

Sudbury & District Citizens Advice  
(A company limited by guarantee)  
Unaudited Report & Financial Statements  
Year ending 31 March 2023  
Charity number: 1123466  
Company number: 6051096

**Sudbury & District Citizens Advice**  
**(A company limited by guarantee)**  
**Report & Financial Statements**  
**Year ending 31 March 2023**

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	<b>Page</b>
Report of the trustees (including Directors' Report) for the year ending 31 March 2023	<b>2</b>
Independent examiner's report to the trustees for the year ending 31 March 2023	<b>9</b>
Statement of financial activities (including income and expenditure account) for the year ending 31 March 2023	<b>10</b>
Balance sheet as at 31 March 2023	<b>11</b>
Statement of cash flows for the year ending 31 March 2023	<b>12</b>
Notes to the financial statements	<b>13</b>

## **Sudbury & District Citizens Advice**

### **Report of the trustees (including Directors' Report) for the year ending 31 March 2023**

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The Trustees (who are also the Directors of the Company for the purposes of company law) are pleased to present their annual directors' report together with the financial statements of the charity for the year ending 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and the Charities Statement of Recommended Practice ("Charities SORP") (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; (FRS 102) issued in October 2019.

## **CHAIR'S REPORT**

### **OBJECTIVES AND ACTIVITIES**

#### **Objectives and aims for the public benefit**

The principal objectives of the charity, as set out in the Articles of Association, 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 Sudbury and surrounding areas".

The board confirm that they have referred to the guidance contained in the Charity Commissions general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. The charity carries out these objectives through the involvement of our staff and volunteers in a very wide range of activities reflecting the many kinds of issues that trouble members of the community on a daily basis.

#### **Significant activities**

We provide free, independent, confidential, and impartial advice to everyone on their problems, rights and responsibilities across a range of topics that extends across 18 classifications and more than 250 sub-classifications. These include benefits, consumer issues, debt, discrimination, employment, family and relationships, health, housing, immigration, and legal issues.

Our experience is that many clients in difficulties are facing several issues that are connected and need resolution together. So, we continue to support our clients with advice and guidance until all their problems are resolved or they have a clear pathway they can follow.

The benefits of our support extend beyond the practical resolution of clients' issues to their peace of mind and significant health and well-being improvements. National research shows this brings measurable fiscal benefits and wider gains in social and economic terms.

### **PERFORMANCE AND IMPACT**

The year on which we are reporting was marked by the full emergence of the country (and world) from the COVID-19 pandemic.

The Board is pleased to report that the economic benefit returned to our district directly through our work was £1.061million. This was an increase of 130% over the previous year. The income gain secured for our clients was £746,000, an increase of 89% over the prior year. The debts written off for our clients was £213,000, an increase of more than 8 times the previous year. These two areas make up 92% of the gains achieved for our clients. The gains achieved are more than 4 times the costs of our operations.

But, of course, many clients experience difficulties that are hugely impactful to their lives and wellbeing, but do not have such a direct measurable economic benefit. Figures agreed between National Citizens Advice and HM

## **Sudbury & District Citizens Advice**

### **Report of the trustees (including Directors' Report) for the year ending 31 March 2023**

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Treasury point to the overall multiplier on the cost of our service being more than 30 times the investment by funders - a total of £8.2 million.

As our impact report shows we served 1,767 clients. Clients' lives are becoming more complex, and we solved 8,943 of their issues, an increase of 4% over the previous year and we returned direct financial benefits to them of £700,931 which was an increase of 77%.

During the year we continued to grow face-to-face contacts with clients to a level of around 20%. However, the telephone based remote advice that was introduced in the pandemic is now firmly established as the key delivery channel. We have had to learn how to deliver a hybrid service.

We have also had to increase the strength of the team as our staffing and volunteer base was not immune to the pandemic induced 'great resignation'. The Board is pleased to report that we have been very successful in recruitment and training. Our team of staff and volunteers have adapted well to the new ways of working, and it is important to note that the return to the office has been greatly valued for the mutual support and problem solving that it enables.

The year on which we are reporting saw the onset of the cost-of-living crisis and that has led to a doubling of our work in charitable support and the distribution of £30,000 of food and fuel vouchers. The gains in income noted earlier are also an important part of mitigating the impact of the crisis. The Board is pleased to note that we are working successfully with our local authorities on cost-of-living initiatives. We are profoundly grateful for the financial support of Babergh District Council and Suffolk County Council for this special funding and their substantial long-term support.

During the year debt issues overtook benefits to be our biggest single area. This reflects the resumption of debt collection processes post pandemic combined with the increasing pressure being felt by households which may be causing unwise debt accumulation. The board is constantly monitoring the statistics of demand and benchmarking our experience with national figures. At present we have seen steady rather than exponential growth. The latter would put severe stress on our ability to meet the quality standard for which we are recognised. Combined with access to funding, it is our big risk area.

#### **LOOKING AHEAD**

The central role of the Board is to ensure the financial sustainability of our organisation so that we can continue to provide our essential service. We entered the year forecasting a deficit of £55,000 and during the year we narrowed that gap to £24,000.

The funding environment continues to tighten, and we entered the year with a budgeted deficit of £108,000. The Board is taking a range of measures to proactively close this gap. The accounts in this report show that we hold £308,000 of cash and our reserves policy calls for £208,000 of cover. The strategic priority is to correct this trend by the year 24/25; it is clearly in our planning together with the need to innovate in both funding and delivery models.

We are extremely grateful to our many supporters for their funding and especially the District, Town and Parish Councils, Suffolk County Council, the Clinical Commissioning Group and the National Lottery. We appreciate their confidence in what we do, their support during the pandemic and the increasing funding horizons some of them are providing. We are committed to working with them on reach and engagement with our community and in alliance with other Citizens Advice organisations across Suffolk.

The advice we provide is totally dependent on our team of dedicated volunteer advisors, led by our outstanding core staff. Their combined work shows dedication and commitment to our community of the highest order. On behalf of the trustees, they all have our greatest respect and sincere thanks.

## **Sudbury & District Citizens Advice**

### **Report of the trustees (including Directors' Report) for the year ending 31 March 2023**

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#### **Principal Funding Sources**

The charity is principally funded by grants from various bodies detailed in the reports and accounts.

The charity did not have any borrowings from either a provider of funding or other sources at the Balance Sheet date.

#### **Reserves policy**

The directors believe that the Bureau should set aside financial reserves to ensure that it can continue to operate and meet the needs of clients in the event of unexpected contingencies including a cessation or interruption of part of its funding. In addition, the Bureau needs to be in a position to meet its contractual commitments. Under the agreed reserves policy reserves of £218,508 are set aside within unrestricted reserves.

In addition to the above, the Bureau will maintain restricted reserves where funds are restricted by the donor or funder and cannot be used for general purposes.

At 31 March 2023, total unrestricted reserves were £276,389 (2022: £268,406) and restricted funds were £nil (2022: £32,093).

## **Sudbury & District Citizens Advice**

### **Report of the trustees (including Directors' Report) for the year ending 31 March 2023**

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#### **Reference and administrative details**

Charity name: Sudbury & District Citizens Advice  
Charity number: 1123466  
Company number: 6051096  
Principal office and registered office: Keyse House, Acton Lane, Sudbury, Suffolk, CO10 1QN

#### **Our advisers**

Independent examiner:  
Moore Green Chartered Accountants 22 Friars Street, Sudbury, Suffolk, CO10 2AA

Bankers:  
Lloyds Bank Plc 30 Market Hill, Sudbury, Suffolk, CO10 2EL

#### **Directors and trustees**

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees and officers serving during the year and since the year end were as follows:

Alan Braithwaite (Chair)  
Janice Osborne (Trustee)  
Murat Kirac (Trustee) - resigned 23.05.23  
Janice Bowdery (Trustee) - resigned 13.07.22  
Margaret Maybury (Trustee) - resigned 12.10.22  
Paul Sweeny (Trustee)  
Dave Watts (Trustee)  
Sarah Bartlett (Treasurer)  
Riham Aboushousha (Trustee)  
Martin Royal (Trustee)  
Piers Roberts (Trustee) - appointed 12.07.23  
Matthew Martin (Trustee) - appointed 12.07.23

#### **Chief officer:**

Colleen Sweeney

## **Sudbury & District Citizens Advice**

### **Report of the trustees (including Directors' Report) for the year ending 31 March 2023**

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#### **Structure, Governance and Management**

##### **Governing document**

Sudbury & District Citizens Advice is a charitable company limited by guarantee, incorporated on 4 April 2008. The Company is governed by its Memorandum and Articles of Association. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

The company is a registered charity with the Charity Commission.

##### **Trustee recruitment and appointment**

Trustees are either initially co-opted by the Trustee Board and then elected to the Board at an Annual General Meeting within three years of co-option or, alternatively, elected directly at an Annual General Meeting. The charity seeks nominations for trustee vacancies in regard to having the need to have a broad mix of skills and experience.

##### **Trustee induction and training**

New trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

##### **Organisational structure**

The trustee board is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of Sudbury & District Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day-to-day operation of the organisation to a paid chief officer. The trustee board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

##### **Related parties and co-operation with other organisations**

Sudbury & District Citizens Advice is a member of Citizens Advice, the national association for the Citizens Advice service. From April 2015 Citizens Advice Bureau became known as Local Citizens Advice (LCA). The charity also cooperates and liaises with many other advisory services, local charities, trusts and social services departments on behalf of clients.

##### **Pay policy for senior staff**

The directors consider the board of directors, who are the Trust's trustees and the chief officer, the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All directors give of their time freely and no director received remuneration in the year. Details of directors' expenses and related party transactions are disclosed in note 17 to the accounts. The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the charity, the directors benchmark against pay levels in the public sector.

## Sudbury & District Citizens Advice

### Report of the trustees (including Directors' Report) for the year ending 31 March 2023

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#### Audit process

The charitable company is annually audited by Citizens Advice using a Performance and Quality Framework. Every three years the LCA receives a full audit to ensure compliance with the Advice Quality Standard (AQS) and the Money Advice Service Debt Advice Quality Framework (MASDAQF).

The Red/Amber/Yellow and Green (RAYG) scoring system is used to mark each of the five key areas: Quality of Advice Assessment, Client Experience; People Management; Leadership, Financial Health Monitoring.

*Quality of Advice Assessment* - every quarter the LCA self-assesses a selection of cases which are then checked by a Citizens Advice auditor for the quality of the self-assessment and quality of advice.

*Client Experience* - a selection of clients is contacted by email or text after the advice process to assess their satisfaction with the service and the advice provided.

*People Management* - an annual survey is sent to all staff and volunteers to ask people about their experiences, identify what's working well and see where improvements can be made.

*Leadership* - the Trustees annually self-assess how well the charity is run and whether it is delivering good quality services. The self-assessment is checked by an auditor from Citizens Advice.

*Financial Health* - quarterly financial reports are provided to Citizens Advice which are assessed against the budget and the Reserves Policy. A comparison is provided against LCA in the family group.

#### Risk management

The board has a formal risk management policy. The principal risks to which the charity is exposed have been identified and appropriate controls are in place to provide reasonable assurance against fraud and error. To this end the board has put in place a documented formal risk assessment which is reviewed and updated on a regular basis.

#### Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing a Trustees' Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy



## **Sudbury & District Citizens Advice**

### **Report of the trustees (including Directors' Report) for the year ending 31 March 2023**

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

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.

The trustees' annual report was approved on 11<sup>th</sup> October 2023 and signed on behalf of the board of trustees.

A W Braithwaite  
(Chair) Trustee

11<sup>th</sup> October 2023

## **Sudbury & District Citizens Advice**

### **Independent examiner's report to the trustees for the year ending 31 March 2023**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 9 to 23.

#### **Responsibilities and basis of report**

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

#### **Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

*Signed:*

Vincent Chandler FCA FCCA

*Institute of Chartered Accountants in England and Wales*

*Moore Green  
Chartered Accountants  
22 Friars Street  
Sudbury  
Suffolk  
CO10 2AA*

*Date*

**Sudbury & District Citizens Advice****Statement of financial activities (including income and expenditure account) for the year ending 31 March 2023**

		2023			2022
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income</b>					
Grants and donations	3	144,427	105,358	249,785	285,068
Other charitable activities	5	166	-	166	27
Investment income	6	1,186	-	1,186	106
<b>Total income</b>		<b>145,779</b>	<b>105,358</b>	<b>251,137</b>	<b>285,201</b>
<b>Expenditure</b>					
Charitable activities	7	128,670	146,577	275,247	276,713
<b>Total expenditure</b>		<b>128,670</b>	<b>146,577</b>	<b>275,247</b>	<b>276,713</b>
<b>Net income/(expenditure) for the year</b>		<b>17,109</b>	<b>(41,219)</b>	<b>(24,110)</b>	<b>8,488</b>
<b>Transfers between funds for the year</b>	22	<b>(9,126)</b>	<b>9,126</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds for the year</b>		<b>7,983</b>	<b>(32,093)</b>	<b>(24,110)</b>	<b>8,488</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		268,406	32,093	300,499	292,011
<b>Total funds carried forward</b>		<b>276,389</b>	<b>-</b>	<b>276,389</b>	<b>300,499</b>

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

**Sudbury & District Citizens Advice**  
**Balance sheet as at 31 March 2023**

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	Note	2023 £	2022 £
<b>Fixed assets</b>	12	-	-
<b>Current assets</b>			
Debtors	13	1,898	8,974
Cash at bank and in hand		307,478	303,795
<b>Total current assets</b>		<b>309,376</b>	<b>312,769</b>
<b>Liabilities</b>			
Creditors: falling due within one year	14	(32,987)	(12,270)
<b>Net current assets</b>		<b>276,389</b>	<b>300,499</b>
<b>Total assets less current liabilities</b>		<b>276,389</b>	<b>300,499</b>
<b>Creditors:</b> falling due after more than one year		-	-
<b>Net assets</b>		<b>276,389</b>	<b>300,499</b>
<b>Funds of the charity</b>	15		
Restricted funds		-	32,093
Unrestricted funds		276,389	268,406
<b>Total charity funds</b>		<b>276,389</b>	<b>300,499</b>

For the year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

The notes at pages 13 to 23 form part of these accounts.

These financial statements were approved by the board of trustees and authorised for issue on 11<sup>th</sup> October 2023 and are signed on behalf of the board by:

A W Braithwaite (Chair)Trustee

S Bartlett (Treasurer) Trustee

**Sudbury & District Citizens Advice**

**Statement of cash flows for the year ending 31 March 2023**

	Note	2023			2022
		Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Cash used in operating activities</b>	18	25,616	(23,119)	2,497	(1,814)
<b>Cash flows from investing activities</b>					
Interest income		1,186	-	1,186	106
Purchase of tangible fixed assets		-	-	-	-
<b>Cash provided by (used in) investing activities</b>		1,186	-	1,186	106
<b>Cash flows from financing activities</b>					
Repayment of borrowing		-	-	-	-
<b>Cash used in financing activities</b>		-	-	-	-
<b>Increase/(decrease) in cash at bank and in hand in the year</b>		26,802	(23,119)	3,683	(1,708)
Cash at bank and in hand at the beginning of the year		280,676	23,119	303,795	305,503
<b>Total cash at bank and in hand at the end of the year</b>		307,478	-	307,478	303,795

## Sudbury & District Citizens Advice Notes to the Financial Statements

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### 1. Accounting policies

The principal accounting policies adopted, judgements 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 the 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)) (issued in 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.

Sudbury & District Citizens Advice 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 note(s).

#### b. Going concern

The accounts have been prepared on the going concern basis and the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected income and expenditure for the next 12 months when authorising these financial statements. The budgeted income and expenditure are sufficient with the level of reserves for the charity to be able to continue as a going concern.

#### c. Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

#### d. Income

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:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable, and its amount can be measured reliably.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

#### e. Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes

any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

**f. Operating leases**

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

**g. Tangible assets**

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

**h. Depreciation**

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office equipment: 25% - 33% Straight line

**i. Impairment of fixed assets**

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

**j. Debtors**

Trade and other debtors are recognized at the settlement amount due. Prepayments are valued at the amount prepaid.

**k. 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.

**l. 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.

**m. Financial instruments**

## Sudbury & District Citizens Advice Notes to the Financial Statements

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A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

### 2. Legal status of the company

The charity is a company limited by guarantee. None of the trustees have a beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

### 3. Income from donations and grants

	2023	2022
	£	£
Donations	6,646	4,026
Grants ( <b>note 4</b> )	243,139	281,042
	<u>249,785</u>	<u>285,068</u>

The income from donations and grants was £249,785 (2022: £285,068) of which £144,247 was unrestricted (2022: £111,247) and £105,538 restricted (2022: £173,821).

The Trust benefits greatly from the involvement and enthusiastic support of its volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.



**Sudbury & District Citizens Advice**  
**Notes to the Financial Statements**

4	<b>Income from grants</b>	2023 £	2022 £
	<b>Unrestricted</b>		
	Sudbury Town Council	8,500	8,250
	Suffolk County Council	38,881	38,171
	Hadleigh Town Council	900	800
	Babergh District Council	73,750	53,500
	National Citizens Advice	15,500	-
	Suffolk Community Foundation	-	6,000
	Sudbury Municipal Charity	250	500
		137,781	107,221
	<b>Restricted</b>		
	Ganzoni Charitable Trust	1,000	-
	Suffolk County Council	12,080	-
	Citizens Advice - Best Practice Lead	-	30,503
	Citizens Advice - EAP	-	5,700
	Citizens Advice - Help to Claim	-	12,765
	Reaching Communities	49,897	48,919
	MAPS	-	27,624
	Babergh District Council	8,333	-
	Lottery Fund – Debt project	25,074	12,413
	Suffolk Family Carers - CFH	8,974	35,897
		105,358	173,821
	<b>Total Grants</b>	243,139	173,824
5	<b>Income from other charitable activities</b>	Unrestricted Funds 2023 £	Unrestricted Funds 2022 £
	Fundraising Events	166	27
		166	27
6	<b>Investment income</b>	Unrestricted Funds 2023 £	Unrestricted Funds 2022 £
	Bank interest receivable	1,186	106
		1,186	106

**Sudbury & District Citizens Advice**  
**Notes to the Financial Statements**

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7	<b>Expenditure on charitable activities</b>	2023 £	2022 £
	<b>Staff costs</b>		
	Wages and salaries	211,075	228,011
	Staff training and travel	8,017	3,252
		<b>219,092</b>	<b>231,263</b>
	<b>Office costs</b>		
	IT equipment and support	12,287	1,646
	Office equipment	1,991	251
	Insurance – general	2,486	1,294
	Payroll and accounting fees	4,107	4,621
	Postage	472	320
	Printing and stationery	1,032	1,615
	Telephone and communication	3,418	3,438
	Other	933	1,108
		<b>26,726</b>	<b>14,293</b>
	<b>Premises costs</b>		
	Rent	15,113	15,000
	Rates	1,813	2,483
	Light and heat	1,298	4,048
	Insurance	-	2,110
	Cleaning and maintenance	3,926	1,300
	Other	-	-
		<b>22,150</b>	<b>24,941</b>
	<b>Governance</b>		
	Independent examiners fee	1,320	1,200
	Other	5,738	4,084
		<b>7,058</b>	<b>5,284</b>
	<b>Other costs</b>		
	Publicity and promotion	189	192
	Miscellaneous	32	72
	Depreciation	-	668
		<b>221</b>	<b>932</b>
	<b>Total expenditure on charitable activities</b>	<b>275,247</b>	<b>276,713</b>

## Sudbury & District Citizens Advice

### Notes to the Financial Statements

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8 **Net income**

Net income is stated after charging:

2023	2022
£	£

Depreciation of tangible fixed assets	-	668
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9 **Independent examiners fees**

2023	2022
£	£

Fees payable to the independent examiner for independent examination of the financial statements	1,320	1,200
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10 **Employee Costs**

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

2023	2022
£	£

Salaries and social security costs	205,897	221,271
Pension costs	5,178	6,740
	<b>211,075</b>	<b>228,011</b>

The average head count of employees during the year was 14 (2022:15)

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

11 **Trustees' remuneration and expenses**

No Trustees received any remuneration during the year. The charity reimbursed trustees for expenses incurred amounting to £nil (2022: £nil)

**Sudbury & District Citizens Advice**  
**Notes to the Financial Statements**

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12 **Tangible fixed assets**

	Plant and Machinery £	Fixtures and Fittings £	Computer Equipment £	Totals £
<b>COST</b>				
At 1 April 2022	8,982	371	13,068	22,421
Additions	-	-	-	-
As 31 March 2023	8,982	371	13,068	22,421
<b>DEPRECIATION</b>				
At 1 April 2022	8,982	371	13,068	22,421
Charge for year	-	-	-	-
At 31 March 2023	8,982	371	13,068	22,421
<b>NET BOOK VALUE</b>				
At 31 March 2023	-	-	-	-
At 31 March 2022	-	-	-	-

13 **Debtors**

	2023 £	2022 £
Prepayments and accrued income	1,898	8,974

14 **Creditors, Amounts falling due within one year**

	2023 £	2022 £
Accruals and deferred income	29,418	7,368
Social security and other taxes	3,569	4,902
	<u>32,987</u>	<u>12,270</u>

**Sudbury & District Citizens Advice  
Notes to the Financial Statements**

15 **Analysis of charitable funds**

	<b>At 1.4.22</b>	<b>Net movement in funds</b>	<b>Transfers between Funds</b>	<b>At 31.3.23</b>
	£	£	£	£
<b>Unrestricted Funds</b>				
General Funds	268,406	17,109	(9,126)	276,389
<b>Restricted Funds</b>				
Suffolk County Council	-	-	-	-
Babergh District Council	-	-	-	-
Citizens Advice	32,093	-	(32,093)	-
Suffolk Family Carers	-	(1,879)	1,879	-
Ganzoni Trust	-	-	-	-
Debt Lottery Fund	-	(38,122)	38,122	-
Community Lottery Fund	-	(1,218)	1,218	-
	<u>32,093</u>	<u>(41,219)</u>	<u>9,126</u>	<u>-</u>
	<u>300,499</u>	<u>(24,110)</u>	<u>-</u>	<u>276,389</u>

	<b>Incoming Resources</b>	<b>Resources Expended</b>	<b>Movement in funds</b>
	£	£	£
<b>Unrestricted Funds</b>			
General Fund	145,779	(128,670)	17,109
<b>Restricted Funds</b>			
Suffolk County Council	12,080	(12,080)	-
Babergh District Council	8,333	(8,333)	-
Citizens Advice	-	-	-
Suffolk Family Carers	8,974	(10,853)	(1,879)
Ganzoni Trust	1,000	(1,000)	-
Debt Lottery Fund	25,074	(63,196)	(38,122)
Community Lottery Fund	49,897	(51,115)	(1,218)
	<u>105,358</u>	<u>(146,577)</u>	<u>(41,219)</u>
	<u>251,137</u>	<u>(275,247)</u>	<u>(24,110)</u>

**Sudbury & District Citizens Advice  
Notes to the Financial Statements**

**Analysis of charitable funds (comparatives)**

	<b>At 1.4.21</b>	<b>Net movement in funds</b>	<b>Transfers between Funds</b>	<b>At 31.3.22</b>
	£	£	£	£
<b>Unrestricted Funds</b>				
General Funds	232,925	74,330	(38,849)	268,406
<b>Restricted Funds</b>				
Suffolk Community Foundation	5,724	(8,613)	2,889	-
Citizens Advice	51,946	(19,853)	-	32,093
Suffolk Family Carers	-	(18,607)	18,607	-
Debt Lottery Fund	-	(12,413)	12,413	-
Community Lottery Fund	1,416	(6,356)	4,940	-
	<u>59,086</u>	<u>(65,842)</u>	<u>38,849</u>	<u>32,093</u>
	<u>292,011</u>	<u>8,488</u>	<u>-</u>	<u>300,499</u>

	<b>Incoming Resources</b>	<b>Resources Expended</b>	<b>Movement in funds</b>
	£	£	£
<b>Unrestricted Funds</b>			
General Fund	111,380	(37,050)	74,330
<b>Restricted Funds</b>			
Suffolk Community Foundation	-	(8,613)	(8,613)
Citizens Advice	76,592	(96,445)	(19,853)
Suffolk Family Carers	35,897	(54,504)	(18,607)
Debt Lottery Fund	12,413	(24,826)	(12,413)
Community Lottery Fund	48,919	(55,275)	(6,356)
	<u>173,821</u>	<u>(239,663)</u>	<u>(65,842)</u>
	<u>285,201</u>	<u>(276,713)</u>	<u>8,488</u>

**16 Financial Commitments**

Total commitments under non-cancellable operating leases are as follows:	<b>2023</b>	<b>2022</b>
	£	£
Amounts due within one year	15,000	15,000
Amounts due between one and 5 years	22,500	37,500
	<u>37,500</u>	<u>52,500</u>

**17. Related parties**

There have been no related party transactions in this or the previous reporting year.

**18. Reconciliation of net movement in funds to net cash flow from operating activities**

	<b>2022</b>		<b>2022</b>	
	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds</b>	<b>Total funds</b>
	£	£	£	£
<b>Net movement in funds</b>	25,690	(49,800)	(24,110)	8,488
Add back depreciation charge	-	-	-	668
Deduct interest income shown in investing activities	(1,186)	-	(1,186)	(106)
Decrease/(increase) in stock	-	-	-	-
Decrease/(increase) in debtors	(1,898)	8,974	7,076	(8,974)
Increase/(decrease) in creditors	3,010	17,707	20,717	(1,890)
<b>Net cash used in operating activities</b>	<b>25,616</b>	<b>(23,119)</b>	<b>2,497</b>	<b>(1,814)</b>

**19. Employee Benefits Obligations**

The Bureau is a participating employer in The Pensions Trust's Growth Plan, which comprises Series 1 to 4. The plan is funded and is not contracted out of the state scheme. Series 1 to 3 constitute a multi-employer pension plan, where the assets are co-mingled for investment purposes, and benefits are paid out of the plan's total assets. It is not possible in the normal course of events to identify on a reasonable and consistent basis the share of the underlying assets and liabilities belonging to individual participating employers.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m.

Employers participating in Series 1 and 2 of Growth Plan are being required to make additional contributions to help to eliminate this deficit. The Bureau has never participated in these Series. Whilst unlikely, it cannot totally be ruled out that such contributions may arise in the future in respect of the Bureau's past membership of Series 3 of the growth plan.

**20. Contingent Liabilities**

The Pensions Act 2011 retrospectively altered the definition of Series 3 of the Growth Plan so that it became categorised as a 'defined benefit' arrangement. As such, it is anticipated that employers such as the Bureau which participated in Series 3 will be liable to meet a share of the deficit on a buy-out basis if they leave the Growth Plan.

The Bureau's estimated debt on withdrawal at 30<sup>th</sup> September 2022 is £3,083.

The Bureau has not provided for this liability in these financial statements since it has no demonstrable commitment to withdraw from the Growth Plan. If immediate withdrawal from the Scheme were to be made, then sufficient cash reserves are held to settle the contingent liability, without impacting on day-to-day operations.

**21. Analysis of assets by fund type**

	2023			2022		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
Fixed assets	-	-	-	-	-	-
Debtors	1,898	-	1,898	-	8,974	8,974
Cash at bank and in hand	289,771	17,707	307,478	280,676	23,119	303,795
Creditors: falling due within one year	(15,280)	(17,707)	(32,987)	(12,270)	-	(12,270)
Net assets	276,389	-	276,389	268,406	32,093	300,499

**22. Transfer between funds**

A funder can specify the activities for which a donation or grant may be used. In these instances, the funds received are restricted funds. Where funds are received for a specific project and costs of that project exceed funding received the deficit is made up by a transfer from unrestricted reserves to restricted reserves.