

Company number: 8290395

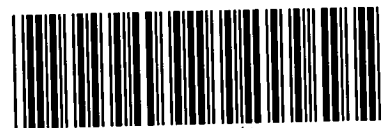
Charity number: 1171817



Citizens Advice SORT Group Ltd

Financial statements for year ending 31 March 2022

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COMPANIES HOUSE

Citizens Advice SORT Group Ltd

References and administrative information for the year ended 31 March 2022

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	
	David Trafford	
	Atif Hafeez	(appointed 25 November 21 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)
Principal staff	Jonathan Yates, Chief Executive Officer	
	Steve Hughes, Chief Operating Officer	
Principal address	1 - 2 Ascroft Court, Peter Street, Oldham, OL1 1HP	(until 5 July 22)
	Huckletree, The Express Building, 9 Great Ancoats Street, Manchester, M4 5AD	(from 5 July 22)
Company number	8290395	
Charity number	1171817	
Bankers	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 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.

Citizens Advice SORT Group Ltd

Trustees' Annual Report for the year ended 31 March 2022

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)**

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Restated Total 2021 £
Income from:					
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
TOTAL INCOME		1,771,405	1,124,712	2,896,117	1,997,049
EXPENDITURE ON					
Charitable activities					
Advice and Information	8	1,767,869	1,015,723	2,783,592	2,024,009
TOTAL EXPENDITURE		1,767,869	1,015,723	2,783,592	2,024,009
NET INCOME/ (EXPENDITURE) - before net gains/(losses)		3,536	108,989	112,525	(26,960)
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)
NET INCOME/ (EXPENDITURE)		904,586	108,989	1,013,575	(497,547)
Transfers Between Funds		20,093	(20,093)	-	-
NET MOVEMENT IN FUNDS		924,679	88,896	1,013,575	(497,547)
Reconciliation of Funds					
Funds brought forward at 1 April 2021		(573,468)	3,876	(569,592)	(72,045)
Funds carried forward 31 March 2022		351,211	92,772	443,983	(569,592)

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	£	£	£	£
FIXED ASSETS					
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>
CURRENT ASSETS					
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
CREDITORS: Amounts falling due within one year	20	(225,731)	(257,063)	(457,323)	(203,133)
NET CURRENT ASSETS		<u>1,192,432</u>	<u>752,334</u>	<u>(300,411)</u>	<u>(59,797)</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,274,983</u>	<u>1,038,408</u>	<u>(300,411)</u>	<u>108,380</u>
CREDITORS: Amounts falling after one year		-	-	-	(150,000)
Net Assets Excluding Defined Benefit Pension		<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)	-	-
TOTAL NET ASSETS		<u><u>443,983</u></u>	<u><u>(569,592)</u></u>	<u><u>(300,411)</u></u>	<u><u>(41,620)</u></u>
FUNDS					
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)	-	-
TOTAL FUNDS	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 £	2021 £
Cash flows from operating activities			
Net income/(Expenditure) for the period		1,013,575	(497,547)
Adjusted for:			
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
Net cash flows from operating activities		90,371	70,168
Cash flows from investing activities			
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)
Net cash flows from investing activities		178,017	(25,203)
 Net increase/(decrease) in cash and cash equivalents		 268,388	 44,965
 Cash and cash equivalents at 1 April 2021		 746,182	 701,217
 Cash and cash equivalents at 31 March 2022		 1,014,570	 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)

	Unrestricted Funds £	Restricted Funds £	Restated Total 2021 £
Income from:			
Donations & legacies	663	-	663
Charitable activities			
Advice and Information	1,347,172	648,137	1,995,309
Investment income	1,077	-	1,077
TOTAL INCOME	1,348,912	648,137	1,997,049
EXPENDITURE ON			
Charitable activities			
Advice and Information	1,245,685	778,324	2,024,009
TOTAL EXPENDITURE	1,245,685	778,324	2,024,009
NET INCOME/ (EXPENDITURE) - before net gains/(losses)	103,227	(130,187)	(26,960)
Realised gain/(loss) on investments	34,413	-	34,413
Actuarial gain/(loss) on defined benefit pension scheme	(505,000)	-	(505,000)
NET INCOME/ (EXPENDITURE)	(367,360)	(130,187)	(497,547)
Transfers Between Funds	(137,567)	137,567	-
NET MOVEMENT IN FUNDS	(504,927)	7,380	(497,547)
Reconciliation of Funds			
Funds brought forward at 1 April 2020	(68,541)	(3,504)	(72,045)
Funds carried forward 31 March 2021	(573,468)	3,876	(569,592)

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	266	-	266	663	-	663

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
	£	£	£	£	£	£
Advice & Information Services:						
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	1,418,833	1,095,561	2,514,394	1,347,172	648,137	1,995,309

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 Funds	Restricted Funds	Total 2022	Unrestricted Funds	Restricted Funds	Total 2021
	£	£	£	£	£	£
Other Income	41,329	-	41,329	-	-	-
Total	41,329	-	41,329	-	-	-

7. Investment Income

	Unrestricted Funds	Restricted Funds	Total 2022	Unrestricted Funds	Restricted Funds	Total 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 Funds	Restricted Funds	Total 2022
	£	£	£
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	1,767,869	1,015,723	2,783,592

	Staff Costs	Other Costs	Total 2022
	£	£	£
Allocated Support Costs comprise	525,496	137,341	662,837

	Unrestricted Funds	Restricted Funds	Total 2021
	£	£	£
Prior year			
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 Costs	Other Costs	Total 2021
	£	£	£
Allocated Support Costs comprise	365,572	69,957	435,529

9. Analysis of Grants Payable

	Grants to Institutions	Grants to Individuals	Support Costs	Total 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 2022	Total 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 property at valuation £	Long leasehold at valuation £	Improvements to property at cost £	Fixtures and fittings at cost £	Total £
Cost					
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>
Depreciation					
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>
Net Book Value					
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

	The Group		The Charity	
	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

Company	Company number	Charity number	Registered office	Total Funds £	surplus/ (deficit) for the year £
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

	The Group		The Charity	
	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

	The Group		The Charity	
	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

	The Group		The Charity	
	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 April 2021	Incoming Resources	Outgoing Resources	Gains & (Losses)	Transfers	Balance 31 March 2022
	£	£	£	£	£	£
The Group						
Unrestricted funds:						
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)
Total unrestricted funds	(573,468)	1,771,405	(1,767,869)	901,050	20,093	351,211
Restricted Funds:						
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
Total restricted funds	3,876	1,124,712	(1,015,723)	-	(20,093)	92,772
Total funds	(569,592)	2,896,117	(2,783,592)	901,050	-	443,983

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

CITIZENS ADVICE SORT GROUP LTD

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

22. Funds (cont.)

	Balance 1 April 2020 £	Incoming Resources £	Prior Reporting Period Outgoing Resources £	Gains & (Losses) £	Transfers £	Balance 31 March 2021 £
The Group						
Unrestricted funds:						
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)
Total unrestricted funds	(68,541)	1,348,912	(1,245,685)	(470,587)	(137,567)	(573,468)
Restricted Funds:						
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	-
Total restricted funds	(3,504)	648,137	(778,324)	-	137,567	3,876
Total funds	(72,045)	1,997,049	(2,024,009)	(470,587)	-	(569,592)

	Balance 1 April 2020 £	Incoming Resources £	Outgoing Resources £	Gains & (Losses) £	Transfers £	Balance 31 March 2021 £
The Charity						
Unrestricted funds:						
General Funds	36,024	101,156	(175,906)	-	-	(38,726)
Designated Funds	-	-	-	-	-	-
Pension reserve	-	-	-	-	-	-
Total unrestricted funds	36,024	101,156	(175,906)	-	-	(38,726)
Restricted Funds:						
Help to Claim	197	310,146	(313,237)	-	-	(2,894)
Total restricted funds	197	310,146	(313,237)	-	-	(2,894)
Total funds	36,221	411,302	(489,143)	-	-	(41,620)

Name of Fund	Purpose
Adviseline 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 Ascroft 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
Current reporting period					
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)
Total	1,160,530	(831,000)	21,681	92,772	443,983

	General funds	Unrestricted funds pension	Designated funds	Restricted funds	Total
Previous reporting period					
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)
Total	1,298,925	(1,608,000)	21,681	3,876	(283,518)

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	-	-	-	-
	11,371	45,487	351	1,754

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	-	-	-	-
	-	-	-	-