

Charity Registration No. 1121988

Company Registration No. 6347304 (England and Wales)

**CITIZENS ADVICE SUNDERLAND**  
**ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

## **CITIZENS ADVICE SUNDERLAND**

### **LEGAL AND ADMINISTRATIVE INFORMATION**

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<b>Trustees</b>	Mr C Graham	
	Mr T Taylor	
	Mr J Hicks	
	Doctor D W Reed	
	Mr D R Wood	
	Mr P Wallace	
	Mr M Hankins	(Appointed 29 January 2021)
	Mr R Singh	(Appointed 29 January 2021)
	Ms N Islam	(Appointed 27 May 2021)
<b>Secretary</b>	Mrs D Irving	
<b>Charity number</b>	1121988	
<b>Company number</b>	6347304	
<b>Registered office</b>	5a Waterloo Place Sunderland Tyne and Wear United Kingdom SR1 3HT	
<b>Independent examiner</b>	Yasmin Bari (FCA) Bede House 3 Belmont Business Park Durham DH1 1TW	

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# **CITIZENS ADVICE SUNDERLAND**

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# **CITIZENS ADVICE SUNDERLAND**

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

### ***FOR THE YEAR ENDED 31 MARCH 2021***

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The trustees present their report and accounts for the year ended 31 March 2021.

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

#### **Objectives and activities**

The charity's 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 Sunderland and surrounding areas.

All of the charity's activities focus on advice provision and support for public benefit and the work is carried out through face-to-face consultations, telephone advice and community talks/sessions.

Through free, independent, confidential and impartial advice, we aim to provide the advice people need for the problems they face and to improve the policies that affect people's lives. We also recognise the positive value of diversity, promote equality and challenge discrimination.

Under normal circumstances, advice is provided through a number of channels including telephone, webchat and face to face. However, with the unanticipated pandemic and national lockdown, all of our services have been delivered remotely by telephone, webchat and email this year, due to our offices being closed.

#### **Contribution of Volunteers**

Although very few in number at present, the organisation receives help and support in the form of voluntary assistance in administering the charity through its Trustee Board. In addition to the nine trustees, we currently benefit from having five volunteers, with others who we can call on to help one off events such as bag packs and manning information stalls.

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

#### **Achievements and performance**

Despite the uncertain and difficult financial landscape, Citizens Advice Sunderland has performed well and has helped 13,400 clients this year with over 35,000 issues. Due to lockdown the pandemic, demand for debt and benefit advice has been constantly high and our telephone advice line and our drop in services continue to be extremely busy.

We continue to struggle to meet demand and we have put a hold on recruiting volunteers this year. On the return to the office, we plan to carry out a large scale volunteer recruitment drive to help meet the anticipated increase in demand following the end of lockdown and the furlough scheme. In preparation, we are reviewing and revising our existing training plan to make it more robust, timely and allow for continual practice throughout.

## **CITIZENS ADVICE SUNDERLAND**

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

***FOR THE YEAR ENDED 31 MARCH 2021***

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We have a three year contract with Sunderland City Council to provide First Tier advice in Welfare Benefits and Debt for those living in the East of Sunderland. Our contract with the Department of Work and Pensions to provide support to people making an initial claim for Universal Credit has been extended for a further 12 months. Again, this contract has been hit by the pandemic and, where we were based in the local JobCentre offices, we are currently only providing advice by telephone and webchat.

In addition to our Money Advice, Help to Claim and First Tier contracts, we have a contract with the Wise Group to provide Financial Capabilities to people on the Wise Steps programme. This programme is funded by the European Social Fund and the Big Lottery Community Fund and we work with other local stakeholders in preparing people to get back into work. We are working with other local support agencies to support clients with specialist advice and the partnership is proving very successful in providing clients with a holistic approach to getting them back into work. We have secured additional grants with the British Gas Energy Trust and the Energy Redress Scheme and this has allowed us to provide additional and complementary support for our existing services. Despite the issues of lockdown, we are seeing some positive and long lasting outcomes on behalf of our clients and it means we can do so much more for them than we could before.

It has been another good year for securing income gains and writing off debts on behalf of clients and gains of just under £5.2 million were recorded. This is very similar to what we achieved last year and is good news for our clients and the local community.

Despite the pandemic and the difficulties and the uncertainty we faced this year, the staff and volunteers have been outstanding. They have adapted admirably to the lockdown and the urgent changes we have needed to make and their unfaltering dedication and commitment to the service and the local community is inspiring. We have an excellent and cohesive team who are all willing to go the extra mile to make a real difference to people's lives.

We are proud of our achievements, however, we have faced some difficult challenges and it has been an extremely tough year for us, our local community and the whole country. We anticipate that we will see an increase in demand next year and the economic and political landscape is uncertain. Nevertheless, we will continue to work very hard within the community to build a local network with other partner organisations and community groups to both promote the work the organisation does and to work in partnership to help meet the ever increasing need.

## **CITIZENS ADVICE SUNDERLAND**

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

**FOR THE YEAR ENDED 31 MARCH 2021**

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#### **Financial review**

The organisation is primarily funded by grants from the Money Advice and Pensions Service to provide advice on debt and financial issues and the Department of Work and Pensions Help to Claim service helping people to claim Universal Credit. We have two other major contracts which are the First Tier Service funded by Sunderland Council and Wise Steps, managed by the Wise Group and funded by the European Social Fund and the Big Lottery Community Fund. This year, we have received funding to provide Energy and Debt support from the British Gas Energy Trust (BGET) and the Energy Redress Scheme. Both of these grants complement our existing services and are a welcome addition to our services. They allow us to find ways of helping clients make savings through energy measures as well as deal with debts and maximise income cohesively. Other income comes from one-off projects, COVID recovery support, and bank interest. This includes money received from the Illegal Money Lending Team to support our Loan Shark awareness campaign. We will use the money to design and produce a game that we can use in schools to raise awareness of loan sharks and, working in partnership with the Credit Union, we will educate children in responsible borrowing and spending choices.

The organisation ends the year with a surplus of £117,858 (2020: £66,233) which puts us in a strong position moving forward. Most of the savings come from salary savings and a reduction in office costs due to all staff working from home. With the extra funding we have received last year has allowed us to invest in more people to help ensure we have enough resource to meet demand, particularly after lockdown. However, once we return to the office we will need to look at housing the extra staff, particularly as our existing premises are already feeling the strain.

Nevertheless, having reviewed the organisation's current financial position, the Trustee Board is assured that the charity has adequate financial resources and is able to manage all known business risks going forward. The Management Committee has a reasonable expectation that it has adequate resources to continue in operation for the foreseeable future and believe that there are no material uncertainties that call into doubt its ability to continue as a going concern.

#### **Investment Policy**

The Management Committee regularly reviews available investment products and seeks to invest reserve funds in low risk, short term investment products which provide the best interest rates attainable. To mitigate investment risk, diversification is limited to those institutions with a solid reputation and a strong credit rating.

#### **Reserves Policy**

The Trustee Board has a policy for holding unrestricted reserves to protect the organisation from the impact of shortfalls in forecast income, unforeseen expenditure or planned expenditure that will support the delivery of its charitable objectives.

Reserves carried forward as at 31 March 2021 are £649,866 Unrestricted (2020 : £653,799) and £272,311 Restricted (2020: £150,520), totalling £922,177 (2020: £804,319).

In light of the current climate and an uncertain future, the Trustee Board seeks to maintain a minimum of nine months' (2021: £58,920) running costs in reserve. The unrestricted reserves position of reserves as at the 31 March 2021 continues to stay above that intended, however, with the additional staff, we believe that this will change in the coming year. Given the uncertainty of the funding landscape and the economic climate, it is important to remain prudent, agile and flexible

Any restricted balances held for the purpose of specific projects at year end do not form part of the reserves policy other than to spend the money in accordance with funders' restrictions.

The trustees has assessed the major risks to which the bureau is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

## **CITIZENS ADVICE SUNDERLAND**

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

**FOR THE YEAR ENDED 31 MARCH 2021**

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#### **Plans for 2021-22**

We start 2021 with uncertainty. As this year ends, we still find ourselves in lockdown and our offices remain closed to the public. It is anticipated that we will see measures eased in the summer but it's very much still uncertain. Having the additional staff we are facing a deficit budget but we have already seen some positive steps to securing additional funding to support us in recovery, so we are optimistic.

We are keen to get back into the office and be there for those in our community when they need us the most. Our contracts allow us to provide a robust service to our clients but we appreciate that clients, particularly the more vulnerable, rely on our drop-in services and face-to-face appointments and this is something we are desperate to reinstate.

We will continue to work on our plans for expansion and at a time when the whole community has pulled together, we will look to forge partnerships and strengthen our network. We will revitalise our volunteer recruitment programme and look at alternative ways of building resource and offering valuable work experience to those that may have the skill but don't have the much needed experience that employers demand.

More now than ever, the future is uncertain and unclear, but some things will always remain constant and that is our unwavering dedication to meeting the needs of our community.

As always, we expect that the next 12 months will be extremely busy and challenging particularly as the whole country has been on hold for the last year and it's been a struggle for everyone. However, our focus will remain steadfast in providing high quality advice and support for the people of Sunderland. Every effort will be taken to finding the best and most effective way of achieving the charity's goals over the next 12 months.

During the pandemic, we will look to strengthen our infrastructure and review our current practices to explore the opportunities of embracing new technology and digital services. These are uncertain times and we anticipate great change but we will continue to provide the advice people need in the best way we can. We will continue to work on our plans for expansion and to re-energise and rewrite our training programme to streamline it and improve the experience for new employees. Necessity is the mother of invention and, never more so than now, can we look at becoming more innovative and embracing new ways of working and serving our clients. However, some things will always remain constant and that is our unwavering dedication to meeting the needs of our community.

As always, we expect that the next 12 months will be extremely busy and challenging particularly during the pandemic, but, as always, our focus will remain on providing high quality advice and support for the people of Sunderland. Every effort will be taken to finding the best and most effective way of achieving the charity's goals over the next 12 months.

#### **Structure, governance and management**

Citizens Advice Sunderland is a member of the National Association of Citizens Advice Bureaux (NACAB) which provides support and a framework of agreed memberships standards of advice and casework management. However, the organisation maintains its independence and all policy decisions are taken by the Trustee Board in meeting its charitable objects.

The charity was incorporated on the 20 August 2007 and is governed by its Memorandum and Articles of Association (as amended in 2012). Overall responsibility for governance rests with the Trustee Board.

The trustees, who are also the directors for the purpose of company law, and who served during the year were:

## **CITIZENS ADVICE SUNDERLAND**

### **TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021**

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Mr C Graham  
Mr T Taylor  
Mr J Hicks  
Doctor D W Reed  
Mr D R Wood  
Mr A Holland  
Mr P Wallace  
Mr M Hankins  
Mr R Singh  
Mrs A Kanyangu  
Mr M Hook  
Ms N Islam

(Resigned 29 April 2021)

(Appointed 29 January 2021)

(Appointed 29 January 2021)

(Resigned 3 November 2020)

(Resigned 23 October 2020)

(Appointed 27 May 2021)

The trustees are also directors of Citizens Advice Sunderland for the purposes of Company Law. Starting the year with 10 trustees, the newly recruited Board members have been getting to grips with learning about the organisation and looking to the future. We now have a cohesive and ambitious Board of Directors who are keen to make a difference in our local community and the trustees are working hard on drawing up an achievable but ambitious strategic action plan.

#### **The Trustee Board:**

- sets the policy of the charity
- determines corporate strategy including setting key strategic objectives
- makes major decisions about the use of finances

All newly appointed trustees receive a Welcome Pack and a full induction using training and resources provided through the Citizens Advice intranet site, Cablink. All trustees are encouraged to take up further training opportunities as appropriate and engagement with the wider service is undertaken throughout the year in participating in forums, conferences and consultations wherever possible.

The local Citizens Advice trustee board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. The local Citizens Advice hold joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

#### **Management team**

Denise Irving is the Chief Officer and is supported by a small management team of Susan White and Louise Young, Advice Services Managers and Peter Wilson, the Finance Officer, who help manage the day to day operations of the organisation.

#### **Administrative details**

**Company number:** 6347304

**Registered charity number:** 1121988

**Company secretary:** Denise Irving

**Registered office:** 5a Waterloo Place, Sunderland, SR1 3HT

**Independent examiner:** Yasmin Bari FCA (Bede House, 3 Belmont Business Park, Durham, DH1 1TW)

**Bankers:** HSBC (Unit 49-51, The Bridges Shopping Centre, Market Square, Sunderland, SR1 3LE)

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**CITIZENS ADVICE SUNDERLAND**

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

***FOR THE YEAR ENDED 31 MARCH 2021***

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

**Mr C Graham**

Trustee

Dated: 26 August 2021

# **CITIZENS ADVICE SUNDERLAND**

## **INDEPENDENT EXAMINER'S REPORT**

### **TO THE TRUSTEES OF CITIZENS ADVICE SUNDERLAND**

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I report to the trustees on my examination of the financial statements of Citizens Advice Sunderland (the bureau) for the year ended 31 March 2021.

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

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

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

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

Since the bureau'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 ICAEW, which is one of the listed bodies.

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

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

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

Yasmin Bari FCA

Azets Audit Services

Bede House  
3 Belmont Business Park  
Durham  
DH1 1TW  
United Kingdom

Dated: 26 August 2021

## CITIZENS ADVICE SUNDERLAND

### STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

		Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
	Notes						
<b>Income from:</b>							
Donations and legacies	3	1,673	-	1,673	471	-	471
Charitable activities	4	65,493	740,398	805,891	7,511	597,674	605,185
Investments	5	7,629	-	7,629	10,469	-	10,469
<b>Total income</b>		<b>74,795</b>	<b>740,398</b>	<b>815,193</b>	<b>18,451</b>	<b>597,674</b>	<b>616,125</b>
<b>Expenditure on:</b>							
Charitable activities	6	78,560	618,666	697,226	35,033	514,767	549,800
Other	11	168	(59)	109	42	50	92
<b>Total resources expended</b>		<b>78,728</b>	<b>618,607</b>	<b>697,335</b>	<b>35,075</b>	<b>514,817</b>	<b>549,892</b>
<b>Net (expenditure)/income for the year/ Net movement in funds</b>							
		(3,933)	121,791	117,858	(16,624)	82,857	66,233
Fund balances at 1 April 2020		653,799	150,520	804,319	670,423	67,663	738,086
<b>Fund balances at 31 March 2021</b>		<b>649,866</b>	<b>272,311</b>	<b>922,177</b>	<b>653,799</b>	<b>150,520</b>	<b>804,319</b>

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

All income and expenditure derive from continuing activities.

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

# CITIZENS ADVICE SUNDERLAND

## BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
<b>Fixed assets</b>					
Tangible assets	13		20,673		27,951
<b>Current assets</b>					
Debtors	14	44,860		55,631	
Cash at bank and in hand		885,858		741,619	
		930,718		797,250	
<b>Creditors: amounts falling due within one year</b>	15	(29,214)		(20,882)	
Net current assets			901,504		776,368
<b>Total assets less current liabilities</b>			922,177		804,319
<b>Income funds</b>					
Restricted funds	16	272,311		150,520	
Unrestricted funds		649,866		653,799	
		922,177		804,319	

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

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.

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

The financial statements were approved by the Trustees on 26 August 2021

Mr C Graham  
Trustee

Doctor D W Reed  
Trustee

Company Registration No. 6347304

# **CITIZENS ADVICE SUNDERLAND**

## **NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2021**

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### **1 Accounting policies**

#### **Charity information**

Citizens Advice Sunderland is a private company limited by guarantee incorporated in England and Wales. The registered office is 5a Waterloo Place, Sunderland, Tyne and Wear, SR1 3HT, United Kingdom.

#### **1.1 Accounting convention**

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

The bureau has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

#### **1.2 Going concern**

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

#### **1.3 Charitable funds**

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

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

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

#### **1.4 Incoming resources**

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

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

## CITIZENS ADVICE SUNDERLAND

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

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#### 1 Accounting policies

(Continued)

##### 1.5 Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as an expenses against the activity for which expenditure arose.

Direct charitable expenditure includes the direct costs of the activities and depreciation on related assets. Where such costs relate to more than one functional cost category, they have been split on an appropriate basis.

##### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

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

Leasehold improvements	Straight line over 5 years
Computers	25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

##### 1.7 Impairment of fixed assets

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

##### 1.8 Cash and cash equivalents

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

##### 1.9 Financial instruments

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

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

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

## CITIZENS ADVICE SUNDERLAND

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

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#### 1 Accounting policies

(Continued)

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

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

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

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

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

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

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

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

#### 1.10 Employee benefits

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

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

#### 1.11 Retirement benefits

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

#### 2 Critical accounting estimates and judgements

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

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

# CITIZENS ADVICE SUNDERLAND

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Donations and gifts	1,673	471

### 4 Charitable activities

	Provision of advice	Provision of advice
	2021	2020
	£	£
Performance related grants	740,398	597,674
Other income	65,493	7,511
	805,891	605,185
Analysis by fund		
Unrestricted funds	65,493	7,511
Restricted funds	740,398	597,674
	805,891	605,185
MASDAP	340,361	283,749
First Tier	96,666	86,970
Wise Steps	39,869	36,608
Help to Claim	196,052	190,347
Energy Redress Scheme	5,844	-
British Gas Energy Trust	61,606	-

### 5 Investments

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Interest receivable	7,629	10,469



# CITIZENS ADVICE SUNDERLAND

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 6 Charitable activities

	Provision of advice	Provision of advice
	2021	2020
	£	£
Staff costs	560,290	439,719
Depreciation and impairment	1,434	1,383
Staff and volunteer expenses	2,066	1,874
Repairs and renewals	719	3,313
Insurance	310	262
Postage, printing and stationery	828	956
Materials, subscriptions and licences	894	451
Telephone	1,124	870
Rent	2,069	735
Rates	179	74
Light and heat	193	251
Cleaning	788	557
Sundry expenses	18,853	1,763
Other charitable expenditure	1,234	1,086
	<hr/>	<hr/>
	590,981	453,294
	<hr/>	<hr/>
Share of support costs (see note 8)	101,634	91,666
Share of governance costs (see note 8)	4,611	4,840
	<hr/>	<hr/>
	697,226	549,800
	<hr/>	<hr/>
<b>Analysis by fund</b>		
Unrestricted funds	78,560	35,033
Restricted funds	618,666	514,767
	<hr/>	<hr/>
	697,226	549,800
	<hr/>	<hr/>
<b>For the year ended 31 March 2020</b>		
Unrestricted funds	35,033	
Restricted funds	514,767	
	<hr/>	
	549,800	
	<hr/>	

### 7 Description of charitable activities

#### Provision of advice

The charitable activity is the provision of advice.

## CITIZENS ADVICE SUNDERLAND

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

#### 8 Support costs

	Support costs	Governance costs	2021	2020
	£	£	£	£
Staff costs	31,862	-	31,862	17,446
Depreciation	13,485	-	13,485	13,853
Independent examiners fee	-	4,611	4,611	1,680
Legal and professional	-	-	-	3,160
Staff and volunteer expenses	1,469	-	1,469	1,274
Repairs and renewals	1,957	-	1,957	2,185
Insurance	2,919	-	2,919	2,936
Printing, stationery and postage	2,486	-	2,486	7,054
Materials, subscriptions and licences	4,257	-	4,257	4,522
Telephone	10,564	-	10,564	8,697
Rent	19,586	-	19,586	16,664
Other support costs	13,049	-	13,049	17,035
	<u>101,634</u>	<u>4,611</u>	<u>106,245</u>	<u>96,506</u>
Analysed between				
Charitable activities	<u>101,634</u>	<u>4,611</u>	<u>106,245</u>	<u>96,506</u>

#### 9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but one of them was reimbursed a total of £39 travelling expenses (2020- one was reimbursed £32).

#### 10 Employees

The average monthly number employees during the year was 26 :

	2021 Number	2020 Number
Management	4	3
Administrative	2	2
Caseworkers	19	15
Cleaner	1	1
	<u>26</u>	<u>21</u>

## CITIZENS ADVICE SUNDERLAND

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

10 Employees		(Continued)	
Employment costs	2021 £	2020 £	
Wages and salaries	542,355	419,519	
Social security costs	38,476	29,207	
Other pension costs	11,321	8,439	
	<u>592,152</u>	<u>457,165</u>	

In addition a great amount of time, the value of which is impossible to reflect in these financial statements, is donated by volunteers.

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

	Unrestricted funds	Restricted funds	Total £	Unrestricted funds	Restricted funds	Total £
	2021	2021	2021	2020	2020	2020
Financing costs	62	(59)	3	3	-	3
Other expenditure	106	-	106	39	50	89
	<u>168</u>	<u>(59)</u>	<u>109</u>	<u>42</u>	<u>50</u>	<u>92</u>

### 12 Taxation

Citizens Advice Sunderland, as a registered charity, is potentially exempt from taxation of income and gains falling within S505 of the Income and Corporation Taxes Act 1988 and S256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

# CITIZENS ADVICE SUNDERLAND

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 13 Tangible fixed assets

	Leasehold improvements £	Computers £	Total £
<b>Cost</b>			
At 1 April 2020	43,203	106,776	149,979
Additions	-	7,640	7,640
At 31 March 2021	43,203	114,416	157,619
<b>Depreciation and impairment</b>			
At 1 April 2020	25,922	96,106	122,028
Depreciation charged in the year	8,640	6,278	14,918
At 31 March 2021	34,562	102,384	136,946
<b>Carrying amount</b>			
At 31 March 2021	8,641	12,032	20,673
At 31 March 2020	17,281	10,670	27,951

### 14 Debtors

	2021 £	2020 £
<b>Amounts falling due within one year:</b>		
Trade debtors	19,899	27,218
Prepayments and accrued income	24,961	28,413
	44,860	55,631

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

	2021 £	2020 £
Trade creditors	2,982	6,594
Other creditors	11,450	6,983
Accruals and deferred income	14,782	7,305
	29,214	20,882

## CITIZENS ADVICE SUNDERLAND

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

#### 16 Restricted funds

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

	Movement in funds			Movement in funds			
	Balance at 1 April 2019	Incoming resources	Resources expended	Balance at 1 April 2020	Incoming resources	Resources expended	Balance at 31 March 2021
	£	£	£	£	£	£	£
Business Innovation and Skills Money Advice Service Debt Advice Project	9,256	-	-	9,256	-	-	9,256
Sunderland City Council Big Lottery Fund and European Social Fund Universal Support - Help to claim Energy Redress Scheme British Gas Energy Trust (BGET)	12,844	283,749	(244,530)	52,063	340,361	(290,201)	102,223
	45,563	86,970	(43,332)	89,201	96,667	(46,811)	139,057
	-	36,608	(36,608)	-	39,869	(39,869)	-
	-	190,347	(190,347)	-	196,052	(196,052)	-
	-	-	-	-	5,844	(5,844)	-
	-	-	-	-	61,606	(39,831)	21,775
	<u>67,663</u>	<u>597,674</u>	<u>(514,817)</u>	<u>150,520</u>	<u>740,399</u>	<u>(618,608)</u>	<u>272,311</u>

#### Unrestricted Funds

The Trustees seek to maintain minimum Reserves levels equivalent to nine months running costs of the Bureau. The Reserves Policy is outlined in the Trustees' Report on page 1 to 6.

# CITIZENS ADVICE SUNDERLAND

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 16 Restricted funds

(Continued)

#### Restricted Funds

##### Money Advice Service Debt Advice Project (MASDAP)

This is an integrated debt advice service which is funded by the Money Advice Service and has funding until March 2022.

##### Sunderland City Council (First Tier Welfare Rights Contract)

This is a welfare benefits and debt advice service funded by Sunderland City Council. The project has funding until November 2023.

##### Big Lottery Fund and European Social Fund (Wise Steps)

This project providing one to one tailored support to help people take positive steps towards work with funding from the Big Lottery Fund and European Social Fund. The project has funding until November 2023.

##### Universal Support - Help to claim

This is a project with funding from The Department for Work and Pensions and the service supports clients in making an initial Universal Credit claim. It has funding until March 2022.

##### Energy Redress Scheme

This is a new project to provide energy advice to vulnerable people to meet the objectives of the Energy Redress Scheme (ERS). Funding is from Stockton & District Advice & Information Service (SDAIS). The project has funding until March 2022.

##### British Gas Energy Trust (BGET)

This is a new project to provide energy advice to vulnerable people to meet the objectives of the British Gas Energy Trust (BGET). Funding is from Stockton & District Advice & Information Service (SDAIS). The project has funding until March 2022.

### 17 Analysis of net assets between funds

	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Fund balances at 31						
March 2021 are						
represented by:						
Tangible assets	20,673	-	20,673	27,951	-	27,951
Current assets/(liabilities)	629,193	272,311	901,504	625,848	150,520	776,368
	<u>649,866</u>	<u>272,311</u>	<u>922,177</u>	<u>653,799</u>	<u>150,520</u>	<u>804,319</u>

### 18 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).

### 19 Charitable Status

Citizens Advice Sunderland is a Registered Charity (Number 1121988). The Charity is a Company Limited by Guarantee, having no share capital. The liability of each member in the event of winding up is £1.

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.