b>         | <b>17,570</b>    | <b>1,472,704</b> |

|                                  | General funds  | Unrestricted funds<br>pension | Designated funds | Restricted funds | Total            |
|----------------------------------|----------------|-------------------------------|------------------|------------------|------------------|
| <b>Previous reporting period</b> |                |                               |                  |                  |                  |
| Tangible fixed assets            | 74,043         | -                             | -                | -                | 74,043           |
| Fixed asset investments          | -              | -                             | -                | -                | -                |
| net current assets/(liabilities) | 905,467        | -                             | -                | 78,736           | 984,203          |
| Creditors more than one year     | -              | -                             | -                | -                | -                |
| <b>Total</b>                     | <b>979,510</b> | <b>-</b>                      | <b>-</b>         | <b>78,736</b>    | <b>1,058,246</b> |

**24. Operating lease commitments**

The group's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

|                    | <b>Property</b> |               | <b>Equipment</b> |             |
|--------------------|-----------------|---------------|------------------|-------------|
|                    | <b>2024</b>     | <b>2023</b>   | <b>2024</b>      | <b>2023</b> |
|                    | <b>£</b>        | <b>£</b>      | <b>£</b>         | <b>£</b>    |
| Less than one year | 74,873          | 71,885        | -                | -           |
| One to five years  | 91,822          | 11,981        | -                | -           |
| over five years    | -               | -             | -                | -           |
|                    | <b>166,694</b>  | <b>83,866</b> | <b>-</b>         | <b>-</b>    |

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

|                    | <b>Property</b> |               | <b>Equipment</b> |             |
|--------------------|-----------------|---------------|------------------|-------------|
|                    | <b>2024</b>     | <b>2023</b>   | <b>2024</b>      | <b>2023</b> |
|                    | <b>£</b>        | <b>£</b>      | <b>£</b>         | <b>£</b>    |
| Less than one year | 74,873          | 71,885        | -                | -           |
| One to five years  | 91,822          | 11,981        | -                | -           |
| over five years    | -               | -             | -                | -           |
|                    | <b>166,694</b>  | <b>83,866</b> | <b>-</b>         | <b>-</b>    |

## **CITIZENS ADVICE SORT GROUP LTD**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**

#### **25. Post balance sheet events**

Citizens Advice Oldham (company number 02165003, charity number 519868)

Citizens Advice Rochdale (company number 02332284, charity number 701212)

both companies were dissolved via voluntary strike-off on 8th October 2024

both removed from the Central Register of Charities on 25th October 2024

A resolution was passed by the board of trustees on 27/03/2024.

Following the transfer of the Defined Benefit pension schemes, from both entities into the parent entity, there was no longer any need for the subsidiaries.

It resolved that

- all tangible assets of the Company be transferred to the Parent Company company on 31st March 2024
- all amounts standing to the credit of the company in bank accounts be transferred to the parent company
- all liabilities of the Company be transferred to the parent company
- the company operations cease at 23:59 on 31 March 2024

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# Accounts

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Company number: 8290395

Charity number: 1171817



# Citizens Advice SORT Group Ltd

Group report and financial statements for year ending 31 March 2023



## Citizens Advice SORT Group Ltd

### References and administrative information for the year ended 31 March 2023

|                          |                                                                                       |                             |
|--------------------------|---------------------------------------------------------------------------------------|-----------------------------|
| <b>Trustees</b>          | Brenda Warrington, Chairperson                                                        | appointed 5th October 2022  |
|                          | Peter Allen, Chair of Finance, Risk and Assurance Committee                           |                             |
|                          | Margaret Anne Bradbury                                                                | appointed 4th August 2022   |
|                          | Martyn Beauchamp, Chair of Transformation Committee                                   |                             |
|                          | Sarah Diller                                                                          |                             |
|                          | Emily Allen, Chair of People Committee                                                |                             |
|                          | Alan Whitfield                                                                        |                             |
|                          | David Trafford                                                                        |                             |
|                          | Richard Coaton                                                                        | resigned 8th December 2022  |
|                          | Phil Aspen                                                                            | resigned 31st July 2022     |
|                          | Annete Clowes                                                                         | resigned 30th June 2022     |
|                          | Atif Hafeez                                                                           | resigned 9th September 2022 |
|                          | Francine Ryan                                                                         | resigned 21st April 2022    |
| <b>Principal staff</b>   | Jonathan Yates, Chief Executive Officer                                               |                             |
|                          | Steve Hughes, Chief Operating Officer                                                 | resigned 30th November 2023 |
| <b>Principal address</b> | Huckletree, The Express Building,<br>9 Great Ancoats Street, Manchester, M4 5AD       |                             |
| <b>Company number</b>    | 8290395                                                                               |                             |
| <b>Charity number</b>    | 1171817                                                                               |                             |
| <b>Bankers</b>           | Santander PLC<br>Bridle Road, Bootle, Merseyside, L30 4GB                             |                             |
|                          | Royal Bank of Scotland PLC<br>Drummond House, 1 Redheughs Avenue, Edinburgh, EH12 9JN |                             |
|                          | Lloyds PLC<br>58 Yorkshire Street, Rochdale, Lancashire, OL6 1BN                      |                             |
|                          | Yorkshire Bank<br>47 Market Place, Oldham, OL1 3AB                                    |                             |
|                          | The Charity Bank Limited<br>182 High Street, Tonbridge, Kent, TN9 1BE                 |                             |
|                          | Slade & Cooper Ltd<br>Beehive Mill, Jersey Street, Ancoats, Manchester, M4 6JG        |                             |
|                          |                                                                                       |                             |
|                          |                                                                                       |                             |
|                          |                                                                                       |                             |
|                          |                                                                                       |                             |
| <b>Auditors</b>          | Slade & Cooper Ltd<br>Beehive Mill, Jersey Street, Ancoats, Manchester, M4 6JG        |                             |

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2023

The trustees, who are directors for the purposes of company law, present the annual report, together with the financial statements and auditors' report of the charitable group ending 31 March 2023.

## About Citizens Advice SORT Group

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 Greater Manchester and surrounding areas.

The main activities undertaken to further our charitable purposes for public benefit are to provide the advice people need for the problems that they face and improve the policies and practices that affect people's lives. Our highly trained people deliver information, advice and guidance services, a mixture of paid staff and volunteers, providing services predominantly in Stockport, Oldham, Rochdale, and Trafford. The charity also delivers specialist legal services in Halton, Warrington and Wirral.

The trustees confirm that they have referred to the information contained in the Charity Commission's general guidance on public benefit when planning activities and setting policies and priorities for the year ahead.

## Who we helped in 2022/23

In total, we supported 16,300 people with simple information and advice, and 17,050 people one-to-one, by phone, email, web chat or in person with high-level advice and casework. We dealt with 74,000 issues over this period with the biggest five issue areas being:

- Benefits - Universal Credit
- Benefits & Tax Credits
- Debt
- Utilities & communications
- Financial services & capability

In 2022/23 the number of people turning to our service for information, advice and guidance increased compared to the year before and is higher, in part because of the Cost of Living Crisis, following the Covid-19 pandemic

Despite a variety of Government support schemes to help people financially, people have turned to us for support in these challenging times.

We've seen the highest number of web visits ever, more people are using our digital services than ever before, and we started seeing people at face-to-face appointments again. We answered more phone calls than ever, although we have seen demand continue to rise.

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2023

## Our value to society

Each year, we give thousands of people the knowledge and confidence to find a way forward. We do this by providing advice, education, support, and influencing policies and practices that affect our clients. We survey hundreds of people yearly to give us the evidence we need to measure our impact.

For every £1 of charitable expenditure

- We deliver £31 of broader economic and social benefit
- We save the government and public services £4
- We delivered an estimated £23 social and economic value to society

Our survey results were as follows;

### **Ease of access**

"How easy or difficult did you find it to access the service?"

80% confirmed it was either neutral, easy or very easy to access our service

### **Way forward**

"To what extent did the service help you to find a way forward?"

86% confirmed we'd either moderately, greatly or completely helped them find a way forward

### **Problem resolved**

"To what extent is your problem now resolved."

75% confirmed we'd either partly, mostly or completely resolved their problem

### **Recommend**

"How likely would you be to recommend the service."

88% confirmed they would likely or very likely recommend our service

6 in 10 people said they felt less stressed, depressed or anxious as a direct result of our advice

## Financial outcomes for the people we help

For many people who turn to us for help, we look at how we can maximise their income by ensuring they receive all the benefits they are entitled to.

- We helped people access an extra £8.2m in one-off and ongoing additional income for local people
- We wrote off and rescheduled £1.7m of debt

Citizens Advice SORT Group Ltd  
Trustees' Annual Report for the year ended 31 March 2023

## Our strategy

We've recently refreshed the charities strategy. Our vision for 2025 is that we'll help more people than ever before.

This plan looks to refocus our activity on three main strategic themes:

- **Advice** - we'll have met more demand across all our advice channels
- **Sustainability** - we'll have grown and diversified our business, becoming more effective and efficient in a sustainable way.
- **Culture** - we'll be a great place to work where people perform at their best

As part of our strategy, we've adopted a new client commitment:

- **It's easy to get support from us** - Our services will be available when you need them in a way that works for you
- **Our service will be joined up** - You'll be able to access advice quickly and easily through our different services and channels without having to repeat yourself.
- **We'll help you find a way forward, whatever your problem** - We have the resources, tools and expertise to solve your problem. If we can't help directly, we'll signpost you or make a smooth referral to a trusted partner.
- **You'll get the level of support you need** - Whatever your situation, we'll take extra steps to make sure you have the best support for your needs.
- **You know that we'll speak up for you** - We'll advocate for change in policy and industry practices where they make life harder for you.

## Our values

We're different, ambitious and determined to deliver quality services to our communities. To be able to do this, we have a set of values which drive us forward and that all our colleagues champion:

- **We're inventive** - We question every idea to make it better, and we change when things aren't working. We're not afraid of trying new things and learn by getting things wrong
- **We're generous** - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone
- **We're responsible** - We do what we say we'll do and we keep our promises. We remember that we work for a charity and use our resources effectively

Citizens Advice SORT Group Ltd  
Trustees' Annual Report for the year ended 31 March 2023

## Equity, diversity and inclusion

Equity, diversity and inclusion (EDI) are at the centre of what we do, and our charity aims are grounded in EDI principles.

We value and embrace the diversity of our clients and colleagues and work to eliminate discrimination. We believe we are all equal through our shared humanity.

We'll strengthen our EDI work by:

- Taking a social justice approach to EDI
- Continuing to be an impartial charity
- Using our data to create stronger, inclusive services
- Mainstreaming our EDI work

## Our funding and income generation strategy

We take a collaborative and developmental approach to fundraising, developing strategic relationships with key partners and stakeholders.

All management colleagues across the charity are responsible for identifying and developing funding opportunities within their specific areas of work.

Funding areas include:

- Grants and commissioning
- Individual giving
- Major donor
- Corporate
- Trust and Foundation
- Legacy

All funding application bid/no bid decisions are aligned with our mission, vision and values, the Citizens Advice competition protocol.

### **Fundraising standards information**

The charity does not carry out significant fundraising activities.

Citizens Advice SORT Group Ltd  
Trustees' Annual Report for the year ended 31 March 2023

## Plans for the future

In-line with our strategy, our future plans fall into three categories; Advice, Sustainability and Culture. We will continue to develop our people offer, making the organisation a great place to work and volunteer but adopting a new people strategy. We'll work to diversify our income streams with new partnership and agreements and we'll continue to push forward creating a more equitable and accessible service.

## Financial Review

### Financial Position

Incoming resources in the year were £2,660,574 (2022: £2,896,117). Expenditure was £2,951,311 in support of our charitable objectives (2022: £2,783,592).

A surplus of £614,263 (2022: £1,013,575 surplus) resulted in the year which includes the in year gain on the defined benefit pension scheme of £905,000.

At 31st March 2023 total fund balances were £1,058,246

### Reserves Policy

The trustees believe that the charity should hold financial reserves in order to ensure that the charity can continue to operate effectively and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising.

Trustees consider that it is prudent to set aside Reserves equating to 4 months operating costs which is reviewed annually. It may not be possible to reserve this amount fully every year and a lower amount can be set by the trustees until such time as the appropriate level of reserves have been realised.

As at 31 March 2023 our Unrestricted Funds freely available ('free reserves') were £905,467 (2022: £1,077,979) equating to 3.7 months of total operating expenditure. We're accepting this is lower than the policy at present.

Citizens Advice SORT Group Ltd  
Trustees' Annual Report for the year ended 31 March 2023

### **Going Concern**

The Trustees consider the charity to be a going concern. There is no immediate impact on Going Concern from the Defined Benefit pension scheme. Any unfunded liabilities that might arise would be underwritten by the local authorities, who act as Guarantor. Funding is expected to continue at current levels and continued efforts for cost reductions further strengthen the case for continued, sustainable services.

## **Our structure, governance and management**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

## **Trustee board**

Our trustee board sets the strategic vision and gives strategic direction to the charity. The board is committed to high governance standards and complies with the principles and practices set out in the Charity Governance Code.

Our Chief Executive, Chief Operating Officer and broader leadership group are responsible for delivering the strategy and day-to-day operations. There are five formal trustee board meetings each year. The board has one board development session each year and other meetings and events to help trustees shape the organisation's strategic direction and develop as a team.

There were no members of the Trustee Board in paid employment at Citizens Advice SORT Group.

There were no ex-officio members who served as trustee directors during the year.

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2023

## Committees

The following committees support the trustee board in its work.

### **Finance, risk and assurance committee**

The committee;

- Monitors and oversees the current and future financial situation and associated risks
- Has oversight of the internal and external audit arrangements, including resourcing, review of plans and reports
- Provides scrutiny, and assurance on the strategic and significant operational and compliance risks
- Provides assurance on required standards, and statutory and regulatory requirements
- Provides oversight of governance arrangements in line with the Articles of Association

Peter Allen is the Chairperson of this committee and is supported by Mags Bradbury, Alan Whitfield, Sarah Diller.

### **People committee**

The committee:

- Oversees the development, delivery and monitoring of the organisation's people strategy
- Oversees, informs and scrutinises the development and implementation of an ambitious equity, diversity, inclusion and belonging strategy
- Leads on the recruitment and selection for appointments to the Board and committees
- Sets and review the annual performance and remuneration of the Chief Executive and Chief Operating Officer

Emily Allen is the Chairperson of this committee and is supported by David Trafford, Sarah Diller and Mags Bradbury.

### **Transformation and development committee**

The committee:

- Provides insight to and helps develop strategy proposals for the entire board
- Oversees agreed, large-scale transformation programmes that support the delivery of agreed strategy and visioning objectives
- Act's as a sounding board and provides direction on key business development activity that impacts
- Champions and ensure continued focus on continuous improvement, transformation and innovation across all business areas.

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2023

Martyn Beauchamp is the Chairperson of this committee and is supported by Emily Allen, David Trafford and Peter Allen.

## Recruitment, induction and training of trustees

We recruit trustee directors and committee members through an open and competitive process using social media, recruitment agencies, and our wider network to find talented individuals to provide strong leadership and experience. In 2022-23 we had 2 trustees terms end and, inline with our articles of association, their terms were extended until 2025

We'll be recruiting for new trustees over the coming year to alight any forthcoming vacancies.

Trustees and committee members receive a full induction. Inductions include meeting with the Chairperson and Chairpeople of committees, a meeting with all members of the leadership group and key management personnel. Inductions are tailored to meet individual needs and interests, including shadowing and visiting different services provided. Trustees and committee members are volunteers but are reimbursed for reasonable expenses.

The board annually reviews trustee board composition based on skills and experience - this forms part of the trustee board's annual appraisal.

Following Charity Commission guidance and the Companies Act, we file an AP01 with Companies House within 14 days of the appointment of a new trustee director. When details on that form change, form CH01 is completed and filled with Companies House. Where a trustee director rings, we file a TM01 form - all in line with our statutory obligations.

## Memberships and quality standards

We're a member of the Citizens Advice network. The Membership Agreement sets out the relationship between a member of the Citizens Advice service and a local Citizens Advice, including our respective roles and responsibilities - some of which are shared, e.g. protecting, promoting and developing the Citizens Advice brand. The Agreement sets out the high-level standards for membership (including service delivery) and some precise requirements, including details of what happens if a local Citizens Advice breaches the Agreement.

The Performance and Quality Framework is part of the Membership Agreement and sets out the standards all local Citizens Advice services must meet. The Performance Quality Framework consists of 4 parts:

- Quality of advice assessment conducted quarterly
- Client experience survey, conducted quarterly
- Leadership self-assessment, conducted annually
- People management survey, conducted annually

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2023

The Citizens Advice audit team check compliance with the Performance Quality Framework.

The Specialist Quality Mark (SQM) and the Advice Quality Standards (AQS) were renewed in October 2022 and September 2020, respectively for 3 years.

## The Leadership Group, remuneration and development

Our Leadership Group, which incorporates our key management personnel, are responsible for delivering the trustee board's visions and for the day-to-day operation of the charity. The Key management staff who served during the reporting period are as follows:

- Chief Executive Officer, Jonathan Yates
- Chief Operating Officer, Steve Hughes
- Head of Business Delivery, Stuart Pearson
- Head of Business Services, Julian Spencer

The People Committee is responsible for, under delegation from the trustee board, the appointment, remuneration and performance management of the Chief Executive Officer and Chief Operating Officer. The board reviewed the salaries of these key personnel roles in 2021, with external benchmarking taking place, as per the Harris Hill salary report.

## Risks and internal controls

Our trustees are responsible for effectively managing risk and ensuring internal controls are in place and operating as designed.

The Finance, risk and assurance committee has delegated responsibility for risk and internal controls. The committee interrogates quarterly risk reviews, a broader environmental review, and a quarterly summary is presented to the trustee board. Throughout the year, risk owners regularly reviewed operational and strategic risks to assess the likelihood, impact and appetite for each risk, the plans for managing them and the adequacy of those plans.

Our core risks are categorised as financial, governance, operational, external, compliance & regulation. The trustee board has an appointed risk lead who supports the Head of Business Services. This role is responsible for managing our risk strategy and environment.

## Statement of responsibilities of the trustees

The trustees (who are also directors of Citizens Advice SORT Group Ltd for the purposes of company law) are responsible for preparing the trustees' annual 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 charitable group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable group 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

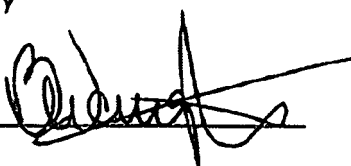
The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Auditors

Slade & Cooper Ltd were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

The trustees' annual report has been approved by the trustees on 7.12.23 and signed on their behalf by

Name 

Brenda Warrington  
Chair of Trustees

# **Independent Auditor's Report to the Members and Trustees of Citizens Advice SORT Group Ltd**

## **Opinion**

We have audited the financial statements of Citizens Advice SORT Group Ltd (the 'parent charitable company') and its subsidiaries for the year ended 31 March 2023, which comprise the Consolidated Statement of Financial Activities (including the income and expenditure account), the Balance Sheets of the group and the parent charitable company, the Consolidated Statement of Cash Flows and the related notes. 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 group's and charitable company's affairs as at 31 March 2023, and of the group's 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

## **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 group and charitable company 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 group's or parent charitable company'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 trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. 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 (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

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

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' 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.

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees (who are also the directors of the charitable company 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 group's and parent charitable company'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 group or parent 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**

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- enquiry of management and those charged with governance around actual and potential litigation and claims.
- enquiry of the charity's staff, management and those charged with governance to identify any instances of non-compliance with laws and regulations.
- reviewing minutes of meetings of those charged with governance.
- reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx>. This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company'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 charitable company's members and its 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Christy Yun Hing Lau FCCA DChA CTA*  
Senior Statutory Auditor

*for and on behalf of*

Slade & Cooper Limited  
Statutory Auditors  
Beehive Mill  
Jersey Street  
Manchester  
M4 6JG

**21st December 2023**

Slade & Cooper Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

**CITIZENS ADVICE SORT GROUP LTD**

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

|                                                              | <b>Note</b> | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Restricted<br/>Funds<br/>£</b> | <b>Total 2023<br/>£</b> | <b>Total 2022<br/>£</b> |
|--------------------------------------------------------------|-------------|-------------------------------------|-----------------------------------|-------------------------|-------------------------|
| <b>Income from:</b>                                          |             |                                     |                                   |                         |                         |
| Donations & legacies                                         | 4           | 4,106                               | -                                 | 4,106                   | 266                     |
| Funds donated from Stockport Merger                          |             | -                                   | -                                 | -                       | 336,711                 |
| Charitable activities                                        |             |                                     |                                   |                         |                         |
| Advice and Information                                       | 5           | 1,435,035                           | 1,171,394                         | 2,606,429               | 2,514,393               |
| Other income                                                 | 6           | 42,344                              | -                                 | 42,344                  | 41,329                  |
| Investment income                                            | 7           | 7,695                               | -                                 | 7,695                   | 3,418                   |
| <b>TOTAL INCOME</b>                                          |             | <b>1,489,180</b>                    | <b>1,171,394</b>                  | <b>2,660,574</b>        | <b>2,896,117</b>        |
| <b>EXPENDITURE ON</b>                                        |             |                                     |                                   |                         |                         |
| <b>Charitable activities</b>                                 |             |                                     |                                   |                         |                         |
| Advice and Information                                       | 8           | 1,765,881                           | 1,185,430                         | 2,951,311               | 2,783,592               |
| <b>TOTAL EXPENDITURE</b>                                     |             | <b>1,765,881</b>                    | <b>1,185,430</b>                  | <b>2,951,311</b>        | <b>2,783,592</b>        |
| <b>NET INCOME/ (EXPENDITURE) - before net gains/(losses)</b> |             | <b>(276,701)</b>                    | <b>(14,036)</b>                   | <b>(290,737)</b>        | <b>112,525</b>          |
| Realised gain/(loss) on investments                          |             | -                                   | -                                 | -                       | 12,050                  |
| Actuarial gain/(loss) on defined benefit pension scheme      |             | 905,000                             | -                                 | 905,000                 | 889,000                 |
| <b>NET INCOME/ (EXPENDITURE)</b>                             |             | <b>628,299</b>                      | <b>(14,036)</b>                   | <b>614,263</b>          | <b>1,013,575</b>        |
| <b>NET MOVEMENT IN FUNDS</b>                                 |             | <b>628,299</b>                      | <b>(14,036)</b>                   | <b>614,263</b>          | <b>1,013,575</b>        |
| <b>Reconciliation of Funds</b>                               |             |                                     |                                   |                         |                         |
| Funds brought forward at 1 April 2022                        |             | 351,211                             | 92,772                            | 443,983                 | (569,592)               |
| <b>Funds carried forward 31 March 2023</b>                   |             | <b>979,510</b>                      | <b>78,736</b>                     | <b>1,058,246</b>        | <b>443,983</b>          |

A comparative Statement of Financial Activities is found in Note 3

The Statement of Financial Activities includes all gains and losses recognised in the year.

All of the Charity's activities derive from continuing operations. Activities of Citizens Advice Stockport and Citizens Advice Trafford have been transferred to the parent charity see note 25.

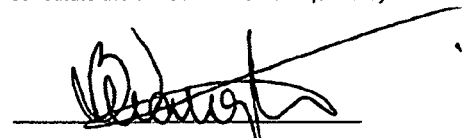
**CITIZENS ADVICE SORT GROUP LTD**

**BALANCE SHEET  
AS AT 31 MARCH 2023**

|                                                       |             | <b>The Group</b>        |                       | <b>The Charity</b>    |                         |
|-------------------------------------------------------|-------------|-------------------------|-----------------------|-----------------------|-------------------------|
|                                                       |             | <b>2023</b>             | <b>2022</b>           | <b>2023</b>           | <b>2022</b>             |
|                                                       | <b>note</b> | <b>£</b>                | <b>£</b>              | <b>£</b>              | <b>£</b>                |
| <b>FIXED ASSETS</b>                                   |             |                         |                       |                       |                         |
| Tangible Assets                                       | 15          | 74,043                  | 82,551                | -                     | -                       |
| Investments                                           | 16          | -                       | -                     | -                     | -                       |
|                                                       |             | <u>74,043</u>           | <u>82,551</u>         | <u>-</u>              | <u>-</u>                |
| <b>CURRENT ASSETS</b>                                 |             |                         |                       |                       |                         |
| Debtors                                               | 19          | 189,219                 | 403,593               | 327,230               | 53,148                  |
| Cash at bank and in hand                              |             | <u>917,020</u>          | <u>1,014,570</u>      | <u>150,121</u>        | <u>103,764</u>          |
|                                                       |             | <u>1,106,239</u>        | <u>1,418,163</u>      | <u>477,351</u>        | <u>156,912</u>          |
| <b>CREDITORS: Amounts falling due within one year</b> | 20          | (122,036)               | (225,731)             | (22,870)              | (457,323)               |
| <b>NET CURRENT ASSETS</b>                             |             | <u>984,203</u>          | <u>1,192,432</u>      | <u>454,481</u>        | <u>(300,411)</u>        |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>          |             | <u>1,058,246</u>        | <u>1,274,983</u>      | <u>454,481</u>        | <u>(300,411)</u>        |
| <b>Net Assets Excluding Defined Benefit Pension</b>   |             | <u>1,058,246</u>        | <u>1,274,983</u>      | <u>454,481</u>        | <u>(300,411)</u>        |
| Defined benefit pension scheme asset / (liability)    | 22          | -                       | (831,000)             | -                     | -                       |
| <b>TOTAL NET ASSETS</b>                               |             | <u><u>1,058,246</u></u> | <u><u>443,983</u></u> | <u><u>454,481</u></u> | <u><u>(300,411)</u></u> |
| <b>FUNDS</b>                                          |             |                         |                       |                       |                         |
| Restricted income funds                               | 21          | 78,736                  | 92,772                | 78,736                | -                       |
| Unrestricted income funds                             |             |                         |                       |                       |                         |
| General fund                                          | 21          | 979,510                 | 1,160,530             | 375,745               | (300,411)               |
| Designated fund                                       | 21          | -                       | 21,681                | -                     | -                       |
| Pension Reserve                                       | 21          | -                       | (831,000)             | -                     | -                       |
| <b>TOTAL FUNDS</b>                                    | 21          | <u><u>1,058,246</u></u> | <u><u>443,983</u></u> | <u><u>454,481</u></u> | <u><u>(300,411)</u></u> |

The notes on pages 18 - 35 form part of these accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.



name: Brenda Warrington

role: Chair of Trustees

7th December 2023

Company Registration Number : 08290395 (England & Wales)

**CITIZENS ADVICE SORT GROUP LTD**

**CONSOLIDATED STATEMENT OF CASH FLOWS**  
**YEAR ENDED 31 MARCH 2023**

|                                                          | note | 2023<br>£            | 2022<br>£            |
|----------------------------------------------------------|------|----------------------|----------------------|
| <b>Cash flows from operating activities</b>              |      |                      |                      |
| Net income/(Expenditure) for the period                  |      | 614,263              | 1,013,575            |
| <b>Adjusted for:</b>                                     |      |                      |                      |
| Depreciation charge                                      | 15   | 8,508                | 40,974               |
| Dividends, interest and rents from investments           | 7    | (7,695)              | (3,418)              |
| (Gains)/Losses on investments                            |      | -                    | (12,050)             |
| Pension scheme finance cost                              | 23   | 22,000               | 33,000               |
| Pension scheme Service cost                              | 23   | 52,000               | 79,000               |
| Pension scheme (gain)/loss                               | 23   | (905,000)            | (889,000)            |
| Decrease/(increase) in debtors                           | 19   | 214,374              | (140,378)            |
| (Decrease)/increase in creditors                         | 20   | (103,695)            | (31,332)             |
| <b>Net cash flows from operating activities</b>          |      | <u>(105,245)</u>     | <u>90,371</u>        |
| <b>Cash flows from investing activities</b>              |      |                      |                      |
| Dividends, interest and rents from investments           | 7    | 7,695                | 3,418                |
| Disposal of Fixed Asset Investments                      |      | -                    | 180,227              |
| Stockport Fixed Assets net book value upon merger        | 15   | -                    | (5,628)              |
| <b>Net cash flows from investing activities</b>          |      | <u>7,695</u>         | <u>178,017</u>       |
| <br>Net increase/(decrease) in cash and cash equivalents |      | <br>(97,550)         | <br>268,388          |
| <br>Cash and cash equivalents at 1 April 2022            |      | <br><u>1,014,570</u> | <br><u>746,182</u>   |
| <br>Cash and cash equivalents at 31 March 2023           |      | <br><u>917,020</u>   | <br><u>1,014,570</u> |

All of the cash flows are derived from continuing operations during the above two periods except for cashflows for Citizens Advice Stockport and Citizens Advice Trafford, the two subsidiaries which closed at the period end.

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**1. Accounting Policies**

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

**a Basis of preparation**

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

Citizens Advice SORT Group Ltd meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

At the end of the period two of the charity's subsidiaries ceased to trade. Therefore they have been included in these statements on a break-up basis.

**b Group financial statements**

The consolidated financial statements incorporate the financial statements of the company and entities (including special purpose entities) controlled by the group (its subsidiaries). Control is achieved where the group has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

The results of subsidiaries acquired or disposed of during the year are included in total comprehensive income from the effective date of acquisition and up to the effective date of disposal, as appropriate using accounting policies consistent with those of the parent.

All intra-group transactions, balances, income and expenses are eliminated in full on consolidation. Investments in subsidiaries are accounted for the cost less impairment in the individual financial statements.

**c Preparation of the accounts on going concern basis**

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

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 estimated 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 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 futures periods.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

## **CITIZENS ADVICE SORT GROUP LTD**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023**

#### **d Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has the entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that the probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of the probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

#### **e Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in the expenditure in the period of receipt.

#### **f Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

#### **g Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

## **CITIZENS ADVICE SORT GROUP LTD**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023**

#### **i Expenditure and Irrecoverable VAT**

Expenditure is recognised once there is a legal or constrictive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings aggregate to all cost related to the category. Where the costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

#### **i Allocation of governance costs**

Governance costs include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on Governance or constitutional matters. Governance costs have been apportioned based on employee hours.

#### **j Operating leases**

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership remain with the lessor. Rental charges are charged on a straight lined basis over the term of the lease.

#### **k Tangible fixed assets**

Individual fixed assets costing £2000 or more are capitalised at cost and are depreciated over the estimated useful economic lives as follows:

|                                  |                       |
|----------------------------------|-----------------------|
| Freehold building                | 2% -4% straight lined |
| Leasehold land                   | Not depreciated       |
| Property improvements            | 10% straight line     |
| Fixtures, fittings and equipment | 10%-33% straight line |

#### **l Fixed asset investments**

Investments in quoted equity instruments are measured at fair value. Changes in fair value are recognised in the Statement of Financial Activities.

#### **m 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.

#### **n Cash at the bank and in hand**

Cash at the bank and cash in the 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.

#### **o Creditors and provisions**

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

## **CITIZENS ADVICE SORT GROUP LTD**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023**

#### **p Financial instruments**

The charity only has financial assets and financial 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.

#### **q Pension cost and other post-retirement benefits**

##### **Defined benefit pension plan**

The company recognises a defined net benefit pension asset or liability in the balance sheet as the net total of the present value of its obligations and the fair value of plan assets out of which the obligations are to be settled. A defined benefit liability is measured on a discounted present value basis using a rate determined by reference to market yields at the reporting date of high quality corporate bonds, equalities and property. Defined benefit obligations and the related expenses are measured using the projected unit credit method. Plan surpluses are recognised as a defined benefit asset only to the extent that the surplus is recoverable either through reduced contributions in the future or through refunds from the plan.

Changes in the net defined benefit asset or liability arising from employee service are recognised in income or expenditure as a current service cost where it related to services in the current period and as a past service cost where it relates to services in prior periods. Costs relating to plan instructions, benefit changes, curtailments and settlements are recognised in income or expenditure in the period in which they occur.

Net interest is determined by multiplying the net defined benefit liability by the discount rate, both as determined at the start of the reporting period, taking account of any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. Net interest is recognised in income or expenditure.

##### **Defined Contribution pension plan**

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.

## **2. Legal Status of the Charity**

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1

**CITIZENS ADVICE SORT GROUP LTD**

**3. COMPARATIVE CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022 (INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

|                                                              | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total 2022<br>£  |
|--------------------------------------------------------------|----------------------------|--------------------------|------------------|
| <b>Income from:</b>                                          |                            |                          |                  |
| Donations & legacies                                         | 266                        | -                        | 266              |
| Funds donated from Stockport Merger                          | 307,560                    | 29,151                   | 336,711          |
| Charitable activities                                        |                            |                          |                  |
| Advice and Information                                       | 1,418,832                  | 1,095,561                | 2,514,393        |
| Other income                                                 | 41,329                     | -                        | 41,329           |
| Investment income                                            | 3,418                      | -                        | 3,418            |
| <b>TOTAL INCOME</b>                                          | <b>1,771,405</b>           | <b>1,124,712</b>         | <b>2,896,117</b> |
| <b>EXPENDITURE ON</b>                                        |                            |                          |                  |
| Charitable activities                                        |                            |                          |                  |
| Advice and Information                                       | 1,767,869                  | 1,015,723                | 2,783,592        |
| <b>TOTAL EXPENDITURE</b>                                     | <b>1,767,869</b>           | <b>1,015,723</b>         | <b>2,783,592</b> |
| <b>NET INCOME/ (EXPENDITURE) - before net gains/(losses)</b> | <b>3,536</b>               | <b>108,989</b>           | <b>112,525</b>   |
| Realised gain/(loss) on investments                          | 12,050                     | -                        | 12,050           |
| Actuarial gain/(loss) on defined benefit pension scheme      | 889,000                    | -                        | 889,000          |
| <b>NET INCOME/ (EXPENDITURE)</b>                             | <b>904,586</b>             | <b>108,989</b>           | <b>1,013,575</b> |
| Transfers Between Funds                                      | 20,093                     | (20,093)                 | -                |
| <b>NET MOVEMENT IN FUNDS</b>                                 | <b>924,679</b>             | <b>88,896</b>            | <b>1,013,575</b> |
| <b>Reconciliation of Funds</b>                               |                            |                          |                  |
| Funds brought forward at 1 April 2021                        | (573,468)                  | 3,876                    | (569,592)        |
| <b>Funds carried forward 31 March 2022</b>                   | <b>351,211</b>             | <b>92,772</b>            | <b>443,983</b>   |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**4. Income from Donations and Legacies**

|           | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2023 | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2022 |
|-----------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|
|           | £                     | £                   | £             | £                     | £                   | £             |
| Donations | 4,106                 | -                   | 4,106         | 266                   | -                   | 266           |
| Total     | <u>4,106</u>          | <u>-</u>            | <u>4,106</u>  | <u>266</u>            | <u>-</u>            | <u>266</u>    |

**5. Income from Charitable Activities**

|                                                                  | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2023    | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2022    |
|------------------------------------------------------------------|-----------------------|---------------------|------------------|-----------------------|---------------------|------------------|
|                                                                  | £                     | £                   | £                | £                     | £                   | £                |
| <b>Advice &amp; Information Services:</b>                        |                       |                     |                  |                       |                     |                  |
| <b>Funder</b>                                                    |                       |                     |                  |                       |                     |                  |
| Action Together - Household Support Grant                        | -                     | -                   | -                | -                     | 10,000              | 10,000           |
| Action Together - Other                                          | -                     | -                   | -                | 1,000                 | -                   | 1,000            |
| Brinnington Big Local                                            | -                     | 21,276              | 21,276           | -                     | 15,957              | 15,957           |
| Citizens Advice Coventry                                         | 500                   | -                   | 500              | -                     | -                   | -                |
| Citizens Advice Greater Manchester                               | 19,878                | -                   | 19,878           | 370                   | -                   | 370              |
| Citizens Advice National - Cost of Living                        | 15,000                | -                   | 15,000           | -                     | -                   | -                |
| Citizens Advice National - Debt Recovery                         | -                     | -                   | -                | 90                    | -                   | 90               |
| Citizens Advice National - Energy                                | 27,651                | -                   | 27,651           | 10,005                | -                   | 10,005           |
| Citizens Advice National - Help to Claim                         | -                     | 338,658             | 338,658          | -                     | 431,490             | 431,490          |
| Citizens Advice National - MAPS                                  | -                     | 316,517             | 316,517          | -                     | 414,331             | 414,331          |
| Citizens Advice National - Other                                 | 559                   | -                   | 559              | 15,950                | -                   | 15,950           |
| Citizens Advice National - Yorkshire Building Society            | 17,250                | -                   | 17,250           | 750                   | -                   | 750              |
| Citizens Advice Salford                                          | -                     | -                   | -                | 2,092                 | -                   | 2,092            |
| Citizens Advice Sheffield                                        | 600                   | -                   | 600              | -                     | -                   | -                |
| Citizens Advice Tameside                                         | -                     | -                   | -                | 8,400                 | -                   | 8,400            |
| Citizens Advice Wokingham                                        | -                     | -                   | -                | 400                   | -                   | 400              |
| Energy Saving Trust                                              | -                     | 161,908             | 161,908          | -                     | -                   | -                |
| First Choice Homes                                               | -                     | -                   | -                | (10,500)              | -                   | (10,500)         |
| Headway Rochdale and Bury                                        | -                     | -                   | -                | (56)                  | -                   | (56)             |
| Irwin Valley Housing Association                                 | -                     | -                   | -                | (1,221)               | -                   | (1,221)          |
| Legal Aid Agency                                                 | 60,749                | -                   | 60,749           | (27,180)              | -                   | (27,180)         |
| Macmillan Cancer Support                                         | -                     | 177,836             | 177,836          | 1                     | 31,154              | 31,155           |
| Multiple Sclerosis Society                                       | 375                   | -                   | 375              | 1,983                 | -                   | 1,983            |
| NHS Oldham                                                       | 118,639               | -                   | 118,639          | 113,444               | -                   | 113,444          |
| Oldham Metropolitan Borough Council - Main grant                 | 343,200               | -                   | 343,200          | 260,000               | -                   | 260,000          |
| Oldham Metropolitan Borough Council - Outreach                   | -                     | -                   | -                | 35,856                | -                   | 35,856           |
| Positive Steps                                                   | 30,000                | -                   | 30,000           | 30,000                | -                   | 30,000           |
| Pure Innovations                                                 | -                     | 19,029              | 19,029           | -                     | 18,938              | 18,938           |
| Rochdale Metropolitan Borough Council                            | 320,384               | -                   | 320,384          | 400,171               | -                   | 400,171          |
| Rochdale Metropolitan Borough Council - Covid Winter fund        | -                     | -                   | -                | -                     | 26,748              | 26,748           |
| Rochdale Metropolitan Borough Council - Innovation fund          | 16,000                | -                   | 16,000           | 15,000                | -                   | 15,000           |
| Shaw & Crompton Parish Council                                   | 4,500                 | -                   | 4,500            | 4,500                 | -                   | 4,500            |
| Stockport Foodbank                                               | -                     | 24,025              | 24,025           | -                     | -                   | -                |
| Stockport Metropolitan Borough Council                           | 290,000               | -                   | 290,000          | 330,019               | -                   | 330,019*         |
| Stockport Metropolitan Borough Council - Covid Relief            | -                     | 394                 | 394              | -                     | 18,000              | 18,000           |
| Stockport Metropolitan Borough Council - Household Support Grant | -                     | -                   | -                | -                     | 42,000              | 42,000           |
| The Headley Trust                                                | 15,000                | -                   | 15,000           | -                     | -                   | -                |
| Trafford Foodbank                                                | -                     | 6,294               | 6,294            | -                     | -                   | -                |
| Trafford Housing Trust - Smart Meters                            | -                     | 55,515              | 55,515           | -                     | -                   | -                |
| Trafford Housing Trust - Warm Trafford                           | -                     | 49,656              | 49,656           | -                     | -                   | -                |
| Trafford Metropolitan Borough Council                            | 154,750               | -                   | 154,750          | 225,758               | -                   | 225,758          |
| Trafford Metropolitan Borough Council - Covid Relief             | -                     | 286                 | 286              | -                     | 7,000               | 7,000            |
| Trafford Metropolitan Borough Council - Fuel Debt Initiative     | -                     | -                   | -                | -                     | 28,000              | 28,000           |
| Trafford Metropolitan Borough Council - Wellbeing Grant          | -                     | -                   | -                | 2,000                 | -                   | 2,000            |
| Trafford Metropolitan Borough Council - Winter Resilience        | -                     | -                   | -                | -                     | 51,943              | 51,943           |
| Total                                                            | <u>1,435,035</u>      | <u>1,171,394</u>    | <u>2,606,429</u> | <u>1,418,832</u>      | <u>1,095,561</u>    | <u>2,514,393</u> |

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**6. Other Income**

|              | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2023 | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2022 |
|--------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|
|              | £                     | £                   | £             | £                     | £                   | £             |
| Other Income | 42,344                | -                   | 42,344        | 41,329                | -                   | 41,329        |
| Total        | <u>42,344</u>         | <u>-</u>            | <u>42,344</u> | <u>41,329</u>         | <u>-</u>            | <u>41,329</u> |

**7. Investment Income**

|                           | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2023 | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2022 |
|---------------------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|
|                           | £                     | £                   | £             | £                     | £                   | £             |
| Income from bank deposits | 7,695                 | -                   | 7,695         | 3,013                 | -                   | 3,013         |
| Dividends Received        | -                     | -                   | -             | 405                   | -                   | 405           |
|                           | <u>7,695</u>          | <u>-</u>            | <u>7,695</u>  | <u>3,418</u>          | <u>-</u>            | <u>3,418</u>  |

**8. Analysis of Expenditure on Charitable Activities**

|                                           | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2023    |
|-------------------------------------------|-----------------------|---------------------|------------------|
|                                           | £                     | £                   | £                |
| <b>Advice &amp; information services:</b> |                       |                     |                  |
| Direct costs                              | 1,364,907             | 888,860             | 2,253,767        |
| Grants payable (note 9)                   | -                     | 25,607              | 25,607           |
| Allocated Support Costs (see below)       | 387,254               | 259,962             | 647,216          |
| Governance Costs                          | 13,720                | 11,001              | 24,721           |
| Total Resources Expended                  | <u>1,765,881</u>      | <u>1,185,430</u>    | <u>2,951,311</u> |

|                                  | Staff<br>Costs | Other<br>Costs | Total<br>2023 |
|----------------------------------|----------------|----------------|---------------|
|                                  | £              | £              | £             |
| Allocated Support Costs comprise | 550,148        | 97,068         | 647,216       |

|                                     | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2022    |
|-------------------------------------|-----------------------|---------------------|------------------|
|                                     | £                     | £                   | £                |
| <b>Prior year</b>                   |                       |                     |                  |
| Advice & information services:      |                       |                     |                  |
| Direct costs                        | 1,311,235             | 656,620             | 1,967,855        |
| Grants payable (note 9)             | -                     | 99,785              | 99,785           |
| Allocated Support Costs (see below) | 420,970               | 241,867             | 662,837          |
| Governance Costs                    | 35,664                | 17,451              | 53,115           |
| Total Resources Expended            | <u>1,767,869</u>      | <u>1,015,723</u>    | <u>2,783,592</u> |

|                                  | Staff<br>Costs | Other<br>Costs | Total<br>2022 |
|----------------------------------|----------------|----------------|---------------|
|                                  | £              | £              | £             |
| Allocated Support Costs comprise | 525,496        | 137,341        | 662,837       |

**9. Analysis of Grants Payable**

|                      | Grants to<br>Institutions | Grants to<br>Individuals | Support<br>Costs | Total<br>2023 |
|----------------------|---------------------------|--------------------------|------------------|---------------|
|                      | £                         | £                        | £                | £             |
| Client crisis grants | -                         | 25,607                   | 4,682            | 30,289        |
|                      | <u>-</u>                  | <u>25,607</u>            | <u>4,682</u>     | <u>30,289</u> |
| Total 2022           | -                         | 99,785                   | 4,897            | 104,682       |

**10. Net Income/(Expenditure) for the year**

|                                            | Total<br>2023 | Total<br>2022 |
|--------------------------------------------|---------------|---------------|
|                                            | £             | £             |
| This is stated after charging/(crediting): |               |               |
| Depreciation                               | 8,508         | 40,974        |
| Operating Leases:                          |               |               |
| Property                                   | 60,514        | 32,032        |
| Other                                      | -             | 1,403         |
| Audit Fees                                 | 21,990        | 10,780        |

## CITIZENS ADVICE SORT GROUP LTD

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

#### 11. Staff costs

Staff costs during the year were as follows:

|                       | Total 2023       | Total 2022       |
|-----------------------|------------------|------------------|
|                       | £                | £                |
| Wages & Salaries      | 2,031,175        | 1,851,703        |
| Social Security Costs | 174,018          | 156,048          |
| Pension Costs         | 80,844           | 86,026           |
| Termination payments  | 36,868           | -                |
|                       | <u>2,322,905</u> | <u>2,093,777</u> |

One Employee has employee benefits between £60,000 and £70,000 in the year (2022: 2)

The average number of staff employed during the period was 93 (2022: 85)

The key management personnel of the charity comprise the trustees, the Chief Executive and the Chief Operating Officer. The total employee benefits of the key management personnel of the charity were £151,490 (2022: £144,205)

#### 12. Trustee Remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2022: Nil)

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year. (2022 : Nil)

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

The board of Trustees also control Citizens Advice Rochdale Ltd, Citizens Advice Stockport, Citizens Advice Trafford and Citizens Advice SORT Group Ltd.

#### 13. Government Grants

The government grants recognised in the accounts were as follows:

|                   | Total 2023     | Total 2022       |
|-------------------|----------------|------------------|
|                   | £              | £                |
| Oldham Council    | 343,200        | 295,856          |
| Rochdale Council  | 336,384        | 441,919          |
| Stockport Council | -              | 100,000          |
| Trafford Council  | 8,750          | 168,701          |
|                   | <u>688,334</u> | <u>1,006,476</u> |

There were no unfulfilled conditions or contingencies attaching to the grants

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**14. Corporation tax**

The charity is exempt from corporation tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

**15. Fixed assets: tangible assets**

| <b>The Group</b>      | <b>Freehold<br/>property at<br/>valuation<br/>£</b> | <b>Long<br/>leasehold at<br/>valuation<br/>£</b> | <b>Improvements to<br/>property at cost<br/>£</b> | <b>Fixtures and<br/>fittings at<br/>cost<br/>£</b> | <b>Total<br/>£</b> |
|-----------------------|-----------------------------------------------------|--------------------------------------------------|---------------------------------------------------|----------------------------------------------------|--------------------|
| <b>Cost</b>           |                                                     |                                                  |                                                   |                                                    |                    |
| At 1 April 2022       | 110,000                                             | 15,000                                           | 53,903                                            | 120,741                                            | 299,644            |
| Additions             | -                                                   | -                                                | -                                                 | -                                                  | -                  |
| Disposals             | -                                                   | -                                                | -                                                 | -                                                  | -                  |
| At 31 March 2023      | <u>110,000</u>                                      | <u>15,000</u>                                    | <u>53,903</u>                                     | <u>120,741</u>                                     | <u>299,644</u>     |
| <b>Depreciation</b>   |                                                     |                                                  |                                                   |                                                    |                    |
| At 1 April 2022       | 42,449                                              | -                                                | 53,903                                            | 120,741                                            | 217,093            |
| Charge for the year   | 8,508                                               | -                                                | -                                                 | -                                                  | 8,508              |
| Disposals             | -                                                   | -                                                | -                                                 | -                                                  | -                  |
| At 31 March 2023      | <u>50,957</u>                                       | <u>-</u>                                         | <u>53,903</u>                                     | <u>120,741</u>                                     | <u>225,601</u>     |
| <b>Net Book Value</b> |                                                     |                                                  |                                                   |                                                    |                    |
| At 31 March 2023      | <u>59,043</u>                                       | <u>15,000</u>                                    | <u>-</u>                                          | <u>-</u>                                           | <u>74,043</u>      |
| At 31 March 2022      | <u>67,551</u>                                       | <u>15,000</u>                                    | <u>-</u>                                          | <u>-</u>                                           | <u>82,551</u>      |

The revaluation of the Freehold Property and Long Leasehold Land was carried out on 13th October 2017 by Barton Kendall Commercial, Chartered Surveyors.

The carrying amount under the cost value would have been £73,430 (2022: £82,580) Freehold Property and £9,552 (2022: £9,552) Long Leasehold land.

**The Charity**

The Charity does not hold any fixed assets at the period end

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**16. Investments**

|                                       | <b>The Group</b> |           | <b>The Charity</b> |           |
|---------------------------------------|------------------|-----------|--------------------|-----------|
|                                       | 2023             | 2022      | 2023               | 2022      |
|                                       | £                | £         | £                  | £         |
| Market value at the start of the year | 0                | 168,177   | -                  | 168,177   |
| Impairments                           | -                | -         | -                  | -         |
| Add net gain/(loss) on revaluation    | -                | 12,050    | -                  | 12,050    |
| Disposals                             | -                | (180,227) | -                  | (180,227) |
| Market value at the end of the year   | -                | -         | -                  | -         |

Investments are all carried at fair value and are all traded in quoted public markets except any investment in the subsidiary undertakings.

There were no investments outside the UK.

**17. Subsidiary Undertaking**

The company holds 100% of the voting rights of the following companies

| <b>Company</b>                | <b>Company number</b> | <b>Charity number</b> | <b>Registered office</b> | <b>Total Funds £</b> | <b>surplus/ (deficit) for the year £</b> |
|-------------------------------|-----------------------|-----------------------|--------------------------|----------------------|------------------------------------------|
| Citizens Advice Oldham Ltd    | 02165003              | 519868                | England & Wales          | 63,404               | (134,921)                                |
| Citizens Advice Rochdale Ltd  | 02332284              | 701212                | England & Wales          | 540,362              | 727,735                                  |
| Citizens Advice Stockport Ltd | 04493373              | 1097107               | England & Wales          | -                    | (371,884)                                |
| Citizens Advice Trafford      | 05027375              | 1102003               | England & Wales          | -                    | (361,559)                                |

The deficit in Citizens Advice Stockport and Citizens Advice Trafford includes the transfer to all funds out of the respective charities. The funds were transferred into SORT Group, the corresponding income being reflected in Note 18

**18. Parent Charity**

The parent charity's gross income and the results for the year are disclosed as follows:

|                                                               | 2023      | 2022      |
|---------------------------------------------------------------|-----------|-----------|
|                                                               | £         | £         |
| Gross Income before funds transferred from group subsidiaries | 1,188,812 | 946,867   |
| Funds transferred in from Citizens Advice Stockport           | 404,475   | -         |
| Funds transferred in from Citizens Advice Trafford            | 388,240   | -         |
| Result for the year                                           | 754,892   | (258,791) |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**19. Debtors**

|                                    | <b>The Group</b> |                | <b>The Charity</b> |               |
|------------------------------------|------------------|----------------|--------------------|---------------|
|                                    | 2023             | 2022           | 2023               | 2022          |
|                                    | £                | £              | £                  | £             |
| Trade debtors                      | 35,089           | 331,302        | 14,907             | 12,170        |
| Amounts owed by group undertakings | -                | -              | 168,847            | -             |
| Other debtors                      | 47,523           | 25,889         | 47,523             | 24,890        |
| Prepayments                        | 11,036           | 14,473         | 6,973              | 9,373         |
| Accrued income                     | 95,571           | 31,929         | 88,980             | 6,715         |
|                                    | <u>189,219</u>   | <u>403,593</u> | <u>327,230</u>     | <u>53,148</u> |

**20. Creditors: Amounts falling due within one year**

|                                    | <b>The Group</b> |                | <b>The Charity</b> |                |
|------------------------------------|------------------|----------------|--------------------|----------------|
|                                    | 2023             | 2022           | 2023               | 2022           |
|                                    | £                | £              | £                  | £              |
| Trade Creditors                    | 16,720           | 25,884         | 15,634             | 18,173         |
| Taxation and social security costs | 68,137           | 102,872        | -                  | 1,132          |
| Pension creditor                   | 6,289            | 24,073         | -                  | -              |
| Accruals                           | 29,286           | 42,310         | 5,736              | 20,220         |
| Deferred Income                    | 1,500            | 23,634         | 1,500              | 8,250          |
| Other Creditors                    | 104              | 6,958          | -                  | 6,958          |
| Amounts owed to group undertakings | -                | -              | -                  | 402,590        |
|                                    | <u>122,036</u>   | <u>225,731</u> | <u>22,870</u>      | <u>457,323</u> |

CITIZENS ADVICE SORT GROUP LTD

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

21. Funds

|                                                           | Balance 1      | Incoming         | Outgoing           | Gains &        | Transfers | Balance 31       |
|-----------------------------------------------------------|----------------|------------------|--------------------|----------------|-----------|------------------|
|                                                           | April 2022     | Resources        | Resources          | (Losses)       |           | March 2023       |
|                                                           | £              | £                | £                  | £              | £         | £                |
| <b>The Group</b>                                          |                |                  |                    |                |           |                  |
| <b>Unrestricted funds:</b>                                |                |                  |                    |                |           |                  |
| General Funds                                             | 1,160,530      | 1,489,180        | (1,691,881)        | -              | 21,681    | 979,510          |
| Designated Funds                                          | 21,681         | -                | -                  | -              | (21,681)  | -                |
| Pension reserve                                           | (831,000)      | -                | (74,000)           | 905,000        | -         | -                |
| <b>Total unrestricted funds</b>                           | <b>351,211</b> | <b>1,489,180</b> | <b>(1,765,881)</b> | <b>905,000</b> | <b>-</b>  | <b>979,510</b>   |
| <b>Restricted Funds:</b>                                  |                |                  |                    |                |           |                  |
| Brinnington Big Local                                     | -              | 21,276           | (21,276)           | -              | -         | -                |
| Citizens Advice National - Help to Claim                  | -              | 338,658          | (338,658)          | -              | -         | -                |
| Citizens Advice National - MAPS                           | -              | 316,517          | (316,517)          | -              | -         | -                |
| Client Grants                                             | 40,829         | 680              | (30,288)           | -              | -         | 11,221           |
| Energy Saving Trust                                       | -              | 161,908          | (149,908)          | -              | -         | 12,000           |
| Macmillan Cancer Support                                  | -              | 177,836          | (177,836)          | -              | -         | -                |
| Pure Innovations                                          | -              | 19,029           | (19,029)           | -              | -         | -                |
| Stockport Foodbank                                        | -              | 24,025           | (24,025)           | -              | -         | -                |
| Trafford Foodbank                                         | -              | 6,294            | (6,294)            | -              | -         | -                |
| Trafford Housing Trust - Smart Meters                     | -              | 55,515           | -                  | -              | -         | 55,515           |
| Trafford Housing Trust - Warm Trafford                    | -              | 49,656           | (49,656)           | -              | -         | -                |
| Trafford Metropolitan Borough Council - Winter Resilience | 51,943         | -                | (51,943)           | -              | -         | -                |
| <b>Total restricted funds</b>                             | <b>92,772</b>  | <b>1,171,394</b> | <b>(1,185,430)</b> | <b>-</b>       | <b>-</b>  | <b>78,736</b>    |
| <b>Total funds</b>                                        | <b>443,983</b> | <b>2,660,574</b> | <b>(2,951,311)</b> | <b>905,000</b> | <b>-</b>  | <b>1,058,246</b> |

|                                                              | Balance 1        | Incoming         | Outgoing           | Gains &  | Transfers | Balance 31     |
|--------------------------------------------------------------|------------------|------------------|--------------------|----------|-----------|----------------|
|                                                              | April 2022       | Resources        | Resources          | (Losses) |           | March 2023     |
|                                                              | £                | £                | £                  | £        | £         | £              |
| <b>The Charity</b>                                           |                  |                  |                    |          |           |                |
| <b>Unrestricted funds:</b>                                   |                  |                  |                    |          |           |                |
| General Funds                                                | (300,411)        | 938,852          | (262,696)          | -        | -         | 375,745        |
| Designated Funds                                             | -                | -                | -                  | -        | -         | -              |
| Pension reserve                                              | -                | -                | -                  | -        | -         | -              |
| <b>Total unrestricted funds</b>                              | <b>(300,411)</b> | <b>938,852</b>   | <b>(262,696)</b>   | <b>-</b> | <b>-</b>  | <b>375,745</b> |
| <b>Restricted Funds:</b>                                     |                  |                  |                    |          |           |                |
| Brinnington Big Local                                        | -                | 1,114            | (1,114)            | -        | -         | -              |
| Citizens Advice National - Help to Claim                     | -                | 338,658          | (338,658)          | -        | -         | -              |
| Citizens Advice National - MAPS                              | -                | 316,517          | (316,517)          | -        | -         | -              |
| Energy Saving Trust                                          | -                | 161,908          | (149,908)          | -        | -         | 12,000         |
| Macmillan Cancer Support                                     | -                | 142,227          | (142,227)          | -        | -         | -              |
| Pure Innovations                                             | -                | 2,206            | (2,206)            | -        | -         | -              |
| Trafford Foodbank                                            | -                | 6,294            | (6,294)            | -        | -         | -              |
| Trafford Housing Trust - Smart Meters                        | -                | 55,515           | -                  | -        | -         | 55,515         |
| Trafford Housing Trust - Warm Trafford                       | -                | 4,454            | (4,454)            | -        | -         | -              |
| Trafford Metropolitan Borough Council - Fuel Debt Initiative | -                | 11,221           | -                  | -        | -         | 11,221         |
| Trafford Metropolitan Borough Council - Winter Resilience    | -                | 2,561            | (2,561)            | -        | -         | -              |
| <b>Total restricted funds</b>                                | <b>-</b>         | <b>1,042,675</b> | <b>(963,939)</b>   | <b>-</b> | <b>-</b>  | <b>78,736</b>  |
| <b>Total funds</b>                                           | <b>(300,411)</b> | <b>1,981,527</b> | <b>(1,226,635)</b> | <b>-</b> | <b>-</b>  | <b>454,481</b> |

Trafford MBC - Fuel Debt Initiative is a Restricted fund transferred into SORT group from the group subsidiary Citizens Advice Trafford. The fund balance at March 23 is held in the Group under Client Grants

CITIZENS ADVICE SORT GROUP LTD

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023

21. Funds (cont.)

Prior Reporting Period

|                                  | Balance 1<br>April 2021<br>£ | Incoming<br>Resources<br>£ | Outgoing<br>Resources<br>£ | Gains &<br>(Losses)<br>£ | Transfers<br>£  | Balance 31<br>March 2022<br>£ |
|----------------------------------|------------------------------|----------------------------|----------------------------|--------------------------|-----------------|-------------------------------|
| <b>The Group</b>                 |                              |                            |                            |                          |                 |                               |
| <b>Unrestricted funds:</b>       |                              |                            |                            |                          |                 |                               |
| General Funds                    | 1,012,851                    | 1,771,405                  | (1,655,869)                | 12,050                   | 20,093          | 1,160,530                     |
| Designated Funds                 | 21,681                       | -                          | -                          | -                        | -               | 21,681                        |
| Pension reserve                  | (1,608,000)                  | -                          | (112,000)                  | 889,000                  | -               | (831,000)                     |
| <b>Total unrestricted funds</b>  | <b>(573,468)</b>             | <b>1,771,405</b>           | <b>(1,767,869)</b>         | <b>901,050</b>           | <b>20,093</b>   | <b>351,211</b>                |
| <b>Restricted Funds:</b>         |                              |                            |                            |                          |                 |                               |
| Adviceline Development           | -                            | 8,200                      | (8,200)                    | -                        | -               | -                             |
| Brinnington Big Local            | -                            | 15,957                     | (15,957)                   | -                        | -               | -                             |
| Client Grants                    | -                            | 131,748                    | (104,681)                  | -                        | 13,762          | 40,829                        |
| Good Things Foundation           | -                            | 1,500                      | (1,500)                    | -                        | -               | -                             |
| Help to Claim                    | (2,894)                      | 431,490                    | (428,596)                  | -                        | -               | -                             |
| Irwin Valley Housing Association | 6,770                        | -                          | (6,770)                    | -                        | -               | -                             |
| Macmillan Cancer Support         | -                            | 31,154                     | (31,154)                   | -                        | -               | -                             |
| MAPS Debt Advice                 | -                            | 433,782                    | (399,927)                  | -                        | (33,855)        | -                             |
| Pure Innovations                 | -                            | 18,938                     | (18,938)                   | -                        | -               | -                             |
| Winter Resilience                | -                            | 51,943                     | -                          | -                        | -               | 51,943                        |
| <b>Total restricted funds</b>    | <b>3,876</b>                 | <b>1,124,712</b>           | <b>(1,015,723)</b>         | <b>-</b>                 | <b>(20,093)</b> | <b>92,772</b>                 |
| <b>Total funds</b>               | <b>(569,592)</b>             | <b>2,896,117</b>           | <b>(2,783,592)</b>         | <b>901,050</b>           | <b>-</b>        | <b>443,983</b>                |

Adviceline Development includes £8200, Good Things Foundation includes £1500 and MAPS Debt Advice includes £19,451 incoming resources - all of which were received upon the merging of Citizens Advice Stockport into the group.

|                                 | Balance 1<br>April 2021<br>£ | Incoming<br>Resources<br>£ | Outgoing<br>Resources<br>£ | Gains &<br>(Losses)<br>£ | Transfers<br>£ | Balance 31<br>March 2022<br>£ |
|---------------------------------|------------------------------|----------------------------|----------------------------|--------------------------|----------------|-------------------------------|
| <b>The Charity</b>              |                              |                            |                            |                          |                |                               |
| <b>Unrestricted funds:</b>      |                              |                            |                            |                          |                |                               |
| General Funds                   | (38,726)                     | 104,403                    | (378,138)                  | 12,050                   | -              | (300,411)                     |
| Designated Funds                | -                            | -                          | -                          | -                        | -              | -                             |
| Pension reserve                 | -                            | -                          | -                          | -                        | -              | -                             |
| <b>Total unrestricted funds</b> | <b>(38,726)</b>              | <b>104,403</b>             | <b>(378,138)</b>           | <b>12,050</b>            | <b>-</b>       | <b>(300,411)</b>              |
| <b>Restricted Funds:</b>        |                              |                            |                            |                          |                |                               |
| Help to Claim                   | (2,894)                      | 431,490                    | (428,596)                  | -                        | -              | -                             |
| MAPS Debt Advice                | -                            | 410,974                    | (410,974)                  | -                        | -              | -                             |
| <b>Total restricted funds</b>   | <b>(2,894)</b>               | <b>842,464</b>             | <b>(839,570)</b>           | <b>-</b>                 | <b>-</b>       | <b>-</b>                      |
| <b>Total funds</b>              | <b>(41,620)</b>              | <b>946,867</b>             | <b>(1,217,708)</b>         | <b>12,050</b>            | <b>-</b>       | <b>(300,411)</b>              |

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

21. Funds (cont.)

| <b>Name of Fund</b>                      | <b>Purpose</b>                                                                                                                               |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Brinnington Big Local                    | Advice for residents in the Brinnington area                                                                                                 |
| Citizens Advice National - Help to Claim | To assist claimants of Universal Credit to successfully make a claim                                                                         |
| Citizens Advice National - MAPS          | Funding for Face to Face debt advice                                                                                                         |
| Client Grants                            | Funds for distribution to clients in crisis                                                                                                  |
| Energy Saving Trust                      | Energy advice to people living in privately rented accommodation and vulnerable situations in Stockport, Oldham, Rochford and Trafford.      |
| Foodbank Stockport                       | Advice for clients of the Stockport Foodbank                                                                                                 |
| Foodbank Trafford                        | Advice for clients of the Trafford Foodbank                                                                                                  |
| Macmillan Cancer Support                 | Funding to give advice to clients living with Cancer                                                                                         |
| Pure Innovations                         | Welfare Benefits advice to clients of Pure Innovation                                                                                        |
| Trafford Housing Trust - Smart Meters    | Crisis support and digital exclusion work in community venues                                                                                |
| Designated fund                          | Funds to repair/renovate Ascoft Court. We exited the premises in the year so this Designated fund has been transferred back to General Funds |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**22. Employee Benefit Obligations**

**Defined benefit scheme**

The pension scheme available for all staff in the employment of the charity prior to 1st April 2005 is the Greater Manchester Pension Fund (GMPF). This scheme is a defined benefit (final salary) scheme which is administered by the Local Authority on behalf of all the contributing bodies to the fund. All of the Fund's assets are pooled but the liabilities of each contributing body are assessed actuarially every three years by an independent actuary. In accordance with FRS102 a report has been obtained on the fund from which the detail below has been extracted.

There is no immediate impact on the going concern as the pension scheme is unlikely to trigger a cessation event in the short to medium term. Any unfunded liabilities that may arise will be underwritten by the local authority who will act as guarantor. Therefore, any risk to the company is minimal and will be mitigated. Citizens Advice SORT Group Ltd will continue to monitor the risk.

The following tables reflect the valuation as at March 23 using the accounting basis as required under FRS102. Despite the actuarial tables showing a funding surplus we have recognised in the balance sheet a nil balance, in accordance with para 28.22 of FRS102, as we do not believe that any surplus as disclosed would be recoverable. See also note 25.

|                                     | 2023           | 2022             |
|-------------------------------------|----------------|------------------|
|                                     | £              | £                |
| Fair value of plan assets           | 3,994,000      | 4,057,000        |
| Present value of funded obligations | (3,484,000)    | (4,888,000)      |
|                                     | <u>510,000</u> | <u>(831,000)</u> |

The amounts recognised in the statement of financial activities are as follows:

|                          | 2023               | 2022             |
|--------------------------|--------------------|------------------|
|                          | £                  | £                |
| Finance cost             | 22,000             | 33,000           |
| Service cost             | 52,000             | 79,000           |
| Actuarial (gains)/losses | (1,415,000)        | (889,000)        |
|                          | <u>(1,341,000)</u> | <u>(777,000)</u> |

Changes in the present value of the defined benefit obligation are as follows

|                                            | 2023             | 2022             |
|--------------------------------------------|------------------|------------------|
|                                            | £                | £                |
| Defined benefit obligation                 | 4,888,000        | 5,313,000        |
| Current service cost                       | 52,000           | 79,000           |
| Contributions by scheme participants       | 9,000            | 12,000           |
| Interest cost                              | 131,000          | 106,000          |
| Benefits paid                              | (96,000)         | (113,000)        |
| Changes in demographic assumptions         | (83,000)         | (29,000)         |
| Other experience                           | (5,000)          | 10,000           |
| Changes in principle financial assumptions | (1,412,000)      | (490,000)        |
|                                            | <u>3,484,000</u> | <u>4,888,000</u> |

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**22. Employee Benefit Obligations (cont.)**

Changes in the fair value of the scheme assets are as follows

|                                      | 2023             | 2022             |
|--------------------------------------|------------------|------------------|
|                                      | £                | £                |
| Fair value of scheme assets          | 4,057,000        | 3,705,000        |
| Interest income                      | 109,000          | 73,000           |
| Contributions by employer            | 29,000           | 42,000           |
| Contributions by scheme participants | 9,000            | 12,000           |
| Benefits paid                        | (96,000)         | (113,000)        |
| Other Experience                     | (93,000)         | -                |
| Return on plan assets                | (21,000)         | 338,000          |
|                                      | <u>3,994,000</u> | <u>4,057,000</u> |

The major categories of scheme assets as a percentage of total scheme assets are as follows:

|          | 2023 | 2022 |
|----------|------|------|
| Equities | 67%  | 67%  |
| Bonds    | 15%  | 15%  |
| Property | 8%   | 8%   |
| Cash     | 10%  | 10%  |

Principal actuarial assumptions at the balance sheet date (Expressed as weighted averages):

|                                   | 2023  | 2022  |
|-----------------------------------|-------|-------|
| Discount rate                     | 4.75% | 2.70% |
| Future salary increases           | 3.80% | 2.00% |
| Future pension increases          | 3.00% | 3.20% |
| Mortality rates:                  | Years | Years |
| Current pensioners at 65 - male   | 18.3  | 20.3  |
| Current pensioners at 65 - female | 24.2  | 23.2  |
| Future pensioners at 65 - male    | 21.7  | 21.6  |
| Future pensioners at 65 - female  | 25.0  | 25.1  |

**Defined Contribution Scheme**

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £50,964 (2022: £50,440)

The pension schemes available to staff commencing employment with the charity after 31st March 2005 are defined contribution schemes, administered on behalf of the charity by Aviva, Peoples Pension and Scottish Widows. The Charity's matching contribution rate is capped at 3%. The employees contribution rate is variable and can exceed 3%

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**23. Analysis of group net assets between funds**

|                                  | General funds  | Unrestricted funds<br>pension | Designated funds | Restricted funds | Total            |
|----------------------------------|----------------|-------------------------------|------------------|------------------|------------------|
| <b>Current reporting period</b>  |                |                               |                  |                  |                  |
| Tangible fixed assets            | 74,043         | -                             | -                | -                | 74,043           |
| Fixed asset investments          | -              | -                             | -                | -                | -                |
| net current assets/(liabilities) | 905,467        | -                             | -                | 78,736           | 984,203          |
| Creditors more than one year     | -              | -                             | -                | -                | -                |
| <b>Total</b>                     | <b>979,510</b> | <b>-</b>                      | <b>-</b>         | <b>78,736</b>    | <b>1,058,246</b> |

|                                  | General funds    | Unrestricted funds<br>pension | Designated funds | Restricted funds | Total          |
|----------------------------------|------------------|-------------------------------|------------------|------------------|----------------|
| <b>Previous reporting period</b> |                  |                               |                  |                  |                |
| Tangible fixed assets            | 82,551           | -                             | -                | -                | 82,551         |
| Fixed asset investments          | -                | -                             | -                | -                | -              |
| net current assets/(liabilities) | 1,077,979        | -                             | 21,681           | 92,772           | 1,192,432      |
| Creditors more than one year     | -                | (831,000)                     | -                | -                | (831,000)      |
| <b>Total</b>                     | <b>1,160,530</b> | <b>(831,000)</b>              | <b>21,681</b>    | <b>92,772</b>    | <b>443,983</b> |

**24. Operating lease commitments**

The group's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

|                    | Property      |               | Equipment |            |
|--------------------|---------------|---------------|-----------|------------|
|                    | 2023          | 2022          | 2023      | 2022       |
|                    | £             | £             | £         | £          |
| Less than one year | 71,885        | 11,371        | -         | 351        |
| One to five years  | 11,981        | -             | -         | -          |
| over five years    | -             | -             | -         | -          |
|                    | <b>83,866</b> | <b>11,371</b> | <b>-</b>  | <b>351</b> |

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

|                    | Property      |          | Equipment |          |
|--------------------|---------------|----------|-----------|----------|
|                    | 2023          | 2022     | 2023      | 2022     |
|                    | £             | £        | £         | £        |
| Less than one year | 71,885        | -        | -         | -        |
| One to five years  | 11,981        | -        | -         | -        |
| over five years    | -             | -        | -         | -        |
|                    | <b>83,866</b> | <b>-</b> | <b>-</b>  | <b>-</b> |

## **CITIZENS ADVICE SORT GROUP LTD**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023**

#### **25. Post balance sheet events**

a)

Citizens Advice Trafford (company number 05027375, charity number 1102003)

Citizens Advice Stockport (company number 04493373, charity number 1097107)

both removed from the Central Register of Charities on 14/11/2023.

both company dissolved via voluntary strike-off on 07/11/2023.

A resolution was passed by the board of trustees on 25/03/2023.

undertaken by the Citizens Advice SORT Group Limited ("the Parent Company"), thereby avoiding the need to cross-charge and to consolidate group accounts, and that much of the activity previously undertaken by the Company was already being undertaken by the Parent Company.

It resolved that

- all tangible assets of the Company be transferred to the Parent Company company from 1 April 2023
- all amounts standing to the credit of the company in bank accounts be transferred to the parent company
- all liabilities of the Company be transferred to the parent company
- the company operations cease at midnight on 31 March 2023

b)

Citizens Advice SORT have two memberships within Greater Manchester Pension Fund ('GMPF') linked to Citizens Advice Rochdale and Citizens Advice Oldham. Both these organisations had historic links to Rochdale Borough Council and Oldham Council respectively.

Throughout 2023 Citizens Advice SORT has been in communication with both Councils and GMPF to update the guarantee/subsumption agreements provided by the Councils in respect of Citizens Advice SORT's participation in GMPF. From 1 December 2023 Rochdale Borough Council completed the subsumption agreement which accepts all past liabilities for deferred and pensioner members into their admission in GMPF as of that date. The subsumption will also apply to the last active member at a future date once they exit or retire. At that point Citizens Advice SORT's liability in respect of Citizens Advice Rochdale's participation in GMPF will cease.

A similar agreement has been reached with Oldham Council however, as at the date of these accounts this has not been signed. An updated financial position reflecting these changes will be available in the FRS102 pension disclosures as at 31 March 2024. Given these agreements the Board of Citizens Advice SORT have decided not to recognise any surplus amounts identified as part of the 2023 FRS102 disclosures.

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# Accounts

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Company number: 8290395

Charity number: 1171817



# Citizens Advice SORT Group Ltd

Financial statements for year ending 31 March 2022

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## Citizens Advice SORT Group Ltd

### References and administrative information for the year ended 31 March 2022

|                          |                                                                                 |                                                       |
|--------------------------|---------------------------------------------------------------------------------|-------------------------------------------------------|
| <b>Trustees</b>          | Brenda Warrington, incoming Chairperson                                         | (appointed 5 October 22)                              |
|                          | Peter Allen, Interim Chair                                                      |                                                       |
|                          | Margaret Anne Bradbury                                                          | (appointed 4 August 22)                               |
|                          | Martyn Beauchamp                                                                | (appointed 25 November 21)                            |
|                          | Sarah Diller                                                                    | (appointed 25 November 21)                            |
|                          | Richard Coaton                                                                  |                                                       |
|                          | Emily Allen                                                                     |                                                       |
|                          | Alan Whitfield                                                                  |                                                       |
|                          | David Trafford                                                                  |                                                       |
|                          | Atif Hafeez                                                                     | (appointed 25 November 21<br>resigned 9 September 22) |
|                          | Phil Aspden, outgoing Chairperson                                               | (resigned 31 July 22)                                 |
|                          | Annette Clowes                                                                  | (resigned 30 June 22)                                 |
|                          | Francine Ryan                                                                   | (resigned 21 April 22)                                |
|                          | Pauline Rowe                                                                    | (resigned 25 November 21)                             |
|                          | Joan Ball                                                                       | (resigned 31 October 21)                              |
|                          | Ellen O'Donnell                                                                 | (resigned 31 October 21)                              |
|                          | Carl Cover                                                                      | (resigned 31 October 21)                              |
| <b>Principal staff</b>   | Jonathan Yates, Chief Executive Officer                                         |                                                       |
|                          | Steve Hughes, Chief Operating Officer                                           |                                                       |
| <b>Principal address</b> | 1 - 2 Ascroft Court, Peter Street,<br>Oldham, OL1 1HP                           | (until 5 July 22)                                     |
|                          | Huckletree, The Express Building,<br>9 Great Ancoats Street, Manchester, M4 5AD | (from 5 July 22)                                      |
| <b>Company number</b>    | 8290395                                                                         |                                                       |
| <b>Charity number</b>    | 1171817                                                                         |                                                       |
| <b>Bankers</b>           | Santander PLC                                                                   |                                                       |
|                          | Bridle Road, Bootle, Merseyside, L30 4GB                                        |                                                       |
|                          | Royal Bank of Scotland PLC                                                      |                                                       |
|                          | Drummond House, 1 Redheughs Avenue, Edinburgh, EH12 9JN                         |                                                       |
|                          | Lloyds PLC                                                                      |                                                       |
|                          | 58 Yorkshire Street, Rochdale, Lancashire, OL6 1BN                              |                                                       |

## Citizens Advice SORT Group Ltd

References and administrative information for the year ended 31 March 2022

Yorkshire Bank  
47 Market Place, Oldham, OL1 3AB

The Charity Bank Limited  
182 High Street, Tonbridge, Kent, TN9 1BE

### **Auditors**

Slade & Cooper Ltd  
Beehive Mill,  
Jersey Street,  
Ancoats,  
Manchester,  
M4 6JG

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2022

The trustees, who are directors for the purposes of company law, present the annual report, together with the financial statements and auditors' report of the charitable group ending 31 March 2022.

## About Citizens Advice SORT Group

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 Greater Manchester and surrounding areas.

The main activities undertaken to further our charitable purposes for public benefit are to provide the advice people need for the problems that they face and improve the policies and practices that affect people's lives. Our highly trained people deliver information, advice and guidance services, a mixture of paid staff and volunteers, providing services predominantly in Stockport, Oldham, Rochdale, and Trafford. The charity also delivers specialist legal services in Halton, Warrington and Wirral.

The trustees confirm that they have referred to the information contained in the Charity Commission's general guidance on public benefit when planning activities and setting policies and priorities for the year ahead.

## Who we helped in 2021 to 2022

In total, we supported 11,941 people with simple information and advice, and 10,943 people one-to-one, by phone, email, web chat or in person with high-level advice and casework. Our website had over 47,790 visits and 91,676 page views and we answered 26,109 calls over this period.

In 2021-2022 the number of people turning to our service for information, advice and guidance increased compared to the year before and was significantly higher than pre-pandemic levels.

People are feeling the long-term impact of the Covid-19 pandemic. The withdrawal of all government support schemes, in a relatively short period of time and in a year of constant uncertainty and changing restitutions, led to higher demand for our services.

We've seen the highest number of web visits ever, more people are using our digital services than ever before, and we started seeing people at face-to-face appointments again. We answered more phone calls than ever, although we have seen demand continue to rise.

## Our value to society

Each year, we give thousands of people the knowledge and confidence to find a way forward. We do this by providing advice, education, support, and influencing policies and practices that affect our clients. We survey hundreds of people yearly to give us the evidence we need to measure our impact.

For every £1 of charitable expenditure

- We deliver £31 of broader economic and social benefit
- We save the government and public services £4
- We delivered an estimated £23 social and economic value to society

Our survey results were as follows;

### **Ease of access**

"How easy or difficult did you find it to access the service?"

80% confirmed it was either neutral, easy or very easy to access our service

### **Way forward**

"To what extent did the service help you to find a way forward?"

86% confirmed we'd either moderately, greatly or completely helped them find a way forward

### **Problem resolved**

"To what extent is your problem now resolved?"

75% confirmed we'd either partly, mostly or completely resolved their problem

### **Recommend**

"How likely would you be to recommend the service?"

88% confirmed they would likely or very likely recommend our service

6 in 10 people said they felt less stressed, depressed or anxious as a direct result of our advice

## Financial outcomes for the people we help

For many people who turn to us for help, we look at how we can maximise their income by ensuring they receive all the benefits they are entitled to.

- We helped people access an extra £7.7m in one-off and ongoing additional income for local people
- We wrote off and rescheduled £2.8m of debt

We also helped distribute £100k in various support funds to vulnerable clients via our Crisis Team initiative. These were made available from various sources including, Household support funds, Databank, Fuel Bank and Winter Resilience grants.

## Our strategy

We've recently refreshed the charities strategy. Our vision for 2025 is that we'll help more people than ever before.

This plan looks to refocus our activity on three main strategic themes:

- **Advice** - we'll have met more demand across all our advice channels
- **Sustainability** - we'll have grown and diversified our business, becoming more effective and efficient in a sustainable way.
- **Culture** - we'll be a great place to work where people perform at their best

As part of our strategy, we've adopted a new client commitment:

- **It's easy to get support from us** - Our services will be available when you need them in a way that works for you
- **Our service will be joined up** - You'll be able to access advice quickly and easily through our different services and channels without having to repeat yourself.
- **We'll help you find a way forward, whatever your problem** - We have the resources, tools and expertise to solve your problem. If we can't help directly, we'll signpost you or make a smooth referral to a trusted partner.
- **You'll get the level of support you need** - Whatever your situation, we'll take extra steps to make sure you have the best support for your needs.
- **You know that we'll speak up for you** - We'll advocate for change in policy and industry practices where they make life harder for you.

## Our values

We're different, ambitious and determined to deliver quality services to our communities. To be able to do this, we have a set of values which drive us forward and that all our colleagues champion:

- **We're inventive** - We question every idea to make it better, and we change when things aren't working. We're not afraid of trying new things and learn by getting things wrong
- **We're generous** - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone
- **We're responsible** - We do what we say we'll do and we keep our promises. We remember that we work for a charity and use our resources effectively

## Equity, diversity and inclusion

Equity, diversity and inclusion (EDI) are at the centre of what we do, and our charity aims are grounded in EDI principles.

We value and embrace the diversity of our clients and colleagues and work to eliminate discrimination. We believe we are all equal through our shared humanity.

We'll strengthen our EDI work by:

- Taking a social justice approach to EDI
- Continuing to be an impartial charity
- Using our data to create stronger, inclusive services
- Mainstreaming our EDI work

## Our funding and income generation strategy

We take a collaborative and developmental approach to fundraising, developing strategic relationships with key partners and stakeholders.

All management colleagues across the charity are responsible for identifying and developing funding opportunities within their specific areas of work.

Funding areas include:

- Grants and commissioning
- Individual giving
- Major donor
- Corporate
- Trust and Foundation
- Legacy

All funding application bid/no bid decisions are aligned with our mission, vision and values, the Citizens Advice competition protocol.

### **Fundraising standards information**

The charity does not carry out significant fundraising activities.

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2022

## Income generation

Alongside restricted income, we must continue to diversify our income. Over 2021-22, we successfully confirmed new and extended existing funding agreements. We:

- Successfully gained £51,943 to support Trafford residents from the council's winter resilience fund
- Received £40,000 to distribute to Stockport residents who were struggling financially due to Covid-19
- Received £117,000 increased debt caseworker provision as part of our existing Money and Pension grant (MAPS), following the Covid-19 pandemic

## Plans for the future

In-line with our strategy, our future plans fall into three categories; Advice, Sustainability and Culture. We will continue to develop our people offer, making the organisation a great place to work and volunteer but adopting a new people strategy. We'll work to diversify our income streams with new partnership and agreements and we'll continue to push forward creating a more equitable and accessible service.

## Financial Review

### Financial Position

Incoming resources in the year were £2,896,117 (2021: £1,997,049). Income is significantly higher than the prior year due to two factors; 1) The addition of a new subsidiary added to the Group in the year, Citizens Advice Stockport Ltd. Net assets transferred from Stockport were £336,711 and; 2) The ongoing activity of the Stockport subsidiary is also included in the incoming resources

Expenditure has increased, spending £2,783,592 in support of our charitable objectives (2021: £2,024,009).

A surplus of £1,013,575 (2021: £497,547 deficit) resulted in the year which includes the depreciation of fixed assets, the in year gain on the defined benefit pension scheme of £889,000 and the funds transferred from Stockport £336,711.

At 31st March 2022 total fund balances were £443,983 which includes the defined benefit pension deficit of £831,000

### Reserves Policy

The trustees believe that the charity should hold financial reserves in order to ensure that the charity can continue to operate effectively and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising.

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2022

Trustees consider that it is prudent to set aside Reserves equating to 6 months operating costs which is reviewed annually. It may not be possible to reserve this amount fully every year and a lower amount can be set by the trustees until such time as the appropriate level of reserves have been realised.

As at 31 March 2022 our Unrestricted Funds freely available ('free reserves') were £1,077,979 (2021: £1,012,851) equating to 4.6 months of total operating expenditure. We're accepting this is lower than the policy at present.

#### Going Concern

The Trustees consider the charity to be a going concern. There is no immediate impact on Going Concern from the Defined Benefit pension scheme. Any unfunded liabilities that might arise would be underwritten by the local authorities, who act as Guarantor. Funding is expected to continue at current levels and continued efforts for cost reductions further strengthen the case for continued, sustainable services.

## Our structure, governance and management

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

## Trustee board

Our trustee board sets the strategic vision and gives strategic direction to the charity. The board is committed to high governance standards and complies with the principles and practices set out in the Charity Governance Code.

Our Chief Executive, Chief Operating Officer and broader leadership group are responsible for delivering the strategy and day-to-day operations. There are five formal trustee board meetings each year. The board has one board development session each year and other meetings and events to help trustees shape the organisation's strategic direction and develop as a team.

## Our trustees

|                                         |                            |
|-----------------------------------------|----------------------------|
| Brenda Warrington, incoming Chairperson | (appointed 5 October 22)   |
| Peter Allen, Interim Chair              |                            |
| Margaret Anne Bradbury                  | (appointed 4 August 22)    |
| Martyn Beauchamp                        | (appointed 25 November 21) |
| Sarah Diller                            | (appointed 25 November 21) |
| Richard Coaton                          |                            |
| Emily Allen                             |                            |
| Alan Whitfield                          |                            |

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2022

|                                   |                                                       |
|-----------------------------------|-------------------------------------------------------|
| David Trafford                    |                                                       |
| Atif Hafeez                       | (appointed 25 November 21<br>resigned 9 September 22) |
| Phil Aspden, outgoing Chairperson | (resigned 31 July 22)                                 |
| Annette Clowes                    | (resigned 30 June 22)                                 |
| Francine Ryan                     | (resigned 21 April 22)                                |
| Pauline Rowe                      | (resigned 25 November 21)                             |
| Joan Ball                         | (resigned 31 October 21)                              |
| Ellen O'Donnell                   | (resigned 31 October 21)                              |
| Carl Cover                        | (resigned 31 October 21)                              |

There were no members of the Trustee Board in paid employment at Citizens Advice SORT Group or acting as volunteers in the charity.

There were no ex-officio members who served as trustee directors during the year.

## Committees

The following committees support the trustee board in its work.

### Finance, risk and assurance committee

The committee;

- Monitors and oversees the current and future financial situation and associated risks
- Has oversight of the internal and external audit arrangements, including resourcing, review of plans and reports
- Provides scrutiny, and assurance on the strategic and significant operational and compliance risks
- Provides assurance on required standards, and statutory and regulatory requirements
- Provides oversight of governance arrangements in line with the Articles of Association

Peter Allen is the Chairperson of this committee and is supported by Mags Bradbury, Alan Whitfield, Sarah Diller and Richard Coaton.

### People committee

The committee:

- Oversees the development, delivery and monitoring of the organisation's people strategy
- Oversees, informs and scrutinises the development and implementation of an ambitious equity, diversity, inclusion and belonging strategy
- Leads on the recruitment and selection for appointments to the Board and committees
- Sets and review the annual performance and remuneration of the Chief Executive and Chief Operating Officer

Emily Allen is the Chairperson of this committee and is supported by David Trafford, Sarah Diller and Mags Bradbury.

### **Transformation and development committee**

The committee:

- Provides insight to and helps develop strategy proposals for the entire board
- Oversees agreed, large-scale transformation programmes that support the delivery of agreed strategy and visioning objectives
- Act's as a sounding board and provides direction on key business development activity that impacts
- Champions and ensure continued focus on continuous improvement, transformation and innovation across all business areas.

Martyn Beauchamp is the Chairperson of this committee and is supported by Emily Allen, David Trafford and Peter Allen.

### **Recruitment, induction and training of trustees**

We recruit trustee directors and committee members through an open and competitive process using social media, recruitment agencies, and our wider network to find talented individuals to provide strong leadership and experience. In 2021-22, we recruited three new trustee directors. Four trustee directors resigned. Recruitment for the trustee vacancies is ongoing.

Trustees and committee members receive a full induction. Inductions include meeting with the Chairperson and Chairpeople of committees, a meeting with all members of the leadership group and key management personnel. Inductions are tailored to meet individual needs and interests, including shadowing and visiting different services provided. Trustees and committee members are volunteers but are reimbursed for reasonable expenses.

The board annually reviews trustee board composition based on skills and experience - this forms part of the trustee board's annual appraisal.

Following Charity Commission guidance and the Companies Act, we file an AP01 with Companies House within 14 days of the appointment of a new trustee director. When details on that form change, form CH01 is completed and filled with Companies House. Where a trustee director resigns, we file a TM01 form - all in line with our statutory obligations.

### **Memberships and quality standards**

We're a member of the Citizens Advice network. The Membership Agreement sets out the relationship between a member of the Citizens Advice service and a local Citizens Advice, including our respective roles and responsibilities - some of which are shared, e.g. protecting, promoting and developing the Citizens Advice brand. The Agreement sets out the high-level standards for membership (including service delivery) and some precise requirements, including details of what happens if a local Citizens Advice breaches the Agreement.

## Citizens Advice SORT Group Ltd

### Trustees' Annual Report for the year ended 31 March 2022

The Performance and Quality Framework is part of the Membership Agreement and sets out the standards all local Citizens Advice services must meet. The Performance Quality Framework consists of 4 parts:

- Quality of advice assessment conducted quarterly
- Client experience survey, conducted quarterly
- Leadership self-assessment, conducted annually
- People management survey, conducted annually

The Citizens Advice audit team check compliance with the Performance Quality Framework.

The Specialist Quality Mark (SQM) and the Advice Quality Standards (AQS) were renewed in October 2022 and September 2020, respectively for 3 years.

## Leadership Group, remuneration and development

Our Leadership Group, which incorporates our key management personnel, are responsible for delivering the trustee board's visions and for the day-to-day operation of the charity. The Key management staff who served during the reporting period are as follows:

- Chief Executive Officer, Jonathan Yates
- Chief Operating Officer, Steve Hughes

The People Committee is responsible for, under delegation from the trustee board, the appointment, remuneration and performance management of the Chief Executive Officer and Chief Operating Officer. The board reviewed the salaries of these key personnel roles in 2021, with external benchmarking taking place, as per the Harris Hill salary report.

## Risks and internal controls

Our trustees are responsible for effectively managing risk and ensuring internal controls are in place and operating as designed.

The Finance, risk and assurance committee has delegated responsibility for risk and internal controls. The committee interrogates quarterly risk reviews, a broader environmental review, and a quarterly summary is presented to the trustee board. Throughout the year, risk owners regularly reviewed operational and strategic risks to assess the likelihood, impact and appetite for each risk, the plans for managing them and the adequacy of those plans.

Our core risks are categorised as financial, governance, operational, external, compliance & regulation. The trustee board has an appointed risk lead who supports the Head of Business Services. This role is responsible for managing our risk strategy and environment.

## Statement of trustees' responsibilities

The trustees (who are also directors of Citizens Advice SORT Group Ltd for the purposes of company law) are responsible for preparing the trustees' annual 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 charitable group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable group 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

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

Auditors

Slade & Cooper Ltd were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity. This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

Approved by the Board of Trustees on Dec 16, 2022 and signed on its behalf by:

Peter G Allen

Peter G Allen (Dec 16, 2022 16:38 GMT)

Peter Allen

Interim Chair of Trustees

## Citizens Advice SORT Group Ltd

### Independent Auditor's Report to the Members and Trustees of Citizens Advice SORT Group Ltd

#### **Opinion**

We have audited the financial statements of Citizens Advice SORT Group Ltd (the 'parent charitable company') and its subsidiaries for the year ended 31 March 2022, which comprise the Consolidated Statement of Financial Activities (including the income and expenditure account), the Balance Sheets of the group and the parent charitable company, the Consolidated Statement of Cash Flows and the related notes. 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 group's and charitable company's affairs as at 31 March 2022, and of the group's 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

#### **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 group and charitable company 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 group's or parent charitable company'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 SORT Group Ltd

### Independent Auditor's Report to the Members and Trustees of Citizens Advice SORT Group Ltd

#### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. 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 (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

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

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' 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.

## Independent Auditor's Report to the Members and Trustees of Citizens Advice SORT Group Ltd

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 12, the trustees (who are also the directors of the charitable company 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 group's and parent charitable company'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 group or parent 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**

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- enquiry of management and those charged with governance around actual and potential litigation and claims.
- enquiry of the charity's staff, management and those charged with governance to identify any instances of non-compliance with laws and regulations.
- reviewing minutes of meetings of those charged with governance.
- reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also

## Citizens Advice SORT Group Ltd

### Independent Auditor's Report to the Members and Trustees of Citizens Advice SORT Group Ltd

greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx>. This description forms part of our auditor's report:

#### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company'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 charitable company's members and its 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Christy Yun Hing Lau FCCA DChA CTA  
Senior Statutory Auditor

for and on behalf of

Slade & Cooper Limited  
Statutory Auditors  
Beehive Mill  
Jersey Street  
Manchester  
M4 6JG  
Date:

Slade & Cooper Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

**CITIZENS ADVICE SORT GROUP LTD**

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022  
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

|                                                              | <b>Note</b> | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Restricted<br/>Funds<br/>£</b> | <b>Total 2022<br/>£</b> | <b>Restated<br/>Total 2021<br/>£</b> |
|--------------------------------------------------------------|-------------|-------------------------------------|-----------------------------------|-------------------------|--------------------------------------|
| <b>Income from:</b>                                          |             |                                     |                                   |                         |                                      |
| Donations & legacies                                         | 4           | 266                                 | -                                 | 266                     | 663                                  |
| Funds donated from Stockport Merger                          |             | 307,560                             | 29,151                            | 336,711                 | -                                    |
| Charitable activities                                        |             |                                     |                                   |                         |                                      |
| Advice and Information                                       | 5           | 1,418,832                           | 1,095,561                         | 2,514,393               | 1,995,309                            |
| Other income                                                 | 6           | 41,329                              | -                                 | 41,329                  | -                                    |
| Investment income                                            | 7           | 3,418                               | -                                 | 3,418                   | 1,077                                |
| <b>TOTAL INCOME</b>                                          |             | <b>1,771,405</b>                    | <b>1,124,712</b>                  | <b>2,896,117</b>        | <b>1,997,049</b>                     |
| <b>EXPENDITURE ON</b>                                        |             |                                     |                                   |                         |                                      |
| Charitable activities                                        |             |                                     |                                   |                         |                                      |
| Advice and Information                                       | 8           | 1,767,869                           | 1,015,723                         | 2,783,592               | 2,024,009                            |
| <b>TOTAL EXPENDITURE</b>                                     |             | <b>1,767,869</b>                    | <b>1,015,723</b>                  | <b>2,783,592</b>        | <b>2,024,009</b>                     |
| <b>NET INCOME/ (EXPENDITURE) - before net gains/(losses)</b> |             | <b>3,536</b>                        | <b>108,989</b>                    | <b>112,525</b>          | <b>(26,960)</b>                      |
| Realised gain/(loss) on investments                          |             | 12,050                              | -                                 | 12,050                  | 34,413                               |
| Actuarial gain/(loss) on defined benefit pension scheme      |             | 889,000                             | -                                 | 889,000                 | (505,000)                            |
| <b>NET INCOME/ (EXPENDITURE)</b>                             |             | <b>904,586</b>                      | <b>108,989</b>                    | <b>1,013,575</b>        | <b>(497,547)</b>                     |
| Transfers Between Funds                                      |             | 20,093                              | (20,093)                          | -                       | -                                    |
| <b>NET MOVEMENT IN FUNDS</b>                                 |             | <b>924,679</b>                      | <b>88,896</b>                     | <b>1,013,575</b>        | <b>(497,547)</b>                     |
| <b>Reconciliation of Funds</b>                               |             |                                     |                                   |                         |                                      |
| Funds brought forward at 1 April 2021                        |             | (573,468)                           | 3,876                             | (569,592)               | (72,045)                             |
| <b>Funds carried forward 31 March 2022</b>                   |             | <b>351,211</b>                      | <b>92,772</b>                     | <b>443,983</b>          | <b>(569,592)</b>                     |

A comparative Statement of Financial Activities is found in Note 3

The Statement of Financial Activities includes all gains and losses recognised in the year.

All of the Charity's activities derive from continuing operations.

## CITIZENS ADVICE SORT GROUP LTD

BALANCE SHEETS  
AS AT 31 MARCH 2022

|                                                       |      | The Group             |                         | The Charity             |                        |
|-------------------------------------------------------|------|-----------------------|-------------------------|-------------------------|------------------------|
|                                                       |      | 2022                  | 2021                    | 2022                    | 2021                   |
|                                                       | note | £                     | £                       | £                       | £                      |
| <b>FIXED ASSETS</b>                                   |      |                       |                         |                         |                        |
| Tangible Assets                                       | 15   | 82,551                | 117,897                 | -                       | -                      |
| Investments                                           | 16   | -                     | 168,177                 | -                       | 168,177                |
|                                                       |      | <u>82,551</u>         | <u>286,074</u>          | <u>-</u>                | <u>168,177</u>         |
| <b>CURRENT ASSETS</b>                                 |      |                       |                         |                         |                        |
| Debtors                                               | 19   | 403,593               | 263,215                 | 53,148                  | 56,835                 |
| Cash at bank and in hand                              |      | <u>1,014,570</u>      | <u>746,182</u>          | <u>103,764</u>          | <u>86,501</u>          |
|                                                       |      | 1,418,163             | 1,009,397               | 156,912                 | 143,336                |
| <b>CREDITORS: Amounts falling due within one year</b> | 20   | (225,731)             | (257,063)               | (457,323)               | (203,133)              |
| <b>NET CURRENT ASSETS</b>                             |      | <u>1,192,432</u>      | <u>752,334</u>          | <u>(300,411)</u>        | <u>(59,797)</u>        |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>          |      | <u>1,274,983</u>      | <u>1,038,408</u>        | <u>(300,411)</u>        | <u>108,380</u>         |
| <b>CREDITORS: Amounts falling after one year</b>      |      | -                     | -                       | -                       | (150,000)              |
| <b>Net Assets Excluding Defined Benefit Pension</b>   |      | <u>1,274,983</u>      | <u>1,038,408</u>        | <u>(300,411)</u>        | <u>(41,620)</u>        |
| Defined benefit pension scheme asset / (liability)    | 23   | (831,000)             | (1,608,000)             | -                       | -                      |
| <b>TOTAL NET ASSETS</b>                               |      | <u><u>443,983</u></u> | <u><u>(569,592)</u></u> | <u><u>(300,411)</u></u> | <u><u>(41,620)</u></u> |
| <b>FUNDS</b>                                          |      |                       |                         |                         |                        |
| Restricted income funds                               | 22   | 92,772                | 3,876                   | -                       | (2,894)                |
| Unrestricted income funds                             |      |                       |                         |                         |                        |
| General fund                                          | 22   | 1,160,530             | 1,012,851               | (300,411)               | (38,726)               |
| Designated fund                                       | 22   | 21,681                | 21,681                  | -                       | -                      |
| Pension Reserve                                       | 22   | (831,000)             | (1,608,000)             | -                       | -                      |
| <b>TOTAL FUNDS</b>                                    | 22   | <u><u>443,983</u></u> | <u><u>(569,592)</u></u> | <u><u>(300,411)</u></u> | <u><u>(41,620)</u></u> |

The notes on pages 19 -35 form part of these accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

*Peter G Allen*

Peter G Allen (Dec 16, 2022 16:38 GMT)

name: Peter Allen  
role: Interim Chair of Trustees

Company Registration Number : 08290395 (England & Wales)

**CITIZENS ADVICE SORT GROUP LTD**

**CONSOLIDATED STATEMENT OF CASH FLOWS  
YEAR ENDED 31 MARCH 2022**

|                                                          | note | 2022<br>£      | 2021<br>£       |
|----------------------------------------------------------|------|----------------|-----------------|
| <b>Cash flows from operating activities</b>              |      |                |                 |
| Net income/(Expenditure) for the period                  |      | 1,013,575      | (497,547)       |
| <b>Adjusted for:</b>                                     |      |                |                 |
| Depreciation charge                                      | 15   | 40,974         | 19,961          |
| Dividends, interest and rents from investments           | 7    | (3,418)        | (1,077)         |
| (Gains)/Losses on investments                            |      | (12,050)       | (34,413)        |
| Pension scheme finance cost                              | 23   | 33,000         | -               |
| Pension scheme Service cost                              | 23   | 79,000         | -               |
| Pension scheme (gain)/loss                               | 23   | (889,000)      | 505,000         |
| Decrease/(increase) in debtors                           | 19   | (140,378)      | (83,632)        |
| (Decrease)/increase in creditors                         | 20   | (31,332)       | 161,876         |
| <b>Net cash flows from operating activities</b>          |      | <b>90,371</b>  | <b>70,168</b>   |
| <b>Cash flows from investing activities</b>              |      |                |                 |
| Dividends, interest and rents from investments           | 7    | 3,418          | 1,077           |
| Disposal of Fixed Asset Investments                      |      | 180,227        | -               |
| Stockport Fixed Assets net book value upon merger        | 15   | (5,628)        | -               |
| Tangible fixed assets additions                          | 15   | -              | (26,280)        |
| <b>Net cash flows from investing activities</b>          |      | <b>178,017</b> | <b>(25,203)</b> |
| <br>Net increase/(decrease) in cash and cash equivalents |      | <br>268,388    | <br>44,965      |
| <br>Cash and cash equivalents at 1 April 2021            |      | <br>746,182    | <br>701,217     |
| <br>Cash and cash equivalents at 31 March 2022           |      | <br>1,014,570  | <br>746,182     |

All of the cash flows are derived from continuing operations during the above two periods.

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**1. Accounting Policies**

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

**a Basis of preparation**

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

Citizens Advice SORT Group Ltd meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

**b Group financial statements**

The consolidated financial statements incorporate the financial statements of the company and entities (including special purpose entities) controlled by the group (its subsidiaries). Control is achieved where the group has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

The results of subsidiaries acquired or disposed of during the year are included in total comprehensive income from the effective date of acquisition and up to the effective date of disposal, as appropriate using accounting policies consistent with those of the parent.

All intra-group transactions, balances, income and expenses are eliminated in full on consolidation. Investments in subsidiaries are accounted for the cost less impairment in the individual financial statements.

**c Preparation of the accounts on going concern basis**

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

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 estimated 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 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 futures periods.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**d Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has the entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that the probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of the probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

**e Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in the expenditure in the period of receipt.

**f Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

**g Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

## **CITIZENS ADVICE SORT GROUP LTD**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022**

#### **i Expenditure and Irrecoverable VAT**

Expenditure is recognised once there is a legal or constrictive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings aggregate to all cost related to the category. Where the costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

#### **i Allocation of governance costs**

Governance costs include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on Governance or constitutional matters. Governance costs have been apportioned based on employee hours.

#### **j Operating leases**

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership remain with the lessor. Rental charges are charged on a straight lined basis over the term of the lease.

#### **k Tangible fixed assets**

Individual fixed assets costing £2000 or more are capitalised at cost and are depreciated over the estimated useful economic lives as follows:

|                                  |                       |
|----------------------------------|-----------------------|
| Freehold building                | 2% -4% straight lined |
| Leasehold land                   | Not depreciated       |
| Property improvements            | 10% straight line     |
| Fixtures, fittings and equipment | 10%-33% straight line |

#### **l Fixed asset investments**

Investments in quoted equity instruments are measured at fair value. Changes in fair value are recognised in the Statement of Financial Activities.

#### **m 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.

#### **n Cash at the bank and in hand**

Cash at the bank and cash in the 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.

#### **o Creditors and provisions**

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

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**p Financial instruments**

The charity only as financial assets and financial 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.

**q Pension cost and other post-retirement benefits**

**Defined benefit pension plan**

The company recognised a defined net benefit pension asset or liability in the statement of financial position as the net total of the present value of its obligations and the fair value of plan assets out of which the obligations are to be settled. The defined benefit liability is measured on a discounted present value basis using a rate determined by reference to market yields at the reporting date on high quality corporate bonds, equalities and property. Defined benefit obligations and the related expenses are measured using the projected unit credit method. Plan surpluses are recognised as a defined benefit asset only to the extent that the surplus is recoverable either through reduced contributions in the future or through refunds from the plan.

Changes in the net defined benefit asset or liability arising from employee service are recognised in income or expenditure as a current service cost where it related to services in the current period and as a past service cost where it relates to services in prior periods. Costs relating to plan instructions, benefit changes, curtailments and settlements are recognised in income or expenditure in the period in which they occur.

Net interest is determined by multiplying the net defined benefit liability by the discount rate, both as determined at the start of the reporting period, taking account of any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. Net interest is recognised in income or expenditure.

**Defined Contribution pension plan**

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.

**2. Legal Status of the Charity**

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1

**CITIZENS ADVICE SORT GROUP LTD**

**3. COMPARATIVE CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021 (INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

|                                                              | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Restricted<br/>Funds<br/>£</b> | <b>Restated<br/>Total 2021<br/>£</b> |
|--------------------------------------------------------------|-------------------------------------|-----------------------------------|--------------------------------------|
| <b>Income from:</b>                                          |                                     |                                   |                                      |
| Donations & legacies                                         | 663                                 | -                                 | 663                                  |
| Charitable activities                                        |                                     |                                   |                                      |
| Advice and Information                                       | 1,347,172                           | 648,137                           | 1,995,309                            |
| Investment income                                            | 1,077                               | -                                 | 1,077                                |
| <b>TOTAL INCOME</b>                                          | <b>1,348,912</b>                    | <b>648,137</b>                    | <b>1,997,049</b>                     |
| <b>EXPENDITURE ON</b>                                        |                                     |                                   |                                      |
| Charitable activities                                        |                                     |                                   |                                      |
| Advice and Information                                       | 1,245,685                           | 778,324                           | 2,024,009                            |
| <b>TOTAL EXPENDITURE</b>                                     | <b>1,245,685</b>                    | <b>778,324</b>                    | <b>2,024,009</b>                     |
| <b>NET INCOME/ (EXPENDITURE) - before net gains/(losses)</b> | <b>103,227</b>                      | <b>(130,187)</b>                  | <b>(26,960)</b>                      |
| Realised gain/(loss) on investments                          | 34,413                              | -                                 | 34,413                               |
| Actuarial gain/(loss) on defined benefit pension scheme      | (505,000)                           | -                                 | (505,000)                            |
| <b>NET INCOME/ (EXPENDITURE)</b>                             | <b>(367,360)</b>                    | <b>(130,187)</b>                  | <b>(497,547)</b>                     |
| Transfers Between Funds                                      | (137,567)                           | 137,567                           | -                                    |
| <b>NET MOVEMENT IN FUNDS</b>                                 | <b>(504,927)</b>                    | <b>7,380</b>                      | <b>(497,547)</b>                     |
| <b>Reconciliation of Funds</b>                               |                                     |                                   |                                      |
| Funds brought forward at 1 April 2020                        | (68,541)                            | (3,504)                           | (72,045)                             |
| <b>Funds carried forward 31 March 2021</b>                   | <b>(573,468)</b>                    | <b>3,876</b>                      | <b>(569,592)</b>                     |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**4. Income from Donations and Legacies**

|           | Unrestricted Funds | Restricted Funds | Total 2022 | Restated Unrestricted Funds | Restated Restricted Funds | Restated Total 2021 |
|-----------|--------------------|------------------|------------|-----------------------------|---------------------------|---------------------|
|           | £                  | £                | £          | £                           | £                         | £                   |
| Donations | 266                | -                | 266        | 663                         | -                         | 663                 |
| Total     | <u>266</u>         | <u>-</u>         | <u>266</u> | <u>663</u>                  | <u>-</u>                  | <u>663</u>          |

Prior period restated to move £637,169 into Income from Charitable Activities, as detailed in note 5

**5. Income from Charitable Activities**

|                                                                  | Unrestricted Funds | Restricted Funds | Total 2022       | Restated Unrestricted Funds | Restated Restricted Funds | Restated Total 2021 |
|------------------------------------------------------------------|--------------------|------------------|------------------|-----------------------------|---------------------------|---------------------|
|                                                                  | £                  | £                | £                | £                           | £                         | £                   |
| <b>Advice &amp; Information Services:</b>                        |                    |                  |                  |                             |                           |                     |
| Funder                                                           |                    |                  |                  |                             |                           |                     |
| Action Together - Household Support Grant                        | -                  | 10,000           | 10,000           | -                           | -                         | -                   |
| Action Together - Other                                          | 1,000              | -                | 1,000            | 7,580                       | -                         | 7,580               |
| Big Lottery                                                      | -                  | -                | -                | 95,773                      | -                         | 95,773              |
| Brinnington Big Local                                            | -                  | 15,957           | 15,957           | -                           | -                         | -                   |
| Citizens Advice Greater Manchester                               | 370                | -                | 370              | 268                         | -                         | 268                 |
| Citizens Advice National - Debt Recovery                         | 90                 | -                | 90               | -                           | -                         | -                   |
| Citizens Advice National - Energy                                | 10,005             | -                | 10,005           | -                           | -                         | -                   |
| Citizens Advice National - Help to Claim                         | -                  | 431,490          | 431,490          | -                           | 310,146                   | 310,146             |
| Citizens Advice National - MAPS                                  | -                  | 414,331          | 414,331          | -                           | 297,505                   | 297,505             |
| Citizens Advice National - Other                                 | 15,950             | -                | 15,950           | 32,686                      | -                         | 32,686              |
| Citizens Advice National - Yorkshire Building Society            | 750                | -                | 750              | -                           | -                         | -                   |
| Citizens Advice Salford                                          | 2,092              | -                | 2,092            | 2,789                       | -                         | 2,789               |
| Citizens Advice Stockport (pre group merge)                      | -                  | -                | -                | 219,775                     | -                         | 219,775             |
| Citizens Advice Tameside                                         | 8,400              | -                | 8,400            | 1,200                       | -                         | 1,200               |
| Citizens Advice Wokingham                                        | 400                | -                | 400              | -                           | -                         | -                   |
| First Choice Homes                                               | (10,500)           | -                | (10,500)         | 10,500*                     | -                         | 10,500*             |
| Forever Manchester                                               | -                  | -                | -                | 19,746                      | -                         | 19,746              |
| Friends of Stretford Public Hall                                 | -                  | -                | -                | 5,583                       | -                         | 5,583               |
| Headway Rochdale and Bury                                        | (56)               | -                | (56)             | -                           | -                         | -                   |
| Health Watch Rochdale                                            | -                  | -                | -                | 4,200                       | -                         | 4,200               |
| Irwin Valley Housing Association                                 | (1,221)            | -                | (1,221)          | -                           | 6,770                     | 6,770               |
| Kamran Kahn                                                      | -                  | -                | -                | (551)                       | -                         | (551)               |
| Legal Aid Agency                                                 | (27,180)           | -                | (27,180)         | 13,549                      | -                         | 13,549              |
| Macmillan Cancer Support                                         | 2                  | 31,154           | 31,156           | -                           | 33,716                    | 33,716              |
| Michelle Porter                                                  | -                  | -                | -                | (775)                       | -                         | (775)               |
| Multiple Sclerosis Society                                       | 1,983              | -                | 1,983            | 3,600*                      | -                         | 3,600*              |
| NHS Oldham                                                       | 113,444            | -                | 113,444          | 111,216*                    | -                         | 111,216*            |
| Oldham Metropolitan Borough Council - Covid Relief               | -                  | -                | -                | 12,750*                     | -                         | 12,750*             |
| Oldham Metropolitan Borough Council - Main grant                 | 260,000            | -                | 260,000          | 260,057**                   | -                         | 260,057**           |
| Oldham Metropolitan Borough Council - Outreach                   | 35,856             | -                | 35,856           | 44,470*                     | -                         | 44,470*             |
| Positive Steps                                                   | 30,000             | -                | 30,000           | 30,000                      | -                         | 30,000              |
| Pulse Regeneration                                               | -                  | -                | -                | (16,455)                    | -                         | (16,455)            |
| Pure Innovations                                                 | -                  | 18,938           | 18,938           | -                           | -                         | -                   |
| Rochdale Metropolitan Borough Council                            | 400,171            | -                | 400,171          | 305,000*                    | -                         | 305,000*            |
| Rochdale Metropolitan Borough Council - Covid Winter fund        | -                  | 26,748           | 26,748           | -                           | -                         | -                   |
| Rochdale Metropolitan Borough Council - Innovation fund          | 15,000             | -                | 15,000           | 15,000*                     | -                         | 15,000*             |
| Shaw & Crompton Parish Council                                   | 4,500              | -                | 4,500            | -                           | -                         | -                   |
| Stockport Metropolitan Borough Council                           | 330,019            | -                | 330,019          | -                           | -                         | -                   |
| Stockport Metropolitan Borough Council - Covid Relief            | -                  | 18,000           | 18,000           | -                           | -                         | -                   |
| Stockport Metropolitan Borough Council - Household Support Grant | -                  | 42,000           | 42,000           | -                           | -                         | -                   |
| Trafford Housing Trust                                           | -                  | -                | -                | 7,635                       | -                         | 7,635               |
| Trafford Metropolitan Borough Council                            | 225,758            | -                | 225,758          | 161,576*                    | -                         | 161,576*            |
| Trafford Metropolitan Borough Council - Covid Relief             | -                  | 7,000            | 7,000            | -                           | -                         | -                   |
| Trafford Metropolitan Borough Council - Fuel Debt Initiative     | -                  | 28,000           | 28,000           | -                           | -                         | -                   |
| Trafford Metropolitan Borough Council - Wellbeing Grant          | 2,000              | -                | 2,000            | -                           | -                         | -                   |
| Trafford Metropolitan Borough Council - Winter Resilience        | -                  | 51,943           | 51,943           | -                           | -                         | -                   |
| Total                                                            | <u>1,418,833</u>   | <u>1,095,561</u> | <u>2,514,394</u> | <u>1,347,172</u>            | <u>648,137</u>            | <u>1,995,309</u>    |

Items marked with \* have been restated. These were previously shown in Donations (note 4) as General Grants but have since been deemed Charitable Activity

The Item marked with \*\* includes a restated figure of negative £26,943. This was previously shown in donations as a General Grant but has since been deemed charitable activity, offsetting an equivalent amount previously already disclosed in Charitable Activity

The total amount restated is £637,169, moved from donations (note 4) to Charitable Activity. The funding had specific outputs required rather than being available for general use, hence the restatement was applied.

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**6. Other Income**

|              | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2022 | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2021 |
|--------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|
|              | £                     | £                   | £             | £                     | £                   | £             |
| Other Income | 41,329                | -                   | 41,329        | -                     | -                   | -             |
| Total        | 41,329                | -                   | 41,329        | -                     | -                   | -             |

**7. Investment Income**

|                           | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2022 | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2021 |
|---------------------------|-----------------------|---------------------|---------------|-----------------------|---------------------|---------------|
|                           | £                     | £                   | £             | £                     | £                   | £             |
| Income from bank deposits | 3,013                 | -                   | 3,013         | 69                    | -                   | 69            |
| Dividends Received        | 405                   | -                   | 405           | 1,008                 | -                   | 1,008         |
|                           | 3,418                 | -                   | 3,418         | 1,077                 | -                   | 1,077         |

**8. Analysis of Expenditure on Charitable Activities**

|                                           | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2022 |
|-------------------------------------------|-----------------------|---------------------|---------------|
|                                           | £                     | £                   | £             |
| <b>Advice &amp; information services:</b> |                       |                     |               |
| Direct costs                              | 1,311,235             | 656,620             | 1,967,855     |
| Grants payable (note 9)                   | -                     | 99,785              | 99,785        |
| Allocated Support Costs (see below)       | 420,970               | 241,867             | 662,837       |
| Governance Costs                          | 35,664                | 17,451              | 53,115        |
| Total Resources Expended                  | 1,767,869             | 1,015,723           | 2,783,592     |

|                                  | Staff<br>Costs | Other<br>Costs | Total<br>2022 |
|----------------------------------|----------------|----------------|---------------|
|                                  | £              | £              | £             |
| Allocated Support Costs comprise | 525,496        | 137,341        | 662,837       |

|                                     | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2021 |
|-------------------------------------|-----------------------|---------------------|---------------|
|                                     | £                     | £                   | £             |
| <b>Prior year</b>                   |                       |                     |               |
| Advice & information services:      |                       |                     |               |
| Direct costs                        | 961,659               | 594,715             | 1,556,374     |
| Grants payable (note 9)             | -                     | -                   | -             |
| Allocated Support Costs (see below) | 268,048               | 167,481             | 435,529       |
| Governance Costs                    | 15,978                | 16,129              | 32,106        |
| Total Resources Expended            | 1,245,685             | 778,324             | 2,024,009     |

|                                  | Staff<br>Costs | Other<br>Costs | Total<br>2021 |
|----------------------------------|----------------|----------------|---------------|
|                                  | £              | £              | £             |
| Allocated Support Costs comprise | 365,572        | 69,957         | 435,529       |

**9. Analysis of Grants Payable**

|                      | Grants to<br>Institutions | Grants to<br>Individuals | Support<br>Costs | Total<br>2022 |
|----------------------|---------------------------|--------------------------|------------------|---------------|
|                      | £                         | £                        | £                | £             |
| Client crisis grants | -                         | 99,785                   | 4,897            | 104,682       |
|                      | -                         | 99,785                   | 4,897            | 104,682       |
| Total 2021           | -                         | -                        | -                | -             |

**10. Net Income/(Expenditure) for the year**

|                                            | Total<br>2022 | Total<br>2021 |
|--------------------------------------------|---------------|---------------|
|                                            | £             | £             |
| This is stated after charging/(crediting): |               |               |
| Depreciation                               | 40,974        | 19,961        |
| Operating Leases:                          |               |               |
| Property                                   | 32,032        | 34,116        |
| Other                                      | 1,403         | 1,403         |
| Audit Fees                                 | 10,780        | 3,200         |
| Other Accountancy fees                     | -             | 9,684         |

## CITIZENS ADVICE SORT GROUP LTD

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

#### 11. Staff costs

Staff costs during the year were as follows:

|                       | Total 2022       | Total 2021       |
|-----------------------|------------------|------------------|
|                       | £                | £                |
| Wages & Salaries      | 1,851,703        | 1,464,463        |
| Social Security Costs | 156,048          | 114,293          |
| Pension Costs         | 86,026           | 71,481           |
|                       | <u>2,093,777</u> | <u>1,650,237</u> |

One Employee has employee benefits between £60,000 and £70,000 in the year (2021: 1)

One Employee has employee benefits between £70,000 and £80,000 in the year (2021: 0)

The average number of staff employed during the period was 85 (2021: 65)

The key management personnel of the charity comprise the trustees, the Chief Executive and the Chief Operating Officer. The total employee benefits of the key management personnel of the charity were £144,205 (2021: £151,975)

#### 12. Trustee Remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2021: Nil)

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year. (2021 : Nil)

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

The board of Trustees also control Citizens Advice Rochdale Ltd, Citizens Advice Stockport, Citizens Advice Trafford and Citizens Advice SORT Group Ltd.

#### 13. Government Grants

The government grants recognised in the accounts were as follows:

|                   | Total 2022       | Total 2021     |
|-------------------|------------------|----------------|
|                   | £                | £              |
| Oldham Council    | 295,856          | 278,027        |
| Rochdale Council  | 441,919          | 320,000        |
| Stockport Council | 100,000          | -              |
| Trafford Council  | 168,701          | -              |
|                   | <u>1,006,476</u> | <u>598,027</u> |

There were no unfulfilled conditions or contingencies attaching to the grants

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**14. Corporation tax**

The charity is exempt from corporation tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

**15. Fixed assets: tangible assets**

| The Group             | Freehold<br>property at<br>valuation<br>£ | Long<br>leasehold at<br>valuation<br>£ | Improvements to<br>property at cost<br>£ | Fixtures and<br>fittings at<br>cost<br>£ | Total<br>£     |
|-----------------------|-------------------------------------------|----------------------------------------|------------------------------------------|------------------------------------------|----------------|
| <b>Cost</b>           |                                           |                                        |                                          |                                          |                |
| At 1 April 2021       | 110,000                                   | 15,000                                 | 53,903                                   | 113,578                                  | 292,481        |
| Stockport Funds b/fwd |                                           |                                        |                                          | 7,163                                    | 7,163          |
| Additions             | -                                         | -                                      | -                                        | -                                        | -              |
| Disposals             | -                                         | -                                      | -                                        | -                                        | -              |
| At 31 March 2022      | <u>110,000</u>                            | <u>15,000</u>                          | <u>53,903</u>                            | <u>120,741</u>                           | <u>299,644</u> |
| <b>Depreciation</b>   |                                           |                                        |                                          |                                          |                |
| At 1 April 2021       | 33,941                                    | -                                      | 50,557                                   | 90,086                                   | 174,584        |
| Stockport Funds Bf/wd |                                           |                                        |                                          | 1,535                                    | 1,535          |
| Charge for the year   | 8,508                                     | -                                      | 3,346                                    | 29,120                                   | 40,974         |
| Disposals             | -                                         | -                                      | -                                        | -                                        | -              |
| At 31 March 2022      | <u>42,449</u>                             | <u>-</u>                               | <u>53,903</u>                            | <u>120,741</u>                           | <u>217,093</u> |
| <b>Net Book Value</b> |                                           |                                        |                                          |                                          |                |
| At 31 March 2022      | <u>67,551</u>                             | <u>15,000</u>                          | <u>-</u>                                 | <u>-</u>                                 | <u>82,551</u>  |
| At 31 March 2021      | <u>76,059</u>                             | <u>15,000</u>                          | <u>3,346</u>                             | <u>23,492</u>                            | <u>117,897</u> |

The revaluation of the Freehold Property and Long Leasehold Land was carried out on 13th October 2017 by Barton Kendall Commercial, Chartered Surveyors.

The carrying amount under the cost value would have been £82,580 (2021: £91,730) Freehold Property and £9,552 (2021: £9,552) Long Leasehold land.

**The Charity**

No tangible fixed assets are owned directly by the charity.

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**16. Investments**

|                                       | <b>The Group</b> |                | <b>The Charity</b> |                |
|---------------------------------------|------------------|----------------|--------------------|----------------|
|                                       | 2022             | 2021           | 2022               | 2021           |
|                                       | £                | £              | £                  | £              |
| Market value at the start of the year | 168,177          | 133,764        | 168,177            | 133,764        |
| Impairments                           | -                | -              | -                  | -              |
| Add net gain/(loss) on revaluation    | 12,050           | 34,413         | 12,050             | 34,413         |
| Disposals                             | (180,227)        | -              | (180,227)          | -              |
| Market value at the end of the year   | <u>-</u>         | <u>168,177</u> | <u>-</u>           | <u>168,177</u> |

Investments are all carried at fair value and are all traded in quoted public markets except any investment in the subsidiary undertakings.

There were no investments outside the UK.

**17. Subsidiary Undertaking**

The company holds 100% of the voting rights of the following companies

| <b>Company</b>                | <b>Company number</b> | <b>Charity number</b> | <b>Registered office</b> | <b>Total Funds £</b> | <b>surplus/ (deficit) for the year £</b> |
|-------------------------------|-----------------------|-----------------------|--------------------------|----------------------|------------------------------------------|
| Citizens Advice Oldham Ltd    | 02165003              | 519868                | England & Wales          | 198,325              | 283,908                                  |
| Citizens Advice Rochdale Ltd  | 02332284              | 701212                | England & Wales          | (187,373)            | 448,371                                  |
| Citizens Advice Stockport Ltd | 04493373              | 1097107               | England & Wales          | 371,884              | 35,173                                   |
| Citizens Advice Trafford      | 05027375              | 1102003               | England & Wales          | 361,559              | 168,202                                  |

**18. Parent Charity**

The parent charity's gross income and the results for the year are disclosed as follows:

|                     | 2022             | 2021            |
|---------------------|------------------|-----------------|
|                     | £                | £               |
| Gross Income        | 946,867          | 411,302         |
| Result for the year | <u>(258,791)</u> | <u>(41,620)</u> |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**19. Debtors**

|                | <b>The Group</b> |                | <b>The Charity</b> |               |
|----------------|------------------|----------------|--------------------|---------------|
|                | 2022             | 2021           | 2022               | 2021          |
|                | £                | £              | £                  | £             |
| Trade debtors  | 331,302          | 188,886        | 12,170             | 30,187        |
| Other debtors  | 25,889           | 15,636         | 24,890             | 3,306         |
| Prepayments    | 14,473           | 13,887         | 9,373              | -             |
| Accrued income | 31,929           | 44,806         | 6,715              | 23,342        |
|                | <u>403,593</u>   | <u>263,215</u> | <u>53,148</u>      | <u>56,835</u> |

**20. Creditors: Amounts falling due within one year**

|                                    | <b>The Group</b> |                | <b>The Charity</b> |                |
|------------------------------------|------------------|----------------|--------------------|----------------|
|                                    | 2022             | 2021           | 2022               | 2021           |
|                                    | £                | £              | £                  | £              |
| Trade Creditors                    | 25,884           | 82,283         | 18,173             | 28,628         |
| Taxation and social security costs | 102,872          | 42,109         | 1,132              | -              |
| Pension creditor                   | 24,073           | 6,006          | -                  | -              |
| Accruals                           | 42,310           | 14,830         | 20,220             | -              |
| Deferred Income                    | 23,634           | -              | 8,250              | -              |
| Other Creditors                    | 6,958            | 111,835        | 6,958              | 2,326          |
| Amounts owed to group undertakings | -                | -              | 402,590            | 172,179        |
|                                    | <u>225,731</u>   | <u>257,063</u> | <u>457,323</u>     | <u>203,133</u> |

**21. Creditors: Amounts falling after one year**

|                                  | <b>The Group</b> |          | <b>The Charity</b> |                |
|----------------------------------|------------------|----------|--------------------|----------------|
|                                  | 2022             | 2021     | 2022               | 2021           |
|                                  | £                | £        | £                  | £              |
| Owed to group - more than 1 year | -                | -        | -                  | 150,000        |
|                                  | <u>-</u>         | <u>-</u> | <u>-</u>           | <u>150,000</u> |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**22. Funds**

|                                  | Current Reporting Period |                       |                       |                     |                 |                          |
|----------------------------------|--------------------------|-----------------------|-----------------------|---------------------|-----------------|--------------------------|
|                                  | Balance 1<br>April 2021  | Incoming<br>Resources | Outgoing<br>Resources | Gains &<br>(Losses) | Transfers       | Balance 31<br>March 2022 |
|                                  | £                        | £                     | £                     | £                   | £               | £                        |
| <b>The Group</b>                 |                          |                       |                       |                     |                 |                          |
| <b>Unrestricted funds:</b>       |                          |                       |                       |                     |                 |                          |
| General Funds                    | 1,012,851                | 1,771,405             | (1,655,869)           | 12,050              | 20,093          | 1,160,530                |
| Designated Funds                 | 21,681                   | -                     | -                     | -                   | -               | 21,681                   |
| Pension reserve                  | (1,608,000)              | -                     | (112,000)             | 889,000             | -               | (831,000)                |
| <b>Total unrestricted funds</b>  | <b>(573,468)</b>         | <b>1,771,405</b>      | <b>(1,767,869)</b>    | <b>901,050</b>      | <b>20,093</b>   | <b>351,211</b>           |
| <b>Restricted Funds:</b>         |                          |                       |                       |                     |                 |                          |
| Adviceline Development           | -                        | 8,200                 | (8,200)               | -                   | -               | -                        |
| Brinnington Big Local            | -                        | 15,957                | (15,957)              | -                   | -               | -                        |
| Client Grants                    | -                        | 131,748               | (104,681)             | -                   | 13,762          | 40,829                   |
| Good Things Foundation           | -                        | 1,500                 | (1,500)               | -                   | -               | -                        |
| Help to Claim                    | (2,894)                  | 431,490               | (428,596)             | -                   | -               | -                        |
| Irwin Valley Housing Association | 6,770                    | -                     | (6,770)               | -                   | -               | -                        |
| Macmillan Cancer Support         | -                        | 31,154                | (31,154)              | -                   | -               | -                        |
| MAPS Debt Advice                 | -                        | 433,782               | (399,927)             | -                   | (33,855)        | -                        |
| Pure Innovations                 | -                        | 18,938                | (18,938)              | -                   | -               | -                        |
| Winter Resilience                | -                        | 51,943                | -                     | -                   | -               | 51,943                   |
| <b>Total restricted funds</b>    | <b>3,876</b>             | <b>1,124,712</b>      | <b>(1,015,723)</b>    | <b>-</b>            | <b>(20,093)</b> | <b>92,772</b>            |
| <b>Total funds</b>               | <b>(569,592)</b>         | <b>2,896,117</b>      | <b>(2,783,592)</b>    | <b>901,050</b>      | <b>-</b>        | <b>443,983</b>           |

Adviceline Development includes £8200, Good Things Foundation includes £1500 and MAPS Debt Advice includes £19,451 incoming resources - all of which were received upon the merging of Citizens Advice Stockport into the group.

|                                 | Balance 1<br>April 2021 | Incoming<br>Resources | Outgoing<br>Resources | Gains &<br>(Losses) | Transfers | Balance 31<br>March 2022 |
|---------------------------------|-------------------------|-----------------------|-----------------------|---------------------|-----------|--------------------------|
|                                 | £                       | £                     | £                     | £                   | £         | £                        |
| <b>The Charity</b>              |                         |                       |                       |                     |           |                          |
| <b>Unrestricted funds:</b>      |                         |                       |                       |                     |           |                          |
| General Funds                   | (38,726)                | 104,403               | (378,138)             | 12,050              | -         | (300,411)                |
| Designated Funds                | -                       | -                     | -                     | -                   | -         | -                        |
| Pension reserve                 | -                       | -                     | -                     | -                   | -         | -                        |
| <b>Total unrestricted funds</b> | <b>(38,726)</b>         | <b>104,403</b>        | <b>(378,138)</b>      | <b>12,050</b>       | <b>-</b>  | <b>(300,411)</b>         |
| <b>Restricted Funds:</b>        |                         |                       |                       |                     |           |                          |
| Help to Claim                   | (2,894)                 | 431,490               | (428,596)             | -                   | -         | -                        |
| MAPS Debt Advice                | -                       | 410,974               | (410,974)             | -                   | -         | -                        |
| <b>Total restricted funds</b>   | <b>(2,894)</b>          | <b>842,464</b>        | <b>(839,570)</b>      | <b>-</b>            | <b>-</b>  | <b>-</b>                 |
| <b>Total funds</b>              | <b>(41,620)</b>         | <b>946,867</b>        | <b>(1,217,708)</b>    | <b>12,050</b>       | <b>-</b>  | <b>(300,411)</b>         |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**22. Funds (cont.)**

|                                  | Balance 1<br>April 2020<br>£ | Incoming<br>Resources<br>£ | Prior Reporting Period<br>Outgoing<br>Resources<br>£ | Gains &<br>(Losses)<br>£ | Transfers<br>£   | Balance 31<br>March 2021<br>£ |
|----------------------------------|------------------------------|----------------------------|------------------------------------------------------|--------------------------|------------------|-------------------------------|
| <b>The Group</b>                 |                              |                            |                                                      |                          |                  |                               |
| <b>Unrestricted funds:</b>       |                              |                            |                                                      |                          |                  |                               |
| General Funds                    | 1,012,778                    | 1,348,912                  | (1,245,685)                                          | 34,413                   | (137,567)        | 1,012,851                     |
| Designated Funds                 | 21,681                       | -                          | -                                                    | -                        | -                | 21,681                        |
| Pension reserve                  | (1,103,000)                  | -                          | -                                                    | (505,000)                | -                | (1,608,000)                   |
| <b>Total unrestricted funds</b>  | <b>(68,541)</b>              | <b>1,348,912</b>           | <b>(1,245,685)</b>                                   | <b>(470,587)</b>         | <b>(137,567)</b> | <b>(573,468)</b>              |
| <b>Restricted Funds:</b>         |                              |                            |                                                      |                          |                  |                               |
| Help to Claim                    | 197                          | 310,146                    | (313,237)                                            | -                        | -                | (2,894)                       |
| Irwin Valley Housing Association | -                            | 6,770                      | -                                                    | -                        | -                | 6,770                         |
| Macmillan Cancer Support         | (3,701)                      | 33,716                     | (38,093)                                             | -                        | 8,078            | -                             |
| MAPS Debt Advice                 | -                            | 297,505                    | (426,994)                                            | -                        | 129,489          | -                             |
| <b>Total restricted funds</b>    | <b>(3,504)</b>               | <b>648,137</b>             | <b>(778,324)</b>                                     | <b>-</b>                 | <b>137,567</b>   | <b>3,876</b>                  |
| <b>Total funds</b>               | <b>(72,045)</b>              | <b>1,997,049</b>           | <b>(2,024,009)</b>                                   | <b>(470,587)</b>         | <b>-</b>         | <b>(569,592)</b>              |

|                                 | Balance 1<br>April 2020<br>£ | Incoming<br>Resources<br>£ | Outgoing<br>Resources<br>£ | Gains &<br>(Losses)<br>£ | Transfers<br>£ | Balance 31<br>March 2021<br>£ |
|---------------------------------|------------------------------|----------------------------|----------------------------|--------------------------|----------------|-------------------------------|
| <b>The Charity</b>              |                              |                            |                            |                          |                |                               |
| <b>Unrestricted funds:</b>      |                              |                            |                            |                          |                |                               |
| General Funds                   | 36,024                       | 101,156                    | (175,906)                  | -                        | -              | (38,726)                      |
| Designated Funds                | -                            | -                          | -                          | -                        | -              | -                             |
| Pension reserve                 | -                            | -                          | -                          | -                        | -              | -                             |
| <b>Total unrestricted funds</b> | <b>36,024</b>                | <b>101,156</b>             | <b>(175,906)</b>           | <b>-</b>                 | <b>-</b>       | <b>(38,726)</b>               |
| <b>Restricted Funds:</b>        |                              |                            |                            |                          |                |                               |
| Help to Claim                   | 197                          | 310,146                    | (313,237)                  | -                        | -              | (2,894)                       |
| <b>Total restricted funds</b>   | <b>197</b>                   | <b>310,146</b>             | <b>(313,237)</b>           | <b>-</b>                 | <b>-</b>       | <b>(2,894)</b>                |
| <b>Total funds</b>              | <b>36,221</b>                | <b>411,302</b>             | <b>(489,143)</b>           | <b>-</b>                 | <b>-</b>       | <b>(41,620)</b>               |

| <b>Name of Fund</b>              | <b>Purpose</b>                                                           |
|----------------------------------|--------------------------------------------------------------------------|
| Adviceline Development           | Funding to support the development of a central telephone advice service |
| Brinnington Big Local            | Advice for residents in the Brinnington area                             |
| Client Grants                    | Funds for distribution to clients in crisis                              |
| Good Things Foundation           | A grant for digital exclusion work                                       |
| Help to Claim                    | To assist claimants of Universal Credit to successfully make a claim     |
| Irwin Valley Housing Association | Funding for advice to clients of Irwin Valley Housing Association        |
| Macmillan Cancer Support         | Funding to give advice to clients living with Cancer                     |
| MAPS Debt Advice                 | Funding for Face to Face debt advice                                     |
| Pure Innovations                 | Welfare Benefits advice to clients of Pure Innovation                    |
| Winter Resilience                | Crisis support and digital exclusion work in community venues            |
| Designated fund                  | Funds to repair/renovate Ascoft Court                                    |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**23. Employee Benefit Obligations**

**Defined benefit scheme**

The pension scheme available for all staff in the employment of the charity prior to 1st April 2005 is the Greater Manchester Pension Fund (GMPF). This scheme is a defined benefit (final salary) scheme which is administered by the Local Authority on behalf of all the contributing bodies to the fund. All of the Fund's assets are pooled but the liabilities of each contributing body are assessed actuarially every three years by an independent actuary. The most recent actuarial valuation was 31st March 2019. In accordance with FRS102 a report has been obtained on the fund from which the detail below has been extracted.

There is no immediate impact on the going concern as the pension scheme is unlikely to trigger a cessation event in the short to medium term. Any unfunded liabilities that may arise will be underwritten by the local authority who will act as guarantor. Therefore, any risk to the company is minimal and will be mitigated. Citizens Advice SORT Group Ltd will continue to monitor the risk.

The amounts recognised in the balance sheet are as follows:

|                                     | 2022             | 2021               |
|-------------------------------------|------------------|--------------------|
|                                     | £                | £                  |
| Fair value of plan assets           | 4,057,000        | 3,705,000          |
| Present value of funded obligations | (4,888,000)      | (5,313,000)        |
|                                     | <u>(831,000)</u> | <u>(1,608,000)</u> |

The amounts recognised in the statement of financial activities are as follows:

|                          | 2022             | 2021           |
|--------------------------|------------------|----------------|
|                          | £                | £              |
| Finance cost             | 33,000           | -              |
| Service cost             | 79,000           | -              |
| Actuarial (gains)/losses | (889,000)        | 505,000        |
|                          | <u>(777,000)</u> | <u>505,000</u> |

Changes in the present value of the defined benefit obligation are as follows

|                                            | 2022             | 2021             |
|--------------------------------------------|------------------|------------------|
|                                            | £                | £                |
| Defined benefit obligation                 | 5,313,000        | 4,203,000        |
| Current service cost                       | 79,000           | 61,000           |
| Contributions by scheme participants       | 12,000           | 13,000           |
| Interest cost                              | 106,000          | 96,000           |
| Benefits paid                              | (113,000)        | (108,000)        |
| Changes in demographic assumptions         | (29,000)         | 21,000           |
| Other experience                           | 10,000           | (45,000)         |
| Changes in principle financial assumptions | (490,000)        | 1,072,000        |
|                                            | <u>4,888,000</u> | <u>5,313,000</u> |

**CITIZENS ADVICE SORT GROUP LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

**23. Employee Benefit Obligations (cont.)**

Changes in the fair value of the scheme assets are as follows

|                                      | 2022             | 2021             |
|--------------------------------------|------------------|------------------|
|                                      | £                | £                |
| Fair value of scheme assets          | 3,705,000        | 3,100,000        |
| Interest income                      | 73,000           | 71,000           |
| Contributions by employer            | 42,000           | 43,000           |
| Contributions by scheme participants | 12,000           | 13,000           |
| Benefits paid                        | (113,000)        | (108,000)        |
| Return on plan assets                | 338,000          | 586,000          |
|                                      | <u>4,057,000</u> | <u>3,705,000</u> |

The major categories of scheme assets as a percentage of total scheme assets are as follows:

|          | 2022 | 2021 |
|----------|------|------|
| Equities | 67%  | 72%  |
| Bonds    | 15%  | 12%  |
| Property | 8%   | 7%   |
| Cash     | 10%  | 9%   |

Principal actuarial assumptions at the balance sheet date (Expressed as weighted averages):

|                                   | 2022  | 2021  |
|-----------------------------------|-------|-------|
| Discount rate                     | 2.70% | 2.00% |
| Future salary increases           | 2.00% | 3.60% |
| Future pension increases          | 3.20% | 2.85% |
| Mortality rates:                  | Years | Years |
| Current pensioners at 65 - male   | 20.3  | 20.5  |
| Current pensioners at 65 - female | 23.2  | 23.3  |
| Future pensioners at 65 - male    | 21.6  | 21.9  |
| Future pensioners at 65 - female  | 25.1  | 25.3  |

**Defined Contribution Scheme**

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £50,440 (2021: £86,000)

The pension schemes available to staff commencing employment with the charity after 31st March 2005 are defined contribution schemes, administered on behalf of the charity by Aviva, Peoples Pension and Scottish Widows. The Charity's matching contribution rate is capped at 3%. The employees contribution rate is variable and can exceed 3%

**CITIZENS ADVICE SORT GROUP LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**24. Analysis of group net assets between funds**

|                                  | General funds    | Unrestricted funds pension | Designated funds | Restricted funds | Total          |
|----------------------------------|------------------|----------------------------|------------------|------------------|----------------|
| <b>Current reporting period</b>  |                  |                            |                  |                  |                |
| Tangible fixed assets            | 82,551           | -                          | -                | -                | 82,551         |
| Fixed asset investments          | -                | -                          | -                | -                | -              |
| net current assets/(liabilities) | 1,077,979        | -                          | 21,681           | 92,772           | 1,192,432      |
| Creditors more than one year     | -                | (831,000)                  | -                | -                | (831,000)      |
| <b>Total</b>                     | <b>1,160,530</b> | <b>(831,000)</b>           | <b>21,681</b>    | <b>92,772</b>    | <b>443,983</b> |

|                                  | General funds    | Unrestricted funds pension | Designated funds | Restricted funds | Total            |
|----------------------------------|------------------|----------------------------|------------------|------------------|------------------|
| <b>Previous reporting period</b> |                  |                            |                  |                  |                  |
| Tangible fixed assets            | 117,897          | -                          | -                | -                | 117,897          |
| Fixed asset investments          | 168,177          | -                          | -                | -                | 168,177          |
| net current assets/(liabilities) | 1,012,851        | -                          | 21,681           | 3,876            | 1,038,408        |
| Creditors more than one year     | -                | (1,608,000)                | -                | -                | (1,608,000)      |
| <b>Total</b>                     | <b>1,298,925</b> | <b>(1,608,000)</b>         | <b>21,681</b>    | <b>3,876</b>     | <b>(283,518)</b> |

**25. Operating lease commitments**

The group's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

|                    | Property      |               | Equipment  |              |
|--------------------|---------------|---------------|------------|--------------|
|                    | 2022          | 2021          | 2022       | 2021         |
|                    | £             | £             | £          | £            |
| Less than one year | 11,371        | 34,116        | 351        | 1,403        |
| One to five years  | -             | 11,371        | -          | 351          |
| over five years    | -             | -             | -          | -            |
|                    | <b>11,371</b> | <b>45,487</b> | <b>351</b> | <b>1,754</b> |

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

|                    | Property |          | Equipment |          |
|--------------------|----------|----------|-----------|----------|
|                    | 2022     | 2021     | 2022      | 2021     |
|                    | £        | £        | £         | £        |
| Less than one year | -        | -        | -         | -        |
| One to five years  | -        | -        | -         | -        |
| over five years    | -        | -        | -         | -        |
|                    | <b>-</b> | <b>-</b> | <b>-</b>  | <b>-</b> |

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# Accounts

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Company number: 08290395

Charity Number: 1171817

# Citizens Advice SORT Group Ltd

(A Company Limited by Guarantee)

Group report and financial statements

For the year ended 31 March 2021

Citizens Advice SORT Group Ltd  
Reference and administrative information  
for the year ended 31 March 2021

**Company number** 08290395 (England and Wales)

**Charity number** 1171817

**Registered office and operational address** 1 - 2 Ascroft Court  
Peter Street  
Oldham  
OL1 1HP

**Trustees** Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

|                 |                              |
|-----------------|------------------------------|
| Emily Allen     | (appointed on 19 April 2021) |
| Peter Allen     |                              |
| Phil Aspden     |                              |
| Joan Ball       |                              |
| Annette Clowes  |                              |
| Richard Coaton  | (appointed 19 April 2021)    |
| Carl Cover      |                              |
| Ellen O'Donnell | (appointed 19 April 2021)    |
| Yvonne Lee      | (resigned 18 February 2021)  |
| Pauline Rowe    |                              |
| Francine Ryan   | (appointed 19 April 2021)    |
| David Trafford  | (appointed 19 April 2021)    |
| Alan Whitfield  | (appointed 19 April 2021)    |

**Company secretary** Jonathan Yates

**Key management** Jonathan Yates Chief Executive

**personnel** Maria Cuschera Deputy Chief Executive

**Bankers** **Santander PLC**

Bridle Road, Bootle, Merseyside, L30 4GB

Citizens Advice SORT Group Ltd  
Reference and administrative information  
for the year ended 31 March 2021

**Royal Bank of Scotland PLC**

Drummond House, 1 Redheughs Avenue, Edinburgh, EH12 9JN

**Lloyds PLC**

58 Yorkshire Street, Rochdale, Lancashire, OL6 1BN

**Yorkshire Bank**

47 Market Place, Oldham, OL1 3AB

**The Charity Bank Limited**

182 High Street, Tonbridge, Kent, TN9 1BE

**Auditors**

Moss & Williamson Limited

Chartered Accountants

Registered Auditor

Booth Street Chambers

Ashton-under-Lyne

Lancashire

OL6 7LQ

Citizens Advice SORT Group Ltd  
Trustees' annual report  
for the year ended 31 March 2021

The trustees present their report and the audited financial statements for the year ended 31 March 2021. Included within the trustees' report is the directors' report as required by company law.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

## **Objectives and activities**

### **Objectives and aims**

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 Greater Manchester and surrounding areas.

### **Significant activities**

Citizens Advice SORT Group Ltd (otherwise referred to as CA SORT in these accounts) was formally known as Citizens Advice Pennine West until a name change in March 2021. CA SORT is the overarching governing body encompassing Citizens Advice Oldham, Citizens Advice Rochdale and Citizens Advice Trafford. In the financial year 2021/22 the Group has worked in formal collaboration with Citizens Advice Stockport where both organisations work together to provide services to clients across Stockport, Oldham Rochdale and Trafford. Both organisations share an Executive Leadership Team, Leadership Team, Chair, Vice Chair and Treasurer.

The Charity continues to respond to increasing demand for its services, in a tough economic climate, helping more people than ever. We operate a number of specialist advice services in Oldham, Rochdale and Trafford working closely with a number of other organisations from Local authorities, Health and social care and third sector, providing advice and advocacy services.

Citizens Advice SORT Group Ltd  
Trustees' annual report  
for the year ended 31 March 2021

## Beneficiaries of our services

### Public benefit

CA SORT provides free, independent, confidential and impartial advice to residents on their rights and responsibilities. Our aim is to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect people's lives

The trustees believe that this fact clearly demonstrates the concept of "public benefit", as specified in Section 4 Charities Act 2011.

## Achievements and performance

### Covid-19 statement

There has been minimum impact on the incomes stream and we were able to efficiently provide services remotely to clients in many instances, providing web chat, online meeting and telephone advice to the most vulnerable people impacted by COVID 19.

It is expected the legal aid income will be impacted and will be monitoring it closely. All the operations of the charity remain open.

### Achievements and performance in 2020/21

CA SORT, through its subsidiaries provides a range of services from signposting, information and advice to specialist casework. These services are delivered through an organisational structure composed of both staff and volunteers.

CA SORT is the leading provider of independent advice service across Oldham, Rochdale and Trafford offering quality assured information, advice, guidance and casework services across the full range of subject areas and also contributes to the local economy by providing training opportunities for volunteers, many of whom then go on to gain employment in addition to providing a valuable service to their community.

The team is made up of volunteers and paid employees who deliver advice from locations in the community (often co-located with other partners) across Oldham, Rochdale and Trafford via a multitude of channels; face-to-face, telephone, letter, email and web chat. The scope of enquiries covers the full range of Citizens Advice subject areas including benefits, debt, housing, employment, consumer, family, legal, immigration, health and education. Specialist services deliver advice to clients needing Money Advice, help claiming Universal Credit, help with benefits and benefit appeals, specialist support for clients with cancer and those needs support with a housing problem.

## Citizens Advice SORT Group Ltd Trustees' annual report

for the year ended 31 March 2021

In the 12 months of 2020-21, CA SORT answered 17,796 (Oldham 5950, Trafford 5808, Rochdale 6038) phone calls at Level 1, and another 14,000 (Oldham 6,340, Trafford 3202, Rochdale 4210) unique clients at Level 2 advice and casework (level 3) with 65,724 issues (Oldham 28,000, Trafford 19,000, Rochdale 18,724),

Over the period 2020-21, the charity helped secure an extra £13 million (Oldham £7.2m, Trafford 1.2m, Rochdale £4.6m), for clients and supported the writing off and rescheduling of £2.3 million (Oldham £1m, Trafford £530,000, Rochdale £770,000) of debts.

Universal credit topped the issues clients came to seek support with (32%) followed by benefits and tax credit issues more widely (21%). Debt remains a significant issue across Oldham, Rochdale and Trafford with 13% of enquiries being focused on this issue, followed then by housing (6.5%) and employment (4.8%)

During 2020/2021 the main work of the ELT and LT focused on three main elements; implementation of the new advice model following the successful tendering of the information, advice and guidance commissioned by Rochdale and Trafford Councils jointly with Stockport Council, the forming of a new 3 year collaboration business plan and the improvement of capacity and quality across the organisation.

The organisational audit was carried out in September 2020 and resulted in the organisation, once again being given an overall score of outstanding, and the highest score possible.

### **Financial review**

The Trustees confirm that the major risks to which the Charity is exposed have been reviewed and systems established to mitigate those risks.

The Charity is predominantly funded by grants (both restricted and unrestricted) which have allowed the Charity to carry out a wide range of advisory services to meet its charitable objectives. The Charity also has a sustainable level of income from fee earning advisory work.

The financial climate is extremely challenging and continues to be challenging moving into financial year 20/21. We have implemented various cost saving efficiencies and continue to seek to reduce costs and achieve further efficiencies where necessary. Financial performance in 20/21 resulted in a surplus of £7,453 (2020: deficit £90,832), excluding loss on pension actuary of £505,000 (2020: Gain £261,000).

### **Reserves policy**

The free reserves held by the charity as at 31st March 2021 amounted to £1,034,532 (2020: £1,034,459), excluding pension liability. The Trustees have designated £21,681 of these funds to repair/renovate Ascroft Court. The Trustees consider the Charity to be a going concern.

Citizens Advice SORT Group Ltd  
Trustees' annual report  
for the year ended 31 March 2021

There is no immediate impact on the going concern as the pension scheme is unlikely to trigger a cessation event in the short to medium term. Any unfunded liabilities that may arise will be underwritten by the local authority who will act as guarantor. Therefore, any risk to the company is minimal and will be mitigated. CA SORT will continue to monitor the risk.

The Charity continues to review its reserves policy to comply with Charity Commission best practice. The aim to hold reserves that adequately fund six months running costs and cover redundancy payments and other liabilities has been achieved.

## **Plans for the future**

The trustees are grateful to the agencies and individuals who are working so hard to help us provide and maintain an effective and quality assured independent advice service for the people of Oldham, Rochdale and Trafford.

Within the context of the successful recommissioning process and growing relationship with Citizens Advice Stockport, it believes the charity is in a strong position to move forward and continue to build on the successes of the previous year.

The future almost certainly means more change for CA SORT where there is uncertainty around the future funding from the Money and Pension Service, pressure from Government on local authorities to meet their reduced spending plans, the continued rollout of Universal Credit rollout and the United Kingdom's decision to leave the European Union. Despite that, the Directors are confident that the organisation has a realistic and deliverable Business and Development Plan which seeks to develop new, innovative and sustainable funding streams and seeks to ensure the continuation of a good quality information, advice and casework service.

## **Structure, governance and management**

### **Governing document**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

CA SORT is a charitable company limited by guarantee. It is governed by Memorandum and Articles of Association. The members of the Charity are the current trustees identified above. In the event of the Charity being wound up, the liability of the members will be limited to £1 per member.

On 29th November 2012, Oldham Metropolitan Citizens Advice Bureaux and Rochdale & District Citizens Advice Bureau adopted the Articles of Association of CA SORT. The Company's sole member became CA SORT.

On 12th June 2017, Trafford Citizens Advice Bureau adopted the Articles of Association of CA SORT. This Company's sole member became CA SORT.

Up until 26 March 2021, the company was known as Citizens Advice Pennine West. On the 26th March 2021 a resolution was filed at Companies House to change the name of the company to Citizens Advice

Citizens Advice SORT Group Ltd  
Trustees' annual report  
for the year ended 31 March 2021

SORT Group Ltd (otherwise referred to as CA SORT in these accounts). This was in anticipation of the merger of Citizens Advice Stockport Ltd into the group on the 1st April 2021. The existing members of the group remained as Citizens Advice Oldham (CAO), Citizens Advice Rochdale (CAR) and Citizens Advice Trafford (CAT).

Following this merger the company embarked on a staff restructure to better position itself for the demands of a larger organisation and the opportunities it is to harness.

## Charity constitution

The charity's objects are to promote any charitable purpose for the benefit of the community by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

## Recruitment and appointment of new trustees

The Articles of Association provide that the number of trustees shall not be less than three nor more than fifteen. The actual level is agreed by the board of directors. Directors are elected for a three year term and retire on rotation.

Directors, who are also trustees of the company, are required to go through a selection process and are interviewed by the Chair of the board or trustee (supported by the company secretary). At the next available meeting of the board, the Chair recommends for approval, the appointment of any trustee who is deemed appointable.

The board annually reviews the board of director's composition based on skills and experiences.

As an incorporated charity, we file an AP01 with Companies House within 14 days of the appointment. When details on that form change, form CH01 is completed and filled with Companies House. Where a director resigns, we also file TM01 forms - all in line with our statutory obligations.

New trustees are provided with a formal induction. This is followed up with an induction meeting with relevant members of the Executive Leadership Team (ELT), members of the Leadership Team (LT) and the Chair of the Trustee Board. This provides an opportunity to learn more about the work of CA SORT, focus on current Board priorities and to assess any individual training needs. The board also holds an annual development session.

## Organisational structure

As a charitable organisation, from 1st April 2019 CA SORT works in a formal collaboration with Citizens Advice Stockport where both organisations work together to service clients across Stockport, Oldham, Rochdale and Trafford. Both organisations share an Executive Leadership Team, Leadership Team, Chair, Vice Chair and Treasurer.

The charitable company operates from premises within Oldham and from a variety of venues throughout the Oldham, Rochdale and Trafford.

A Trustee Board (the board of directors), comprising trustees of the charitable company, is in place to monitor financial policies, strategies and procedures and to take certain decisions in accordance with the delegated powers.

Citizens Advice SORT Group Ltd  
Trustees' annual report  
for the year ended 31 March 2021

The Board of Directors meets in formal session four times a year (at a minimum) to determine overall policy and overview the furtherance of the charitable company's objects.

Within the governance structure, the charitable organisation also has a number of board committees;

- Finance and planning committee
- Governance, people and performance committee
- Risk and compliance committee

Day to day organisational decisions are delegated to the CA SORT Chief Executive Officer and other members of collaboration ELT. The organisational structure chart of the collaboration is regularly reviewed.

## Decision making

The Trustees carry the ultimate responsibility for the conduct of CA SORT and for ensuring that the charity satisfies its legal and contractual obligations.

## Related parties and relationships with other organisations

CA SORT and all its subsidiaries are members of Citizens Advice, the national association for the Citizens Advice service throughout England, Wales and Northern Ireland. Membership of the national association requires the charitable company to adhere to rigorous standards in respect of governance, organisational practices and quality of advice. The Citizens Advice Membership Scheme requires member organisations to undergo a self-assessment audit of organisational standards and quality of advice every year and a more in-depth and independent audit of organisation standards and quality of advice by Citizens Advice auditors every three years.

## Remuneration policy for key management personnel

The pay of the Executive Leadership Team is set by the trustee board and is reviewed annually by the trustees.

## Risk management

The trustees have reviewed their procedures in the light of corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'.

A risk assessment report is contained within the business plan and anticipates potential changes to the environment in which CA SORT is working and highlights how these would impact on its services. In addition it produces an annual risk register, based on a matrix supplied by Citizens Advice – the national association.

The risk and compliance committee of the Trustee Board interrogates and reviews risk on a regular basis and makes recommendations to the Trustee Board as and when required.

CA SORT faces a range of operational and strategic risks and the key to successful risk management is to identify potential risks, the likelihood of them occurring and then obviate their impact. The Risk Register is a formal statement of CA SORT risk management strategy and how the impact of potential

Citizens Advice SORT Group Ltd  
Trustees' annual report  
for the year ended 31 March 2021

risks can be minimised. Identifying the risks is an important element of risk management and has been given detailed and careful consideration. Areas which have been covered in this process include:

- activities and services undertaken by the organisation
- our objectives
- targets and outputs required by funders and others
- the operating structure
- external factors (statutory obligations, relationships with funders)
- comparisons with other local Citizens Advice /comparable organisations
- past performance and previous risks encountered

CA SORT objectives, its internal organisation and the environment in which it operates are continually evolving and as a result, the risks it faces are not constant. Organisational success derives in part from successful management of risk and so the purpose of internal control is to help manage and control risk appropriately rather than to eliminate it.

Citizens Advice SORT Group Ltd  
Trustees' annual report  
for the year ended 31 March 2021

## Statement of responsibilities of the trustees

The trustees (who are also directors of Citizens Advice SORT Group Ltd for the purposes of company law) are responsible for preparing the trustees' annual 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 charitable group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable group 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

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



Citizens Advice SORT Group Ltd  
Trustees' annual report  
for the year ended 31 March 2021

**Auditors**

Moss & Williamson Limited were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

The trustees' annual report has been approved by the trustees on 28.11.21 and signed on their behalf by

A handwritten signature in black ink, appearing to be 'Phil Aspden', written over a horizontal line.

Phil Aspden

Trustee



Citizens Advice SORT Group Ltd  
Independent auditors' report  
for the year ended 31 March 2021

**Opinion**

We have audited the financial statements of Citizens Advice SORT Group Ltd (the parent charitable company) and its subsidiaries (the group) for the year ended 31 March 2021 which comprise the consolidated Statement of Financial Activities, Balance Sheets, consolidated Cash flow statement 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 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 groups and parent charitable company's affairs as at 31 March 2021 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 Charities Act 2011.

**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 group and charitable company 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 trustee's 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 entity's ability to continue as a going concern for a period of at least 12 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, including the trustees' 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, except to the

Citizens Advice SORT Group Ltd  
Independent auditors' report  
for the year ended 31 March 2021

extent otherwise explicitly stated in our report, 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 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**

In the light of the knowledge and understanding of the group and charitable parent company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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:

- adequate and proper 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.

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement (set out on page 10), the trustees (who are also the directors of the charitable company 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 charitable company'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 company or to cease operations, or have no realistic alternative but to do so.

Citizens Advice SORT Group Ltd  
Independent auditors' report

for the year ended 31 March 2021

risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities).

This description forms part of our auditor's report.

Moss & Williamson Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Section 144 Charities Act 2011. Our audit work has been undertaken so that we might state to the charitable company'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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Moss & Williamson limited

Moss & Williamson Limited

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Chartered Accountants

Registered Auditor

Booth Street Chambers

Ashton-under-Lyne

Lancashire

OL6 7LQ

Date: ..... 25 November 2021

Citizens Advice SORT Group Ltd  
Independent auditors' report  
for the year ended 31 March 2021

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

We have been appointed as auditor under Section 144 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:

Enquiries were made of the Trustees and management with a view to identifying those laws and regulations that could be expected to have a material impact on the financial statements.

We obtained an understanding of the legal and regulatory framework that the company operates in, and the principal risks of non-compliance with laws and regulations which we identified as being significant to the company related to UK Financial Reporting Standards, Company Law, Charity Law, UK Tax Legislation and Health & Safety regulation. We considered the extent to which the non-compliance with these regulations would have an impact on the accounts.

The audit procedures we undertook in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) included, but not limited to:

- enquiries of management about procedures for compliance with laws and regulations
- enquiring of management as to whether they had any knowledge of actual, suspected or alleged fraud
- we inspected the minutes of meetings of those charges with governance
- in addressing the risk of fraud through management override of controls we tested the appropriateness of journals entries
- we ensured the audit team were alert for any identification of non-compliance throughout the audit.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The

Citizens Advice SORT Group Ltd  
Consolidated Statement of Financial Activities  
(including Income and Expenditure account)  
for the year ended 31 March 2021

|                                                               | Note | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | Total funds<br>2021<br>£ | Total funds<br>2020<br>£ |
|---------------------------------------------------------------|------|----------------------------|--------------------------|--------------------------|--------------------------|
| <b>Income from:</b>                                           |      |                            |                          |                          |                          |
| Donations and legacies                                        | 3    | 637,832                    | -                        | 637,832                  | 664,192                  |
| Charitable activities:<br>Advisory Services                   | 4    | 710,003                    | 648,137                  | 1,358,140                | 1,234,895                |
| Other income                                                  | 5    | -                          | -                        | -                        | 1,208                    |
| Investments                                                   | 6    | 1,077                      | -                        | 1,077                    | 841                      |
| <b>Total income</b>                                           |      | <b>1,348,912</b>           | <b>648,137</b>           | <b>1,997,049</b>         | <b>1,901,136</b>         |
| <b>Expenditure on:</b>                                        |      |                            |                          |                          |                          |
| Charitable activities:<br>Advisory Services                   | 7    | 1,245,685                  | 778,324                  | 2,024,009                | 1,991,968                |
| <b>Total expenditure</b>                                      |      | <b>1,245,685</b>           | <b>778,324</b>           | <b>2,024,009</b>         | <b>1,991,968</b>         |
| <b>Net income/(expenditure) before<br/>net gains/(losses)</b> |      | 103,227                    | (130,187)                | (26,960)                 | (90,832)                 |
| Realised gains/(losses) on investments                        |      | 34,413                     | -                        | 34,413                   | -                        |
| Net actuarial gains/(losses) on defined<br>pension schemes    | 24   | (505,000)                  | -                        | (505,000)                | 261,000                  |
| <b>Net income/(expenditure) for the<br/>year</b>              | 9    | <b>(367,360)</b>           | <b>(130,187)</b>         | <b>(497,547)</b>         | <b>170,168</b>           |
| Transfer between funds                                        |      | (137,567)                  | 137,567                  | -                        | -                        |
| <b>Net movement in funds for the year</b>                     |      | <b>(504,927)</b>           | <b>7,380</b>             | <b>(497,547)</b>         | <b>170,168</b>           |
| <b>Reconciliation of funds</b>                                |      |                            |                          |                          |                          |
| Total funds brought forward                                   |      | (68,541)                   | (3,504)                  | (72,045)                 | (242,213)                |
| <b>Total funds carried forward</b>                            |      | <b>(573,468)</b>           | <b>3,876</b>             | <b>(569,592)</b>         | <b>(72,045)</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 SORT Group Ltd  
Company number 08290395

Balance Sheets  
as at 31 March 2021

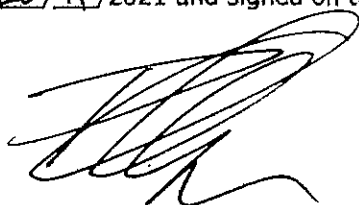
|                                                         | Note | The group        |                  | The Charity     |                |
|---------------------------------------------------------|------|------------------|------------------|-----------------|----------------|
|                                                         |      | 2021<br>£        | 2020<br>£        | 2021<br>£       | 2020<br>£      |
| <b>Fixed assets</b>                                     |      |                  |                  |                 |                |
| Tangible assets                                         | 14   | 117,897          | 111,578          | -               | -              |
| Investments                                             | 15   | 168,177          | 133,764          | 168,177         | 133,764        |
| <b>Total fixed assets</b>                               |      | <b>286,074</b>   | <b>245,342</b>   | <b>168,177</b>  | <b>133,764</b> |
| <b>Current assets</b>                                   |      |                  |                  |                 |                |
| Debtors                                                 | 18   | 263,215          | 179,583          | 56,835          | 46,029         |
| Cash at bank and In hand                                | 19   | 746,182          | 701,217          | 86,501          | 58,020         |
| <b>Total current assets</b>                             |      | <b>1,009,397</b> | <b>880,800</b>   | <b>143,336</b>  | <b>104,049</b> |
| <b>Liabilities</b>                                      |      |                  |                  |                 |                |
| Creditors: amounts falling due in less than one year    | 20   | (257,063)        | (95,187)         | (203,133)       | (51,592)       |
| <b>Net current assets</b>                               |      | <b>752,334</b>   | <b>785,613</b>   | <b>(59,797)</b> | <b>52,457</b>  |
| <b>Total assets less current liabilities</b>            |      | <b>1,038,408</b> | <b>1,030,955</b> | <b>108,380</b>  | <b>186,221</b> |
| Creditors: amounts falling due after more than one year | 21   | -                | -                | (150,000)       | (150,000)      |
| <b>Net assets excluding pension liability</b>           |      | <b>1,038,408</b> | <b>1,030,955</b> | <b>(41,620)</b> | <b>36,221</b>  |
| Pension liability                                       | 24   | (1,608,000)      | (1,103,000)      | -               | -              |
| <b>Net assets / liabilities</b>                         |      | <b>(569,592)</b> | <b>(72,045)</b>  | <b>(41,620)</b> | <b>36,221</b>  |
| <b>Funds of the charity:</b>                            |      |                  |                  |                 |                |
| Restricted Income funds                                 | 22   | 3,876            | (3,504)          | (2,894)         | 197            |
| Unrestricted income funds                               |      |                  |                  |                 |                |
| General fund                                            | 23   | 1,012,851        | 1,012,778        | (38,726)        | 36,024         |
| Designated fund                                         | 23   | 21,681           | 21,681           | -               | -              |
| Pension                                                 | 23   | (1,608,000)      | (1,103,000)      | -               | -              |
| <b>Total charity funds</b>                              |      | <b>(569,592)</b> | <b>(72,045)</b>  | <b>(41,620)</b> | <b>36,221</b>  |

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 19 to 40 form part of these accounts.

Approved by the trustees on 25/11/2021 and signed on their behalf by:

Phil Aspden (Trustee)





Citizens Advice SORT Group Ltd  
Consolidated Statement of Cash Flows  
for the year ending 31 March 2021

|                                                              | Note | 2021<br>£       | 2020<br>£        |
|--------------------------------------------------------------|------|-----------------|------------------|
| <b>Cash provided by/(used in) operating activities</b>       | 27   | <b>70,168</b>   | <b>(32,666)</b>  |
| <i>Cash flows from investing activities:</i>                 |      |                 |                  |
| Dividends, Interest, and rents from investments              |      | 1,077           | 841              |
| Purchase of tangible fixed assets                            |      | (26,280)        | (932)            |
| Purchase of fixed asset investments                          |      | -               | (150,000)        |
| <b>Cash provided by/(used in) Investing activities</b>       |      | <b>(25,203)</b> | <b>(150,091)</b> |
| Increase/(decrease) in cash and cash equivalents in the year |      | 44,965          | (182,757)        |
| Cash and cash equivalents at the beginning of the year       |      | 701,217         | 883,974          |
| <b>Total cash equivalents at the end of the year</b>         |      | <b>746,182</b>  | <b>701,217</b>   |

Notes to the accounts for the year ended 31 March 2021

**1 Accounting policies**

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

**a Basis of preparation**

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

Citizens Advice SORT Group Ltd meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

**b Group financial statements**

The consolidated financial statements incorporate the financial statements of the company and entities (including special purpose entities) controlled by the group (its subsidiaries). Control is achieved where the group has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

The results of subsidiaries acquired or disposed of during the year are included in total comprehensive income from the effective date of acquisition and up to the effective date of disposal, as appropriate using accounting policies consistent with those of the parent.

All intra-group transactions, balances, income and expenses are eliminated in full on consolidation. Investments in subsidiaries are accounted for at cost less impairment in the individual financial statements.

**c Preparation of the accounts on a going concern basis**

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

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.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

Notes to the accounts for the year ended 31 March 2021 (continued)

**d Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

**e Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**f Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

**g Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Notes to the accounts for the year ended 31 March 2021 (continued)

**h Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**i Allocation of governance costs**

Governance costs include costs of the preparation and examination of statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on Governance or constitutional matters. Governance costs have been apportioned based on employee hours.

**j Operating leases**

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

**k Tangible fixed assets**

Individual fixed assets costing £300 or more are capitalised at cost and are depreciated over their estimated useful economic lives as follows:

|                                  |                         |
|----------------------------------|-------------------------|
| Freehold building                | 2% - 4% straight line   |
| Leasehold land                   | Not depreciated         |
| Property improvements            | 10% straight line       |
| Fixtures, fittings and equipment | 10% - 33% straight line |

**l Fixed asset investments**

Investments in quoted equity instruments are measured at fair value. Changes in fair value are recognised in the Statement of Financial Activities.

**m 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.

Notes to the accounts for the year ended 31 March 2021 (continued)

**n 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.

**o Creditors and provisions**

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

**p Financial Instruments**

The charity only has financial assets and financial 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.

**q Pension costs and other post-retirement benefits**

**Defined benefit pension plan**

The company recognises a defined net benefit pension asset or liability in the statement of financial position as the net total of the present value of its obligations and the fair value of plan assets out of which the obligations are to be settled. The defined benefit liability is measured on a discounted present value basis using a rate determined by reference to market yields at the reporting date on high quality corporate bonds, equities and property. Defined benefit obligations and the related expenses are measured using the projected unit credit method. Plan surpluses are recognised as a defined benefit asset only to the extent that the surplus is recoverable either through reduced contributions in the future or through refunds from the plan.

Changes in the net defined benefit asset or liability arising from employee service are recognised in income or expenditure as a current service cost where it relates to services in the current period and as a past service cost where it relates to services in prior periods. Costs relating to plan introductions, benefit changes, curtailments and settlements are recognised in income or expenditure in the period in which they occur.

Net Interest is determined by multiplying the net defined benefit liability by the discount rate, both as determined at the start of the reporting period, taking account of any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. Net interest is recognised in income or expenditure.

**Defined contribution pension plan**

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.

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**2 Legal status of the charity**

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

**3 Income from donations and legacies**

| <b>Current reporting period</b>   | <b>Unrestricted<br/>£</b> | <b>Restricted<br/>£</b> | <b>Total 2021<br/>£</b> |
|-----------------------------------|---------------------------|-------------------------|-------------------------|
| Donations                         | 663                       | -                       | 663                     |
| Grants                            |                           |                         |                         |
| General Advice Service            | 466,576                   | -                       | 466,576                 |
| District Partnership              | 13,027                    | -                       | 13,027                  |
| Multiple Sclerosis                | 3,600                     | -                       | 3,600                   |
| NHS Clinical Commission           | 111,216                   | -                       | 111,216                 |
| Oldham Council                    | 12,750                    | -                       | 12,750                  |
| RMBC Crisis Fund                  | 15,000                    | -                       | 15,000                  |
| Sholver Outreach                  | 10,500                    | -                       | 10,500                  |
| Shaw and Crompton District Parish | 4,500                     | -                       | 4,500                   |
| <b>Total</b>                      | <b>637,832</b>            | <b>-</b>                | <b>637,832</b>          |
| <b>Previous reporting period</b>  | <b>Unrestricted<br/>£</b> | <b>Restricted<br/>£</b> | <b>Total 2020<br/>£</b> |
| Donations                         | 411                       | -                       | 411                     |
| Grants                            |                           |                         |                         |
| General Advice Service            | 450,998                   | -                       | 450,998                 |
| District Partnership              | 35,388                    | -                       | 35,388                  |
| First Choice Homes                | 44,906                    | -                       | 44,906                  |
| Multiple Sclerosis                | 3,600                     | -                       | 3,600                   |
| NHS Clinical Commission           | 109,844                   | -                       | 109,844                 |
| RMBC Crisis Fund                  | 15,000                    | -                       | 15,000                  |
| Sholver Outreach                  | 3,500                     | -                       | 3,500                   |
| Other small grants                | 545                       | -                       | 545                     |
| <b>Total</b>                      | <b>664,192</b>            | <b>-</b>                | <b>664,192</b>          |

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**4 Income from charitable activities**

| <b>Current reporting period</b>         | Unrestricted<br>£          | Restricted<br>£          | Total 2021<br>£          |
|-----------------------------------------|----------------------------|--------------------------|--------------------------|
| <b><i>Advisory Services</i></b>         |                            |                          |                          |
| Fees                                    | 570,214                    | -                        | 570,214                  |
| Disbursements                           | (16,050)                   | -                        | (16,050)                 |
| Grants                                  |                            |                          |                          |
| Forever Manchester                      | 19,746                     | -                        | 19,746                   |
| Help to Claim                           | -                          | 310,146                  | 310,146                  |
| IVHA                                    | -                          | 6,770                    | 6,770                    |
| Macmillan Cancer Support                | -                          | 33,716                   | 33,716                   |
| Money Advice Service                    | -                          | 297,505                  | 297,505                  |
| National Lottery - COVID                | 95,773                     | -                        | 95,773                   |
| National Citizens Advice Bureau         | 32,685                     | -                        | 32,685                   |
| Trafford Housing Trust                  | 7,635                      | -                        | 7,635                    |
| <b>Total</b>                            | <b>710,003</b>             | <b>648,137</b>           | <b>1,358,140</b>         |
| <b><i>Previous reporting period</i></b> | <b><i>Unrestricted</i></b> | <b><i>Restricted</i></b> | <b><i>Total 2020</i></b> |
|                                         | <b><i>£</i></b>            | <b><i>£</i></b>          | <b><i>£</i></b>          |
| <b><i>Advisory Services</i></b>         |                            |                          |                          |
| Fees                                    | 604,641                    | -                        | 604,641                  |
| Disbursements                           | 18,926                     | -                        | 18,926                   |
| Grants                                  |                            |                          |                          |
| Help to Claim                           | -                          | 305,931                  | 305,931                  |
| HMR Cancer Support                      | -                          | 9,850                    | 9,850                    |
| IVHA                                    | -                          | (3,080)                  | (3,080)                  |
| Macmillan Cancer Support                | -                          | 33,754                   | 33,754                   |
| Money Advice Service                    | -                          | 264,873                  | 264,873                  |
| <b>Total</b>                            | <b>623,567</b>             | <b>611,328</b>           | <b>1,234,895</b>         |

**5 Income from other activities**

|              | 2021<br>£ | 2020<br>£ |
|--------------|-----------|-----------|
| Other income | -         | 1,208     |
|              | -         | 1,208     |

All income from other activities is unrestricted.

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**6 Investment Income**

| <b>Current reporting period</b>  | Unrestricted<br>£         | Restricted<br>£         | Total 2021<br>£         |
|----------------------------------|---------------------------|-------------------------|-------------------------|
| Income from bank deposits        | 69                        | -                       | 69                      |
| Dividends received               | 1,008                     | -                       | 1,008                   |
|                                  | <u>1,077</u>              | <u>-</u>                | <u>1,077</u>            |
| <b>Previous reporting period</b> | <i>Unrestricted<br/>£</i> | <i>Restricted<br/>£</i> | <i>Total 2020<br/>£</i> |
| Income from bank deposits        | 221                       | -                       | 221                     |
| Dividends received               | 620                       | -                       | 620                     |
|                                  | <u>841</u>                | <u>-</u>                | <u>841</u>              |

**7 Analysis of expenditure on charitable activities**

| <b>Current reporting period</b> | Advisory<br>Services<br>£ | Total 2021<br>£  |
|---------------------------------|---------------------------|------------------|
| Staff costs                     | 1,650,417                 | 1,650,417        |
| Bank charges                    | 1,948                     | 1,948            |
| Consultancy fees                | 34,274                    | 34,274           |
| Disbursements                   | 1,940                     | 1,940            |
| Equipment expensed              | 3,388                     | 3,388            |
| Insurance                       | 12,011                    | 12,011           |
| IT support                      | 33,754                    | 33,754           |
| Light and heat                  | 4,419                     | 4,419            |
| Partner payments                | 79,595                    | 79,595           |
| Postage                         | 2,317                     | 2,317            |
| Rates and water                 | 2,164                     | 2,164            |
| Stationery and printing         | 4,275                     | 4,275            |
| Telephone                       | 35,764                    | 35,764           |
| Other office costs              | 3,338                     | 3,338            |
| Rent                            | 36,933                    | 36,933           |
| Repairs and maintenance         | 8,298                     | 8,298            |
| Staff training                  | 3,571                     | 3,571            |
| Subscriptions                   | 27,444                    | 27,444           |
| Sundry                          | 4,622                     | 4,622            |
| Temps and recruitment           | 20,162                    | 20,162           |
| Travel and subsistence          | 1,276                     | 1,276            |
| Volunteer expenses              | 32                        | 32               |
| Depreciation                    | 19,961                    | 19,961           |
| Governance costs (see note 8)   | 32,106                    | 32,106           |
|                                 | <u>2,024,009</u>          | <u>2,024,009</u> |

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**7 Analysis of expenditure on charitable activities (cont.)**

| <i><b>Previous reporting period</b></i> | <i><b>Advisory<br/>Services<br/>£</b></i> | <i><b>Total 2020<br/>£</b></i> |
|-----------------------------------------|-------------------------------------------|--------------------------------|
| Staff costs                             | 1,566,125                                 | 1,566,125                      |
| Advertising                             | 2,369                                     | 2,369                          |
| Bank charges                            | 2,082                                     | 2,082                          |
| Consultancy fees                        | 4,490                                     | 4,490                          |
| Disbursements                           | 26,046                                    | 26,046                         |
| Equipment expended                      | 2,835                                     | 2,835                          |
| Insurance                               | 9,257                                     | 9,257                          |
| IT support                              | 6,858                                     | 6,858                          |
| Light and heat                          | 9,198                                     | 9,198                          |
| Postage                                 | 6,894                                     | 6,894                          |
| Rates and water                         | 4,214                                     | 4,214                          |
| Stationery and printing                 | 12,079                                    | 12,079                         |
| Telephone                               | 25,068                                    | 25,068                         |
| Other office costs                      | 12,539                                    | 12,539                         |
| Rent                                    | 43,144                                    | 43,144                         |
| Repairs and maintenance                 | 17,501                                    | 17,501                         |
| Staff training                          | 6,385                                     | 6,385                          |
| Subscriptions                           | 18,363                                    | 18,363                         |
| Sundry                                  | (7)                                       | (7)                            |
| Temps and recruitment                   | 110,740                                   | 110,740                        |
| Travel and subsistence                  | 19,880                                    | 19,880                         |
| Volunteer expenses                      | 3,600                                     | 3,600                          |
| Bad debts                               | 2,955                                     | 2,955                          |
| Irrecoverable VAT                       | 3,339                                     | 3,339                          |
| Depreciation                            | 13,166                                    | 13,166                         |
| Governance costs (see note 8)           | 62,848                                    | 62,848                         |
|                                         | <hr/>                                     | <hr/>                          |
|                                         | 1,991,968                                 | 1,991,968                      |
|                                         | <hr/>                                     | <hr/>                          |
|                                         | 2021                                      | 2020                           |
|                                         | £                                         | £                              |
| Restricted expenditure                  | 778,324                                   | 720,536                        |
| Unrestricted expenditure                | 1,245,685                                 | 1,271,432                      |
|                                         | <hr/>                                     | <hr/>                          |
|                                         | 2,024,009                                 | 1,991,968                      |
|                                         | <hr/>                                     | <hr/>                          |

## Notes to the accounts for the year ended 31 March 2021 (continued)

**8 Analysis of governance costs**

| <b>Current reporting period</b>  | <b>Governance<br/>£</b> | <b>Total 2021<br/>£</b> |
|----------------------------------|-------------------------|-------------------------|
| Audit fees                       | 3,200                   | 3,200                   |
| Accountancy services             | 9,684                   | 9,684                   |
| Legal and professional           | 19,086                  | 19,086                  |
| Other governance costs           | 136                     | 136                     |
|                                  | <hr/>                   | <hr/>                   |
|                                  | 32,106                  | 32,106                  |
|                                  | <hr/>                   | <hr/>                   |
| <b>Previous reporting period</b> | <b>Governance<br/>£</b> | <b>Total 2020<br/>£</b> |
| Audit fees                       | 3,600                   | 3,600                   |
| Accountancy services             | 7,768                   | 7,768                   |
| Legal and professional           | 34,762                  | 34,762                  |
| Impairment of Investment         | 16,236                  | 16,236                  |
| Other governance costs           | 482                     | 482                     |
|                                  | <hr/>                   | <hr/>                   |
|                                  | 62,848                  | 62,848                  |
|                                  | <hr/>                   | <hr/>                   |

**9 Net Income/(expenditure) for the year**

| This is stated after charging/(crediting): | <b>2021<br/>£</b> | <b>2020<br/>£</b> |
|--------------------------------------------|-------------------|-------------------|
| Depreciation                               | 19,961            | 13,166            |
| Operating lease rentals:                   |                   |                   |
| Property                                   | 34,116            | 34,116            |
| Other                                      | 1,403             | 1,403             |
| Auditor's remuneration - audit fees        | 3,200             | 3,600             |
| Other accountancy fees                     | 9,684             | 7,768             |
|                                            | <hr/>             | <hr/>             |

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**10 Staff costs**

Staff costs during the year were as follows:

|                       | 2021<br>£ | 2020<br>£ |
|-----------------------|-----------|-----------|
| Wages and salaries    | 1,464,643 | 1,387,892 |
| Social security costs | 114,293   | 112,036   |
| Pension costs         | 71,481    | 66,197    |
|                       | <hr/>     | <hr/>     |
|                       | 1,650,417 | 1,566,125 |
|                       | <hr/>     | <hr/>     |

One employee has employee benefits between £60,000 and £70,000 in the year (2020: Nil).

The average number of staff employed during the period was 65 (2020: 70).

The key management personnel of the charity comprise the trustees, the Chief Executive Officer and the Deputy Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £151,975 (2020: £135,030).

**11 Trustee remuneration and expenses, and related party transactions**

Neither the trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2020: Nil).

No trustees received travel and subsistence expenses during the year (2020: £nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2020: nil).

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**12 Government grants**

The government grants recognised in the accounts were as follows:

|                      | 2021<br>£ | 2020<br>£ |
|----------------------|-----------|-----------|
| District Partnership | 13,027    | 35,388    |
| Oldham Council       | 265,000   | 265,000   |
| RMBC Crisis Fund     | 15,000    | 15,000    |
| Rochdale Council     | 305,000   | 305,000   |
|                      | <hr/>     | <hr/>     |
|                      | 598,027   | 620,388   |
|                      | <hr/>     | <hr/>     |

There were no unfulfilled conditions and contingencies attaching to the grants.

**13 Corporation tax**

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

## Notes to the accounts for the year ended 31 March 2021 (continued)

**14 Fixed assets: tangible assets****The group**

|                       | Freehold<br>property<br><i>At valuation</i><br>£ | Long<br>leasehold<br><i>At valuation</i><br>£ | Improvements<br>to property<br><i>At cost</i><br>£ | Fixtures and<br>fittings<br><i>At cost</i><br>£ | Total<br>£ |
|-----------------------|--------------------------------------------------|-----------------------------------------------|----------------------------------------------------|-------------------------------------------------|------------|
| <b>Cost</b>           |                                                  |                                               |                                                    |                                                 |            |
| At 1 April 2020       | 110,000                                          | 15,000                                        | 53,903                                             | 87,298                                          | 266,201    |
| Additions             | -                                                | -                                             | -                                                  | 26,280                                          | 26,280     |
| At 31 March 2021      | 110,000                                          | 15,000                                        | 53,903                                             | 113,578                                         | 292,481    |
| <b>Depreciation</b>   |                                                  |                                               |                                                    |                                                 |            |
| At 1 April 2020       | 25,433                                           | -                                             | 46,114                                             | 83,076                                          | 154,623    |
| Charge for the year   | 8,508                                            | -                                             | 4,443                                              | 7,010                                           | 19,961     |
| At 31 March 2021      | 33,941                                           | -                                             | 50,557                                             | 90,086                                          | 174,584    |
| <b>Net book value</b> |                                                  |                                               |                                                    |                                                 |            |
| At 31 March 2021      | 76,059                                           | 15,000                                        | 3,346                                              | 23,492                                          | 117,897    |
| At 31 March 2020      | 84,567                                           | 15,000                                        | 7,789                                              | 4,222                                           | 111,578    |

The revaluation of the Freehold Property and Long Leasehold Land was carried out on 13 October 2017 by Barton Kendall Commercial, Chartered Surveyors.

The carrying amount under the cost value would have been £91,730 (2020: £100,880) Freehold Property and £9,552 (2020: £9,552) Long Leasehold Land.

**The charity**

No tangible fixed assets are owned directly by the charity.

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**15 Investments**

|                                       | <b>The group</b> |           | <b>The charity</b> |           |
|---------------------------------------|------------------|-----------|--------------------|-----------|
|                                       | 2021<br>£        | 2020<br>£ | 2021<br>£          | 2020<br>£ |
| Market value at the start of the year | 133,764          | 150,000   | 133,764            | 150,000   |
| Impairments                           | -                | (16,236)  | -                  | (16,236)  |
| Add net gain/(loss) on revaluation    | 34,413           | -         | 34,413             | -         |
|                                       | <hr/>            | <hr/>     | <hr/>              | <hr/>     |
| Market value at the end of the year   | 168,177          | 133,764   | 168,177            | 133,764   |
|                                       | <hr/>            | <hr/>     | <hr/>              | <hr/>     |

Investments are all carried at fair value and are all traded in quoted public markets except the shares in the subsidiary undertaking.

There were no Investments outside the UK.

**16 Subsidiary undertaking**

The company holds 100% of the voting rights of the following companies:

| <b>Company</b>                         | <b>Company number</b> | <b>Charity number</b> | <b>Registered office</b> | <b>Reserves<br/>£</b> | <b>Surplus/<br/>(deficit) for<br/>the year<br/>£</b> |
|----------------------------------------|-----------------------|-----------------------|--------------------------|-----------------------|------------------------------------------------------|
| Citizens Advice<br>Trafford            | 5027375               | 1102003               | England &<br>Wales       | 197,357               | 63,209                                               |
| Oldham Metropolitan<br>Citizens Advice | 2165003               | 519868                | England &<br>Wales       | (85,583)              | (229,272)                                            |
| Rochdale & District<br>Citizens Advice | 2332284               | 701212                | England &<br>Wales       | (635,744)             | (249,625)                                            |

Oldham Metropolitan Citizens Advice is exempt from the requirements of the Companies Act relating to the audit of individual accounts by virtue of s479A.

Under s479C, Citizens Advice SORT Group Ltd has provided a guarantee for the year ended 31 March 2021 that no audit is required.

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**17 Parent charity**

The parent charity's gross income and the results for the year are disclosed as follow:

|                     | 2021<br>£ | 2020<br>£ |
|---------------------|-----------|-----------|
| Gross Income        | 411,302   | 424,481   |
| Result for the year | (41,620)  | 36,221    |

**18 Debtors**

|                | <b>The group</b> |                | <b>The charity</b> |               |
|----------------|------------------|----------------|--------------------|---------------|
|                | 2021<br>£        | 2020<br>£      | 2021<br>£          | 2020<br>£     |
| Trade debtors  | 188,886          | 65,998         | 30,187             | 5,372         |
| Other debtors  | 15,636           | 923            | 3,306              | 80            |
| Prepayments    | 13,887           | 14,078         | -                  | -             |
| Accrued income | 44,806           | 98,584         | 23,342             | 40,577        |
|                | <u>263,215</u>   | <u>179,583</u> | <u>56,835</u>      | <u>46,029</u> |

**19 Cash at bank and In hand**

|                          | <b>The group</b> |                | <b>The charity</b> |               |
|--------------------------|------------------|----------------|--------------------|---------------|
|                          | 2021<br>£        | 2020<br>£      | 2021<br>£          | 2020<br>£     |
| Cash at bank and on hand | 746,182          | 701,217        | 86,501             | 58,020        |
|                          | <u>746,182</u>   | <u>701,217</u> | <u>86,501</u>      | <u>58,020</u> |

**20 Creditors: amounts falling due within one year**

|                                    | <b>The group</b> |               | <b>The charity</b> |               |
|------------------------------------|------------------|---------------|--------------------|---------------|
|                                    | 2021<br>£        | 2020<br>£     | 2021<br>£          | 2020<br>£     |
| Trade creditors                    | 82,283           | 23,512        | 28,628             | 4,625         |
| Taxation and social security costs | 42,109           | 28,590        | -                  | 5,662         |
| Pension creditor                   | 6,006            | 10,535        | -                  | -             |
| Accrued expenses                   | 14,830           | 14,610        | -                  | -             |
| VAT                                | -                | 17,022        | -                  | -             |
| Other creditors and accruals       | 111,835          | 918           | 2,326              | -             |
| Owed to group - less than one year | -                | -             | 172,179            | 41,305        |
|                                    | <u>257,063</u>   | <u>95,187</u> | <u>203,133</u>     | <u>51,592</u> |

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**21 Creditors: amounts falling after more than one year**

|                                    | <b>The group</b> |           | <b>The charity</b> |                |
|------------------------------------|------------------|-----------|--------------------|----------------|
|                                    | 2021<br>£        | 2020<br>£ | 2021<br>£          | 2020<br>£      |
| Owed to group - more than one year | -                | -         | 150,000            | 150,000        |
|                                    | <u>-</u>         | <u>-</u>  | <u>150,000</u>     | <u>150,000</u> |

**22 Analysis of movements in restricted funds**

**The Group**

| <b>Current reporting period</b> | Balance at 1 April 2020<br>£ | Income<br>£    | Expenditure<br>£ | Transfers<br>£ | Balance at 31 March 2021<br>£ |
|---------------------------------|------------------------------|----------------|------------------|----------------|-------------------------------|
| Help to Claim                   | 197                          | 310,146        | (313,237)        | -              | (2,894)                       |
| IVHA                            | -                            | 6,770          | -                | -              | 6,770                         |
| Macmillan Cancer Support        | (3,701)                      | 33,716         | (38,093)         | 8,078          | -                             |
| Money Advice Service            | -                            | 297,505        | (426,994)        | 129,489        | -                             |
| <b>Total</b>                    | <b>(3,504)</b>               | <b>648,137</b> | <b>(778,324)</b> | <b>137,567</b> | <b>3,876</b>                  |

| <b>Previous reporting period</b> | Balance at 1 April 2019<br>£ | Income<br>£    | Expenditure<br>£ | Transfers<br>£ | Balance at 31 March 2020<br>£ |
|----------------------------------|------------------------------|----------------|------------------|----------------|-------------------------------|
| Help to Claim                    | -                            | 305,929        | (305,732)        | -              | 197                           |
| IVHA                             | -                            | (3,080)        | 3,080            | -              | -                             |
| Money Advice Service             | -                            | 264,875        | (361,284)        | 96,409         | -                             |
| Macmillan Cancer Support         | (274)                        | 33,754         | (37,181)         | -              | (3,701)                       |
| RMBC Crisis Fund                 | 10,426                       | -              | (10,426)         | -              | -                             |
| Universal Support                | (857)                        | 9,850          | (8,993)          | -              | -                             |
| <b>Total</b>                     | <b>9,295</b>                 | <b>611,328</b> | <b>(720,536)</b> | <b>96,409</b>  | <b>(3,504)</b>                |

| <b>Name of restricted fund</b> | <b>Description, nature and purposes of the fund</b>                                                                   |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Help to Claim                  | to provide information and advice on universal credit claims.                                                         |
| IVHA                           | A face-to-face debt advice project advising on the full range of insolvency options.                                  |
| Macmillan Cancer Support       | to provide information and advice on welfare benefits to clients and their families who have been affected by cancer. |

## Notes to the accounts for the year ended 31 March 2021 (continued)

**22 Analysis of movements in restricted funds (cont.)**

|                   |                                                                                      |
|-------------------|--------------------------------------------------------------------------------------|
| Money Advice      | A face-to-face debt advice project advising on the full range of insolvency options. |
| RMBC Crisis Fund  | to provide Information and advice to the most vulnerable.                            |
| Universal Support | to provide Information and advice on universal credit claims.                        |

The transfer of funds from Money Advice and Macmillan Cancer Support are relating to transfers from unrestricted funds to cover the shortfall in funding for the additional expenditure Incurred, to ensure the outcomes of the funds were delivered.

**The Charity**

| <b>Current reporting period</b>  | Balance at 1 April 2020<br>£ | Income<br>£    | Expenditure<br>£ | Transfers<br>£ | Balance at 31 March 2021<br>£ |
|----------------------------------|------------------------------|----------------|------------------|----------------|-------------------------------|
| Help to Claim                    | 197                          | 310,146        | (313,237)        | -              | (2,894)                       |
| <b>Total</b>                     | <b>197</b>                   | <b>310,146</b> | <b>(313,237)</b> | <b>-</b>       | <b>(2,894)</b>                |
| <b>Previous reporting period</b> | Balance at 1 April 2019<br>£ | Income<br>£    | Expenditure<br>£ | Transfers<br>£ | Balance at 31 March 2020<br>£ |
| Help to Claim                    | -                            | 305,929        | (305,732)        | -              | 197                           |
| Universal Support                | (857)                        | 857            | -                | -              | -                             |
| <b>Total</b>                     | <b>(857)</b>                 | <b>306,786</b> | <b>(305,732)</b> | <b>-</b>       | <b>197</b>                    |

| <b>Name of restricted fund</b> | <b>Description, nature and purposes of the fund</b>           |
|--------------------------------|---------------------------------------------------------------|
| Help to Claim                  | to provide information and advice on universal credit claims. |
| Universal Support              | to provide information and advice on universal credit claims. |

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**23 Analysis of movement in unrestricted funds**

**The Group**

| <b>Current reporting period</b> | Balance at 1 April 2020<br>£ | Income<br>£      | Expenditure<br>£   | Gains and losses<br>£ | Transfers<br>£   | As at 31 March 2021<br>£ |
|---------------------------------|------------------------------|------------------|--------------------|-----------------------|------------------|--------------------------|
| General fund                    | 1,012,778                    | 1,383,325        | (1,245,685)        | -                     | (137,567)        | 1,012,851                |
| Designated fund                 | 21,681                       | -                | -                  | -                     | -                | 21,681                   |
| Pension                         | (1,103,000)                  | -                | -                  | (505,000)             | -                | (1,608,000)              |
| <b>Total funds</b>              | <b>(68,541)</b>              | <b>1,383,325</b> | <b>(1,245,685)</b> | <b>(505,000)</b>      | <b>(137,567)</b> | <b>(573,468)</b>         |

**Previous reporting period**

|                    | Balance at 1 April 2019<br>£ | Income<br>£      | Expenditure<br>£   | Gains and losses<br>£ | Transfers<br>£  | As at 31 March 2020<br>£ |
|--------------------|------------------------------|------------------|--------------------|-----------------------|-----------------|--------------------------|
| General fund       | 1,090,811                    | 1,289,808        | (1,271,432)        | -                     | (96,409)        | 1,012,778                |
| Designated fund    | 21,681                       | -                | -                  | -                     | -               | 21,681                   |
| Pension            | (1,364,000)                  | -                | -                  | 261,000               | -               | (1,103,000)              |
| <b>Total funds</b> | <b>(251,508)</b>             | <b>1,289,808</b> | <b>(1,271,432)</b> | <b>261,000</b>        | <b>(96,409)</b> | <b>(68,541)</b>          |

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**23 Analysis of movement in unrestricted funds (cont.)**

| <b>Name of<br/>unrestricted fund</b> | <b>Description, nature and purposes of the fund</b>                                                              | <b>Balance at 1<br/>April 2020<br/>£</b> | <b>Income<br/>£</b> | <b>Expenditure<br/>£</b> | <b>Transfers<br/>£</b> | <b>As at 31<br/>March 2021<br/>£</b> |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------|---------------------|--------------------------|------------------------|--------------------------------------|
| General fund                         | The free reserves after allowing for all designated funds and Pension                                            |                                          |                     |                          |                        |                                      |
| Designated fund                      | Funds to repair/renovate Ascroft Court                                                                           |                                          |                     |                          |                        |                                      |
| Pension                              | See note 24                                                                                                      |                                          |                     |                          |                        |                                      |
| <b>The Charity</b>                   |                                                                                                                  |                                          |                     |                          |                        |                                      |
| <b>Current reporting<br/>period</b>  |                                                                                                                  |                                          |                     |                          |                        |                                      |
| General fund                         |                                                                                                                  | 36,024                                   | 101,156             | (175,906)                | -                      | (38,726)                             |
| Total funds                          |                                                                                                                  | 36,024                                   | 101,156             | (175,906)                | -                      | (38,726)                             |
| <b>Previous reporting<br/>period</b> |                                                                                                                  |                                          |                     |                          |                        |                                      |
|                                      |                                                                                                                  | <b>Balance at 1<br/>April 2019<br/>£</b> | <b>Income<br/>£</b> | <b>Expenditure<br/>£</b> | <b>Transfers<br/>£</b> | <b>As at 31<br/>March 2020<br/>£</b> |
| General fund                         |                                                                                                                  | (3,993)                                  | 40,017              | -                        | -                      | 36,024                               |
| Total funds                          |                                                                                                                  | (3,993)                                  | 40,017              | -                        | -                      | 36,024                               |
| <b>Name of<br/>unrestricted fund</b> |                                                                                                                  |                                          |                     |                          |                        |                                      |
| General fund                         | <b>Description, nature and purposes of the fund</b><br>The free reserves after allowing for all designated funds |                                          |                     |                          |                        |                                      |

## Notes to the accounts for the year ended 31 March 2021 (continued)

**24 Employee Benefit Obligations****Defined Benefit Scheme**

The pension scheme available for all staff in the employment of the charity prior to April 1, 2005 is the Greater Manchester Pension Fund (GMPF). This scheme is a defined benefit (final salary) scheme which is administered by the Local Authority on behalf of all the contributing bodies to the fund. All of the Fund's assets are pooled but the liabilities of each contributing body are assessed actuarially every three years by an independent actuary. The most recent actuarial valuation was March 31, 2019. In accordance with FRS 102 a report has been obtained on the fund from which the detail below has been extracted.

There is no immediate impact on the going concern as the pension scheme is unlikely to trigger a cessation event in the short to medium term. Any unfunded liabilities that may arise will be underwritten by the local authority who will act as guarantor. Therefore, any risk to the company is minimal and will be mitigated. Pennine West Citizens Advice Bureau Limited will continue to monitor the risk.

The amounts recognised in the balance sheet are as follows:

|                                     | 2021<br>£          | 2020<br>£          |
|-------------------------------------|--------------------|--------------------|
| Present value of funded obligations | (5,313,000)        | (4,203,000)        |
| Fair value of plan assets           | 3,705,000          | 3,100,000          |
|                                     | <u>(1,608,000)</u> | <u>(1,103,000)</u> |

The amounts recognised in the statement of financial activities are as follows:

|                          | 2021<br>£        | 2020<br>£      |
|--------------------------|------------------|----------------|
| Actuarial gains/(losses) | (505,000)        | 261,000        |
|                          | <u>(505,000)</u> | <u>261,000</u> |

Changes in the present value of the defined benefit obligation are as follows:

|                                            | 2021<br>£        | 2020<br>£        |
|--------------------------------------------|------------------|------------------|
| Defined benefit obligation                 | 4,203,000        | 4,873,000        |
| Current service cost                       | 61,000           | 74,000           |
| Contributions by scheme participants       | 13,000           | 12,000           |
| Interest cost                              | 96,000           | 117,000          |
| Benefits paid                              | (108,000)        | (80,000)         |
| Changes in demographic assumptions         | 21,000           | (134,000)        |
| Other experience                           | (45,000)         | (262,000)        |
| Changes in principal financial assumptions | 1,072,000        | (397,000)        |
|                                            | <u>5,313,000</u> | <u>4,203,000</u> |

## Notes to the accounts for the year ended 31 March 2021 (continued)

**24 Employee Benefit Obligations (cont.)**

Changes in the fair value of scheme assets are as follows:

|                                      | 2021<br>£ | 2020<br>£ |
|--------------------------------------|-----------|-----------|
| Fair value of scheme assets          | 3,100,000 | 3,509,000 |
| Interest income                      | 71,000    | 84,000    |
| Contributions by employer            | 43,000    | 40,000    |
| Contributions by scheme participants | 13,000    | 12,000    |
| Benefits paid                        | (108,000) | (80,000)  |
| Return on plan assets                | 586,000   | (465,000) |
|                                      | <hr/>     | <hr/>     |
|                                      | 3,705,000 | 3,100,000 |
|                                      | <hr/>     | <hr/>     |

The major categories of scheme assets as a percentage of total scheme assets are as follows:

|          | 2021 | 2020 |
|----------|------|------|
| Equities | 72%  | 69%  |
| Bonds    | 12%  | 15%  |
| Property | 7%   | 7%   |
| Cash     | 9%   | 9%   |

Principal actuarial assumptions at the balance sheet date (expressed as weighted averages):

|                                   | 2021  | 2020  |
|-----------------------------------|-------|-------|
| Discount rate                     | 2.0%  | 2.3%  |
| Future salary increases           | 3.6%  | 2.7%  |
| Future pension increases          | 2.85% | 1.9%  |
| Mortality rates:                  | Years | Years |
| Current pensioners at 65 - male   | 20.5  | 20.5  |
| Current pensioners at 65 - female | 23.3  | 23.1  |
| Future pensioners at 65 - male    | 21.9  | 22.0  |
| Future pensioners at 65 - female  | 25.3  | 25.0  |

**Defined Contribution Scheme**

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £86,000 (2020: £66,197).

The pension scheme available to all staff commencing employment with the charity after March 31, 2005 is a defined contribution scheme, administered on behalf of the Charity by Friends Provident. The Charity's matching contribution rate is capped at 3%. The employees' contribution rate is variable and can exceed 3%.

All pension costs are allocated to unrestricted funds.

Notes to the accounts for the year ended 31 March 2021 (continued)

## 25 Analysis of group net assets between funds

### Current reporting period

|                                  | General fund<br>£  | Unrestricted funds<br>Pension<br>£ | Designated funds<br>£ | Restricted funds<br>£ | Total<br>£       |
|----------------------------------|--------------------|------------------------------------|-----------------------|-----------------------|------------------|
| Tangible fixed assets            | 117,897            | -                                  | -                     | -                     | 117,897          |
| Fixed asset investments          | 168,177            | -                                  | -                     | -                     | 168,177          |
| Net current assets/(liabilities) | (1,608,000)        | -                                  | 21,681                | 3,876                 | 752,334          |
| Creditors of more than one year  | -                  | (1,608,000)                        | -                     | -                     | (1,608,000)      |
| <b>Total</b>                     | <b>(1,321,926)</b> | <b>(1,608,000)</b>                 | <b>21,681</b>         | <b>3,876</b>          | <b>(569,592)</b> |

### Previous Reporting Period

|                                  | General fund<br>£ | Unrestricted funds<br>Pension<br>£ | Designated funds<br>£ | Restricted funds<br>£ | Total<br>£      |
|----------------------------------|-------------------|------------------------------------|-----------------------|-----------------------|-----------------|
| Tangible fixed assets            | 111,578           | -                                  | -                     | -                     | 111,578         |
| Fixed asset investments          | 133,764           | -                                  | -                     | -                     | 133,764         |
| Net current assets/(liabilities) | 767,436           | -                                  | 21,681                | (3,504)               | 785,613         |
| Creditors of more than one year  | -                 | (1,103,000)                        | -                     | -                     | (1,103,000)     |
| <b>Total</b>                     | <b>1,012,778</b>  | <b>(1,103,000)</b>                 | <b>21,681</b>         | <b>(3,504)</b>        | <b>(72,045)</b> |

Citizens Advice SORT Group Ltd

Notes to the accounts for the year ended 31 March 2021 (continued)

**26 Operating lease commitments**

The group's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

|                    | Property      |               | Equipment    |              |
|--------------------|---------------|---------------|--------------|--------------|
|                    | 2021          | 2020          | 2021         | 2020         |
|                    | £             | £             | £            | £            |
| Less than one year | 34,116        | 34,116        | 1,403        | 1,403        |
| One to five years  | 11,371        | 45,487        | 351          | 1,754        |
| Over five years    | -             | -             | -            | -            |
|                    | <u>45,487</u> | <u>79,603</u> | <u>1,754</u> | <u>3,157</u> |

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

|                    | Property |          | Equipment |          |
|--------------------|----------|----------|-----------|----------|
|                    | 2021     | 2020     | 2021      | 2020     |
|                    | £        | £        | £         | £        |
| Less than one year | -        | -        | -         | -        |
| One to five years  | -        | -        | -         | -        |
| Over five years    | -        | -        | -         | -        |
|                    | <u>-</u> | <u>-</u> | <u>-</u>  | <u>-</u> |

**27 Reconciliation of net movement in funds to net cash flow from operating activities**

|                                                             | 2021          | 2020            |
|-------------------------------------------------------------|---------------|-----------------|
|                                                             | £             | £               |
| <b>Net income/(expenditure) for the year</b>                | (497,547)     | 170,168         |
| <b>Adjustments for:</b>                                     |               |                 |
| Depreciation charge                                         | 19,961        | 13,166          |
| Actuarial (gains)/losses on defined benefit pension schemes | 505,000       | (261,000)       |
| (Gains)/losses on investments                               | (34,413)      | 16,236          |
| Dividends, interest and rents from investments              | (1,077)       | (841)           |
| Decrease/(increase) in debtors                              | (83,632)      | 32,145          |
| Increase/(decrease) in creditors                            | 161,876       | (2,540)         |
|                                                             | <u>70,168</u> | <u>(32,666)</u> |
| <b>Net cash provided by/(used in) operating</b>             | <u>70,168</u> | <u>(32,666)</u> |

