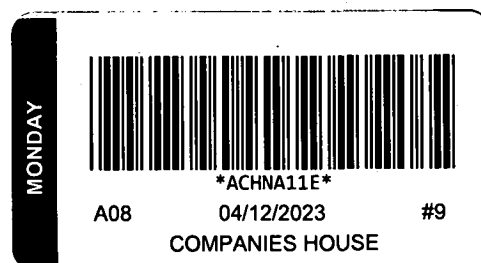


# **Suffolk West Citizens Advice Bureau**

## **Annual Report 2022/23**



**COMPANY REGISTRATION NUMBER: 7645392.**  
**CHARITY REGISTRATION NUMBER: 1144118**

**Suffolk West Citizens Advice Bureau**  
**Company Limited by Guarantee**  
**Unaudited financial statements**  
**31 March 2023**

# **Suffolk West Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Financial statements**

**Year ended 31 March 2023**

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# **Suffolk West Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' annual report (incorporating the directors' report)**

#### **Year ended 31 March 2023**

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The Trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2023.

#### **Chair's report**

The underlying theme of our 2022/23 year was adapting the Citizens Advice West Suffolk service to reflect the growing demand for our help in light of the economic landscape. Most striking was the start of a trend, which has continued and increased in the current financial year, towards new clients seeking help with obtaining benefits for the first time having previously managed to balance their household finances without them.

We have focused on recruiting and training new volunteers and have restructured the training to make it easier for volunteers who join us to make a practical difference more quickly. Our paid team and volunteers have all shown themselves flexible and committed as we have implemented various changes to balance the needs of our clients and our budgets. These have included re-opening some of our offices regularly for face-to-face meetings to supplement the main service provided by telephone and email since the pandemic. We have also taken up the kind offer of the Brandon Town Council to base ourselves in their offices rather than leasing commercial premises in the town. Our heartfelt thanks go to all of our staff and volunteers who are at the core of all we do.

The Trustee Board has been enhanced during the year by the arrival of Madeleine Finn, well-known in Haverhill as a former Chief Executive Officer and Headteacher and of Colin Knight, formerly Finance Director at Ashtons Legal. Colin has subsequently taken over from Peter Holland as Treasurer with effect from the start of the 2023/24 financial year. Thanks go to all our trustees for their ongoing support and input.

Carol and her colleagues continue to manage adeptly the very fine balancing act of maximising the support we provide to clients with the funds that are available. As always, we are exceptionally grateful to the local District Councils, County Council, and our project funders, without whose support we could not continue to deliver the service which is so key to many in our local community.

Mary Porch

Chair of the Board of Trustees, Suffolk West Citizens Advice Bureau

# Suffolk West Citizens Advice Bureau

## Company Limited by Guarantee

### Trustees' annual report (incorporating the directors' report) *(continued)*

#### Year ended 31 March 2023

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The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and 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 (FRS102) (effective 1 January 2015) (as amended by Update Bulletin 1 published on 2 February 2016).

#### Reference and administrative details

<b>Registered charity name:</b>	Suffolk West Citizens Advice Bureau
<b>Company registration number:</b>	7645392
<b>Charity registration number:</b>	1144118
<b>Registered Office:</b>	The Risbygate Centre, 90 Risbygate Street, Bury St Edmunds, Suffolk, IP33 3AA.
<b>Principal Places of Business:</b>	Bury St Edmunds: The Risbygate Centre, 90 Risbygate Street, Bury St Edmunds, Suffolk, IP33 3AA.  Haverhill: Haverhill House, Lower Downs Slade, Haverhill, Suffolk, CB9 9HB.  Brandon: 9a Market Hill, Brandon, Suffolk, IP27 0AA.  Mildenhall: Mildenhall Hub, Sheldrick Way, Mildenhall, Suffolk, IP28 7JX.  Newmarket: Foley House, Wellington Street, Newmarket, Suffolk, CB8 0HY.

#### Trustees

The Trustees who served during the year and at the date of approval were as follows:

Ms M Poch (Chair)  
Mr P Holland (Treasurer and Vice Chair)  
Mr R Bolton  
Mr C Cadman (Resigned 4 November 2022)  
Ms M Finn (Appointed 13 September 2022)  
Ms J Hall (Resigned 14 June 2022)  
Mr A Howard  
Mr C Knight (Appointed 1 November 2022)  
Mr K Lardner (Resigned 10 February 2023)  
Ms A Mayer  
Mr B Peters  
Mr M Simpkin  
Ms V Steele (Resigned 1 August 2022)  
Mr W Walker  
Ms J Wilkie

# **Suffolk West Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Trustees' annual report (incorporating the directors' report) *(continued)***

**Year ended 31 March 2023**

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**Management team**

Ms C Eagles (Chief Executive Officer)  
Ms J Albin (Business Development Manager)  
Ms S Bradbury (Operations Manager)  
Ms J Chatt (Office Manager)

**Independent examiner**

Mr S Cook MA FCA  
David Robertson & Co  
Chartered Accountants  
84 Whiting Street, Bury St Edmunds, Suffolk, IP33 1NZ.

**Bankers**

CAF Bank Limited.  
25 Kings Hill Avenue, Kings Hill,  
West Malling, ME19 4JQ.

Cambridge and Counties Bank Limited.  
Charnwood Court, 5B New Walk  
Leicester, LE1 6TE.

Cambridge Building Society  
Head Office, P O Box 232,  
Cambridgeshire, CB5 8FF.

Nationwide Building Society.  
Nationwide House, Pipers Way,  
Swindon, SN38 1NW.

Monmouthshire Building Society  
Monmouthshire House, John Frost Square,  
Kingsway Centre,  
Newport, NP20 1PX.

Hinckley and Rugby Building Society  
Upper Bond Street,  
Hinckley,  
Leicestershire, LE10 1NZ.

# **Suffolk West Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the financial statements** *(continued)*

#### **Year ended 31 March 2023**

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##### **Objectives and Activities**

###### **Aims and Principles**

Citizens Advice West Suffolk provides free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The charity provides information and advice to all who need it but aims to target resources in more detailed help and casework to those who are least able to help themselves, whether due to language, mental health, age or disability, or short-term difficulties such as homelessness or lack of money.

We also work to improve the policies and practices that affect people's lives, through representing unfairness and difficulties faced by clients, to those able to make a difference in law and procedures, in government or elsewhere. Citizens Advice West Suffolk values their wide range of volunteers and recognises that they are the strength underpinning the organisation and seeks to promote supported volunteering as a route to develop employability skills and confidence, leading to a healthier and stronger community.

###### **Objectives**

The Trustees review the Charity's Business Development and Operation Plans on a regular basis, and at least annually, to recognise the achievements of the year and agree the objectives for the following year.

The main objective for the year ending 31 March 2023 was to continue to provide an efficient and effective advice and information service to the local community and our activities were targeted to meet that purpose. The work was carried out by a team of volunteer advisers and specialists providing advice by telephone, email, and face-to-face appointments. We provided advice on 14 key areas: benefits, consumer, debt, education, employment, finance, health, housing, immigration, legal, relationship, tax, travel, and utilities.

In addition to generalist advice, mentioned above, both specialist advice and casework were available:

- Specialist Welfare Benefit Advice - form filling, mandatory reconsiderations and appeals.
- Housing Advice Project - housing support for homelessness, evictions, rent arrears, landlord disputes and disrepair.
- Supported Advice Project - focused support for clients affected by poor mental health, with specific projects for 65+ and 16-25 year olds.
- Energy Advice - one to one advice on: charitable support for energy costs, carbon monoxide awareness, managing fuel debts and energy efficiency measures such as loft and cavity wall insulation.
- MS Society Project - specialist support for people affected by Multiple Sclerosis.
- Long COVID Project - support to patients referred by the Long COVID Clinic at West Suffolk Hospital
- Specialist Child Support Agency Advice - support with maintenance payments and challenging decisions.
- Specialist Employment Advice - negotiations with employers and Employment Tribunals.
- Specialist Immigration Advice - including spousal visas, Leave to Remain, British Citizenship, financial requirements, and the correct use of forms.
- Specialist Money Advice - consideration of debt management options including Breathing Space, debt management plans, bankruptcy, debt relief orders and IVAs.

# Suffolk West Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the financial statements *(continued)*

#### Year ended 31 March 2023

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##### How Our Activities Deliver Public Benefit

Our main activities and who we try to help are described above. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Trustee Board have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

##### Contribution of Volunteers

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. As of 31 March 2023, the service employed 25 paid workers (15.6 FTEs) (2021/22: 24 paid workers, 14.2 FTEs), and was supported by 57 volunteers (2021/22: 84 volunteers).

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice West Suffolk service. The volunteers contributed 28,875 hours in 2022/23. This may be expressed as an annualised value of £689,845 (2021/22: £715,117). However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. During 2022/23 six volunteers left to take up paid work.

##### Achievements and Performance

The key achievements of the organisation in 2022/23, in line with the Business and Development plan:

- Passed the three-year Citizens Advice Audit with the highest award (green)
- Renewed our Advice Quality Standard and accreditation to the Money Advice and Pension Framework
- 5,418 unique clients assisted
- 28,588 advice issues handled
- 35,523 individual activities
- £2,006,969 awarded in Welfare Benefits through casework
- £521,940 debt managed
- 925 clients helped with 2,160 housing issues
- 887 clients helped with 2,258 charitable support issues including food parcels, oil, supermarket vouchers and household goods
- 681 clients helped by the Supported Advice Team generating an income of £787k for clients
- 92 clients affected by Multiple Sclerosis helped with an additional £192k of income generated.
- 73 clients affected by Long COVID assisted with 235 issues
- 389 clients helped with their energy costs and 77 were provided with energy efficiency advice.
- In a follow-up client satisfaction survey 87% of clients said they would recommend the service they had received from CAWS
- Data storage transferred from an on-premises server to the cloud. Data is more securely stored and easily accessible to staff and volunteers working across the sites and from home
- Continued to develop the phone and email service and introduced a face-to-face reception to ensure the service remains fully accessible
- Planned the move of the Brandon office from privately rented into Brandon Town Council Offices
- Provided a quarterly newsletter to stakeholders in West Suffolk and East Cambridgeshire
- Contributed to a quarterly Suffolk Citizens Advice newsletter to funders.

# **Suffolk West Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the financial statements *(continued)***

#### **Year ended 31 March 2023**

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##### **Plans for the Future**

A key priority for the Trustee Board for 2023/24 is to continue to deliver a sustainable service that meets the needs of the whole community during the cost-of-living crisis. We need to expand our service provision to cope with a growing demand for assistance as people feel the impact of the increased costs of energy, housing, food, petrol, and other services.

We will continue with the work to diversify our funding streams to increase our sustainability which will enable us to build a service that is cost-effective. We recognise the challenges involved in short term project funding and, where possible, will secure longer term funding for our core service to enable us to effectively plan. We will offer our funders value for money, whilst never compromising on the high-quality service that our clients expect and deserve.

There is a three-year Business Development Plan with detailed emphasis on the current year. The Operations Plan is a living document and is a regular agenda item at Trustee Board meetings.

The specific focus this year will be to:

- Increase our volunteer numbers so that we can increase capacity and help more people affected by the cost-of-living crisis
- Gain additional energy funding to provide energy advice to more clients
- Develop the skills and knowledge of existing volunteers, trustees, and staff
- Improve the diversity of the staff, trustees, and volunteers
- Work towards assessing the impact our organisation has on the environment with a view to being carbon net zero by 2030
- Develop Research and Campaigning within the organisation. We will use clients' evidence to influence and change policies and practices at a local and national level with attention focused on the cost-of-living crisis
- Develop the Nationwide Housing Project to support people with their housing issues including homelessness, evictions, rent arrears, landlord and neighbour disputes, and housing disrepair. This is particularly necessary as housing costs soar with the increases in private rents and mortgage repayments
- Work with the Suffolk and North East Essex Long COVID Clinic to develop social prescribing for people affected by Long COVID and raise awareness of the symptoms of Long COVID
- Continue to work with the National Lottery to develop the Supported Advice Project to help clients with poor mental health
- Continue to develop the Equity in Mind Projects to support people over 65 and 15–25 year olds with a Severe Mental Illness
- Continue to work with the Cambridge, Ely, and Newmarket MS Group to support people with MS.
- Seek additional funding to be able to continue the housing and mental health projects once their current funding period ends
- Introduce a mediation offer for neighbour disputes.

# **Suffolk West Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the financial statements *(continued)***

#### **Year ended 31 March 2023**

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##### **Financial Review**

The Notes to the Financial Statements are shown on pages 16-24.

The key points are:

- Income in the year amounted to £602,278 (2022: £685,891) this included £255,136 (2022: £326,087) related to project restricted activities.
- Expenditure in the year amounted to £604,848 (2022: £627,646).
- The highest cost related to staff salaries for our 25 employed staff amounting to £434,138 (2022: £446,771).
- This resulted in a deficit of £2,570 (2022: surplus of £58,245)

##### **Fundraising Activities and Principal Funding Sources**

The principal funding sources were as follows:

- West Suffolk District Council (36%)
- Suffolk County Council (5%)
- The Clinical Commissioning Groups (7%)
- East Cambridgeshire District Council (4%)

We also participated in national Citizens Advice projects funded by the Department of Work and Pensions and the Department for Business, Energy and Industrial Strategy. In addition, we received specific support relating to the Covid Pandemic.

The Trustees extend their gratitude to our principal funders with whom we share many strategic objectives and who continued to support the core operating capacity of the charity.

In addition, project-specific funding was received from the following:

- East Suffolk and North Essex NHS Foundation Trust,
- Fred Dannatt Trust,
- MS Group in Cambridge, Ely and Newmarket,
- National Lottery Community Fund,
- Nationwide Building Society,
- Suffolk Community Foundation.

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

# **Suffolk West Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the financial statements *(continued)***

#### **Year ended 31 March 2023**

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##### **Reserves Policy**

The Trustees have reviewed the reserves of the charity. This review encompassed the nature of the income and expenditure streams, the need to match income with fixed commitments, the risks associated therewith and the nature of the reserves.

The review concluded that:

The charity is dependent on core fund providers to meet fixed annual commitments and other short-term fund providers for specific projects.

The Trustees have reviewed the potential expenditure that could arise should a significant reduction in income be incurred and have determined that free unrestricted reserves should be maintained at between six to nine months' budgeted expenditure.

The Trustees are aware of the financial pressures experienced by our major funders and our dependence on them and have taken this into consideration in establishing the reserves policy.

As of 31 March 2023, the total unrestricted reserves amount to £365,698 (2022: £371,476), although there were £140,000 of designated reserves within this figure. This is within the agreed range and therefore the Trustees consider that the position is under control and meets its objectives. The Trustees have continued to maintain a prudent approach to the management of the finances during the year.

##### **Designated Reserves**

£140,000 of unrestricted funds have been designated with the aim of ensuring the charity's sustainability by making provisions for the replacement of equipment, for fulfilling our contractual commitments, for maintaining our premises and moving if necessary.

##### **Investment Activities**

The charity's funds are spent on delivering and developing the free advice service to the local community. The reserves were held during the year in accounts with Charities Aid Foundation Bank, Cambridge and Counties Bank, Cambridge Building Society, Nationwide Building Society, Monmouthshire Building Society and Hinckley and Rugby Building Society account. The charity does not currently hold any other material investments.

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

###### **Governing Document**

Suffolk West Citizens Advice Bureau is a charitable company limited by guarantee, incorporated on 24 May 2011; Company No. 7645392, Charity No. 1144118. The Company is governed under its Articles of Association. 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 West Suffolk and surrounding areas. In furtherance of its objects the charity has power to establish and conduct local Citizens Advice offices as centres to provide a free, confidential, and impartial service of advice, information, and counsel for the public.

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

# **Suffolk West Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the financial statements *(continued)***

#### **Year ended 31 March 2023**

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not exceeding £1. At 31 March 2023, the company had 14 individual members (2022: 17 individual).

Suffolk West Citizens Advice Bureau is also known and referred to as Citizens Advice West Suffolk.

#### **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 elected directly at an Annual General Meeting. Any election lasts for three years by which time the Trustee can be re-elected up to a maximum of 12 years.

Trustees, who are also directors of the company, are elected from the local community and must either reside or work in West Suffolk or the surrounding area. A formal interview process is followed for all applicants with an interview panel comprising of three Trustees or the Chief Executive Officer. References are taken for all new Trustees. A separate process, agreed by the Trustee Board, is followed for the election of the Chair.

#### **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 Business Development Plan and recent financial performance of the charity. They also meet employees, volunteers, and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

#### **Appraisal of the Trustee Board**

The Trustees conduct an annual performance appraisal using a Citizens Advice template. Action is taken on any areas under performing to ensure the Trustee Board conforms to best practice.

#### **Organisational Structure**

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry ultimate responsibility for the conduct of Citizens Advice West Suffolk and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at least ten times a year, and delegate the day-to-day operation of the organisation to a paid Chief Executive Officer.

The Trustee Board has assigned responsibilities amongst the Trustee group to allow workload to be shared and to give a clear point of contact for senior staff. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

All Trustees and key employees have declared that they are a "fit and proper person" to be involved in the running of a charity.

The Trustee Board regularly reviews its effectiveness and the use of committees. There is one committee, the Operations Committee, with working groups initiated to discuss specific issues.

The Operations Committee reports to the Trustee Board.

# **Suffolk West Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the financial statements** *(continued)*

#### **Year ended 31 March 2023**

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##### **Operations Committee**

The committee meets monthly ahead of each Trustee Board meeting and is responsible for:

Addressing any issues that need detailed discussion prior to presenting to the Trustee Board. These include finance, infrastructure, property, HR, contracts, and strategy.

The Committee does not have any decision-making powers other than in exceptional circumstances. The Trustee Board fully ratifies any decisions made under these arrangements.

Membership: Chair, Vice Chair, Treasurer, Governance Lead and Chief Executive Officer.

##### **Related Parties**

Citizens Advice West Suffolk is a member of Citizens Advice, the national association for the Citizens Advice service. With effect from April 2015 Citizens Advice Bureaux became known as Local Citizens Advice (LCA) and Suffolk West Citizens Advice Bureau became known as Citizens Advice West Suffolk (CAWS). The charity also cooperates and liaises with many other advisory services, local charities, trusts and council departments on behalf of clients.

##### **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 national Citizens Advice.

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

In April 2023 the charity had its year one self-assessment and is continuing to score green in all five areas.

# **Suffolk West Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the financial statements *(continued)***

#### **Year ended 31 March 2023**

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##### **Risk management**

The Trustees have reviewed their procedures considering corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'. Organisational risk is assessed within the Business Development Plan. The plan considers potential changes to the environment in which the charity is working and highlights how these could impact on its services. The organisation faces a range of operational risks and the key to successful risk management is to identify potential risks, the likelihood of them occurring and then mitigate their impact. The Risk Register is a formal statement of the charity's risk management strategy and how the impact of potential risks can be minimised. The Trustees and the management team have given detailed and careful consideration of the risks.

Suffolk West Citizens Advice Bureau's objectives, its internal organisation, and the environment in which it operates are continually changing and as a result, the risks it faces are not constant. Organisational success derives, in part, from successful risk taking and so the purpose of internal control is to help manage and control risk appropriately rather than to eliminate it.

The following measures will help minimise the risks:

- The Trustee Board recognises its role as the ultimate authority on the governance of the organisation and the management team and staff recognise that they operate with delegated authority
- Effective appraisal and supervision of the Chief Executive Officer and management team
- Reviewing client, staff, and volunteer feedback to improve or adapt the service to meet the needs of the community
- Regular case checking, Independent File Reviews, and training to ensure quality
- Handling complaints promptly and effectively keeping complainants informed throughout the process
- Good communication between volunteers, staff, the management team, and the Trustee Board
- The effective use of probationary periods; staff and volunteer supervision and appraisal; and policies to promptly identify and deal with issues of concern
- Regular review and analysis of statistics to ensure targets are met
- Maintaining good relationships with funders to identify potential funding opportunities and challenges
- Building strong relationships with partners to optimise joint working
- Ensuring adequate financial reserves
- Monthly financial monitoring against annual budget
- Maintaining independence and political neutrality to avoid conflicts of interest.

# **Suffolk West Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Notes to the financial statements *(continued)***

**Year ended 31 March 2023**

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#### **Statement of Internal Control**

The Trustee Board oversee the information security of all the personal information and special category data that is processed, including the personal information of our clients, staff, funders, and strategic partners. Suffolk West Citizens Advice Bureau 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.

#### **Small company provisions**

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The Trustees' annual report was approved on 19<sup>th</sup> October 2023 and signed on behalf of the board of Trustees by:

  
C Knight (Treasurer)  
Trustee

Suffolk West Citizens Advice Bureau  
Company Number 7645392  
Charity Number 1144118

**Statement of Financial Activities**  
**(Including an Income and Expenditure Account)**  
**For the Year Ended 31 March 2023**

	<b>Note</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total</b>	<b>2022</b>
<b><u>Income and endowments from:</u></b>					
Donations and Gifts		6,904	0	<b>6,904</b>	3,272
Other Income		14,757	.	<b>14,757</b>	24,603
Activities in furtherance of the charity's objects					
Local government grants		322,095		<b>322,095</b>	330,393
Other Grants and income		75,795	179,341	<b>255,136</b>	326,087
Bank interest		3,387	0	<b>3,387</b>	1,536
<b>Total income and endowments</b>		<b>422,937</b>	<b>179,341</b>	<b>602,278</b>	685,891
<b><u>Expenditure on:</u></b>					
Charitable activities					
Bureau operating costs	5	386,504	210,739	<b>597,244</b>	620,872
Management and administration	6	6,337	1,267	<b>7,604</b>	6,774
<b>Total expenditure</b>		<b>392,482</b>	<b>212,006</b>	<b>604,848</b>	627,646
Net income/(expenditure) before transfers		30,095	-32,665	<b>-2,570</b>	58,245
Transfers between funds		-35,873	35,873	<b>0</b>	0
<b>Net movement in funds</b>		<b>-5,778</b>	<b>3,208</b>	<b>-2,570</b>	58,245
Fund balances brought forward from 1 April 2021		371,476	5,437	<b>376,913</b>	318,668
<b>Fund Balances carried forward at 31 March 2022</b>	4	<b>365,968</b>	<b>8,645</b>	<b>374,343</b>	376,913

All the above results are derived from continuing activities. All gains and losses recognised in the year are included above.

Suffolk West Citizens Advice Bureau  
 Company Number 7645392  
 Charity Number 1144118

**Balance Sheet 31 March 2023**

As At 31 March 2023

2022

Notes

**Fixed**

**Assets**

Tangible Fixed Assets	15	0	0
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**Current Assets**

Debtors and prepaid expenses	8	8,418	9,511
Cash at bank and in hand	9	<u>517,414</u>	<u>525,832</u>
			<u>511,705</u>

**Creditors: amounts falling due within one year**

10	<u>-151,491</u>	<u>-144,303</u>
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**Net Current Assets**

<u>374,343</u>	<u>376,913</u>
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**Total Assets less Current Liabilities**

<u>374,343</u>	<u>376,913</u>
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**Funds:**

Unrestricted		<u>365,698</u>	<u>371,476</u>
Restricted		<u>8,645</u>	<u>5,437</u>
<b><u>Total Funds</u></b>	4	<u>374,343</u>	<u>376,913</u>

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The directors acknowledge their responsibilities for:

- (i) ensuring that the company keeps proper accounting records which comply with section 386 of the Act, and
- (ii) complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS 102 SORP.

These financial statements were approved by the trustees and

authorised for issue on 19 October 2023

and are signed on their behalf by:

  
 C Knight

Treasurer

Company number 07645392

**Suffolk West Citizens Advice Bureau**

**Company Number 7645392**

**Charity Number 1144118**

**Statement of Cash Flows for the year ended 31 March 2023**

	Note	<u>2023</u>	<u>2022</u>
		£	£
<b>Cash flow from operating activities</b>	17	<b><u>2,324</u></b>	<b><u>117,535</u></b>
<b>Cash flow from investing activities</b>			
Payments to acquire tangible fixed assets		0	0
Interest received		<b><u>3,387</u></b>	<b><u>1,536</u></b>
<b>Net cash flow from investing activities</b>		<b><u>3,387</u></b>	<b><u>1,536</u></b>
<b>Net increase/decrease in cash and cash equivalents</b>		<b>5,711</b>	<b>119,071</b>
<b>Cash and cash equivalents at 1 April 2022</b>		<b>511,705</b>	<b>392,634</b>
<b>Cash and cash equivalents at 31 March 2023</b>		<b><u>517,414</u></b>	<b><u>511,705</u></b>
<b>Cash and cash equivalents consist of:</b>			
Cash at bank and in hand		<b><u>517,414</u></b>	<b><u>511,705</u></b>

**Suffolk West Citizens Advice Bureau**  
**Notes to the Financial Statements**  
**For the Year Ended 31 March 2023**

**1. Accounting Policies**

**General information and basis of preparation:**

Suffolk West CAB is a charitable company registered in England. Its address is given in the charity information on page 2. It operates Citizens Advice Bureaux for the benefit of the community in West Suffolk and surrounding areas.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)-(Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note to the accounts.

**Income:**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Grants receivable: Revenue grants are credited as incoming resources when they are receivable provided that conditions for receipt have been complied with.

Voluntary income: All voluntary income which is received by way of donations, gifts and fundraising events is included as income on receipt.

**Expenditure:**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably. It is allocated between:

Expenditure incurred directly to the fulfilment of the charity's objectives.

Expenditure incurred directly in the effort to raise voluntary contributions.

Expenditure incurred in the management and administration of the charity.

Any expenditure which cannot be specifically identified as direct charitable expenditure or fundraising expenditure is included in the management and administration function of the charity.

**Pensions:**

Prior to auto-enrolment, employer contributions were made through a group policy with Standard Life which is no longer offered to staff. Personal contributions are not deducted from staff pay, but members make individual arrangements for direct debits with Standard Life.

Following the charity's staging date for auto-enrolment in May 2017, NEST became our main pension provider into which staff are automatically enrolled if eligible, with employee deductions from pay.

**Suffolk West Citizens Advice Bureau**  
**Notes to the Financial Statements (Continued)**  
**For the Year Ended 31<sup>st</sup> March 2022**

**Accounting Policies (Continued)**

**Leases:**

Rentals paid under operating leases are charged against income as incurred.

**Office Refurbishment and Equipment :**

Expenditure on office refurbishment and equipment with a value below £1,000 is charged against revenue when incurred. Items over £1,000 are capitalised and depreciation is charged at 20% per annum straight line.

**Capital Purchases:**

New items of equipment over £1,000 will be capitalised and fully depreciated within the year of purchase, which is a change of policy agreed by the trustee board during 2016, allowing the bureau to spend funds from the new Capital Investment Fund when available, given the potential uncertainty of bureau funding from year to year.

**Fund Accounting:**

General funds are unrestricted funds which are available for use at the discretion of the trustees in the furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular projects having regard to the nature of funding and costs associated with providing services or completion of the project. Any surpluses or deficits are transferred to non-designated unrestricted funds or met from non-designated unrestricted funds on cessation of the service or completion of the project. The aim and use of each designated fund is set out in the notes in the Trustee's Report on page 6.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

**2. Grants**

In accordance with SORP recommendations, grants receivable before 31<sup>st</sup> March 2016 relating to future periods have not been treated as deferred.

Material grants received during the period, other than Local Authority revenue grants were:

**Restricted funds:**

MS Society	£17,450
Supported Advice	£77,717
Nationwide	£24,930
Equity in Mind	£33,307

**3. Donations:**

Unrestricted funds: Donations received from individuals and corporate bodies amounted to £6,903.

Suffolk West Citizens Advice Bureau  
Company Number 7645392  
Charity Number 1144118  
Notes to the Financial Statements (continued)

For the Year Ended 31 March 2022

**4 Statement of Funds**

	01.04.22	Income	Expenditure	Transfers	31.03.23
General Reserve	261,914	422,937	-392,842	-66,311	225,698
Designated Funds					
IT Project	0	0	0		0
Designated	109,562			30,438	140,000
<b>Total Unrestricted Funds</b>	<b>371,476</b>	<b>422,937</b>	<b>-392,842</b>	<b>-35,873</b>	<b>365,698</b>
Restricted Funds					
FinCap	3,457	25,938	-22,730		6,665
Training	1,980		0	0	1,980
MS Society	0	17,450	-14,829	-2,621	0
Supported Advice	0	77,717	-108,291	30,574	0
Nationwide	0	24,930	-32,995	8,065	0
Equity in Mind	0	33,307	-33,612	-145	0
<b>Total Restricted Funds</b>	<b>5,437</b>	<b>179,341</b>	<b>-212,006</b>	<b>35,873</b>	<b>8,645</b>
<b>Total Funds</b>	<b>376,913</b>	<b>602,278</b>	<b>-604,848</b>	<b>0</b>	<b>374,343</b>

**Suffolk West Citizens Advice Bureau**  
**Company Number 7645392**  
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**Notes to the Financial Statements (continued)**

**For the Year Ended 31 March 2023**

**5 Bureau Operating Costs**

	Unrestricted	Restricted	Total	2022
Salaries, NIC and pensions	275,064	159,074	434,138	446,771
Staff and volunteer	5,935	91	6,026	9,069
Office costs	46,344	23,067	69,411	64,482
Premises costs	59,113	28,484	87,597	100,453
Other	49	23	72	96
	<b>386,504</b>	<b>210,739</b>	<b>597,244</b>	<b>620,872</b>

**6 Management and Admin**

	Unrestricted	Restricted	Total	2022
Fundraising and publicity	0		0	0
Insurance	400		400	400
Annual General Meeting	196		196	353
Meetings	0		0	0
Travel	0		0	0
Secretarial salary	3,350		3,350	3,350
Governance	2,392	1,267	3,658	103
Examiners remuneration	0		0	2,568
Sundry	0		0	0
	<b>6,337</b>	<b>1,267</b>	<b>7,604</b>	<b>6,774</b>

**Suffolk West Citizens Advice Bureau**

**Company Number 7645392**

**Charity Number 1144118**

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

**For the Year Ended 31 March 2023**

<b>7 <u>Restricted Funds Movement</u></b>	<b><u>2023</u></b>
	<b><u>£</u></b>
Donation received	
Local government grants	
Other grants and income	179,341
<b>Total Incoming Resources</b>	<b><u>179,341</u></b>
Bureau operating costs	-210,739
Management and admin	-1,267
<b>Total Resources Expended</b>	<b><u>-212,006</u></b>
Net (outgoing) resources before transfers	-32,665
Transfers between funds	35,873
Opening balance at 1 April 2022	5,437
Balance at 31st March 2023	<b><u>8,645</u></b>

**Suffolk West Citizens Advice Bureau**  
**Company Number 7645392**  
**Charity Number 1144118**  
**Notes to the Financial Statements (continued)**

**For the Year Ended 31 March 2023**

<b>8</b>	<b><u>Lease Deposit, Debtors and Prepaid Expenses</u></b>	<b>2023</b>	<b>2022</b>
	Trade debtors	<b>6,209</b>	8,825
	Prepaid expenses	<b>2,210</b>	686
		<b>8,418</b>	<b>9,511</b>
<b>9</b>	<b><u>Cash at Bank and In Hand</u></b>		
	Cash at Bank	<b>517,369</b>	511,660
	Cash in Hand	<b>45</b>	45
		<b>517,414</b>	<b>511,705</b>
<b>10</b>	<b><u>Creditors</u></b>		
	Trade creditors	<b>7,771</b>	4,416
	Taxation and Social Security	<b>7,462</b>	6,717
	Accruals and deferred income	<b>136,258</b>	133,170
		<b>151,491</b>	<b>144,303</b>

**11 Capital Commitments**

The Charity had no capital commitments at 31 March 2023, (31 March 2022, £Nil).

**12 Trustees' Expenses and Remuneration**

Trustees are invited to submit claims for travelling and incidental costs associated with attendance at Board meetings, training and other meetings attended on the Charity's business. Claims were made during the year and payments to Trustees amounted to £283, (2022, £90).

**Suffolk West Citizens Advice Bureau**  
**Company Number 7645392**  
**Charity Number 1144118**  
**Notes to the Financial Statements (continued)**

**For the Year Ended 31 March 2023**

**13 Analysis of Net Assets between Funds**

	Restricted	Designated	General	Total
Fixed Assets	0		0	0
Current Assets	8,645	140,000	377,187	525,832
Current Liabilities			-151,491	-151,491
	<u>8,645</u>	<u>140,000</u>	<u>225,696</u>	<u>374,343</u>

**14 Employees**

The average number of employees during the year was 25 (2022, 26) and the total emoluments for the year amounted to;

	2023	2022
Gross Pay	<b>402,842</b>	411,313
Employer's NIC	<b>28,329</b>	27,443
	<u><b>431,171</b></u>	<u>438,756</u>
Employer's contribution to pensions	<b>11,318</b>	11,365
	<u><b>442,489</b></u>	<u>450,121</u>
Less EA	<b>-5000</b>	
	<u><b>437,488</b></u>	<u>450,121</u>

The emoluments were shown in the notes to the accounts as follows;

Bureau operation cost (Note 5)	<b>434,138</b>	446,771
Management and Administration		
Secretarial salary	<b>3,350</b>	3,350
	<u><b>437,488</b></u>	<u>450,121</u>

The pension scheme is a defined contribution scheme.

No staff received remuneration at or above £60,000.

**Suffolk West Citizens Advice Bureau**

**Company Number 7645392**

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

**For the Year Ended 31 March 2023**

**15 Tangible Fixed Assets**

<b>Cost</b>	<b>Office and Computer Equipment</b>	<b>Total</b>
As at 1 April 2022	79,091	79,091
Additions		0
Disposals	0	0
As at 31 March 2023	<u>79,091</u>	<u>79,091</u>

**Depreciation**

As at 1 April 2022	79,091	79,091
Charge for the year		
Disposals	0	0
As at 31 March 2023	<u>79,091</u>	<u>79,091</u>

**Net Book Value**

As at 1 April 2022	0	0
As at 31 March 2023	<u>0</u>	<u>0</u>

**16 Control of the Charity**

The Charity is controlled by the Board of Trustees.

**17 Reconciliation of net income/expenditure to net cash flow from operating activities**

	<b><u>2023</u></b>	<b><u>2022</u></b>
	<b>£</b>	<b>£</b>
Net income for the year	<b>-2,570</b>	58,245
Interest received	<b>-3,387</b>	-1,536
Depreciation of tangible fixed assets	<b>0</b>	2,297
Increase/decrease in debtors	<b>1,093</b>	2,708
Increase/decrease in creditors	<b><u>7,188</u></b>	<b><u>55,821</u></b>
Net cash flow from operating activities	<b><u>2,324</u></b>	<b><u>117,535</u></b>

## **Independent Examiner's Report to the Trustees of Suffolk West Citizens Advice Bureau**

I report on the accounts of the company for the year ended 31 March 2023 which are set out on pages 13 to 23.

### **Respective responsibilities of trustees and examiner**

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act"). The trustees consider that an audit is not required for this year under Part 16 of the 2006 Act and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and
- state whether particular matters have come to my attention.

### **Basis of independent examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

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

In connection with my examination, no matter has come to my attention which gives me cause to believe that, in any material respect:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with the relevant accounting requirements under section 396 of the Companies Act 2006 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
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

*Stephen Cook*

Stephen Cook MA FCA

David Robertson & Co

Chartered Accountants  
84 Whiting Street  
Bury St Edmunds  
Suffolk IP33 1NZ

19 October 2023