

REGISTERED COMPANY NUMBER: 05866861 (England and Wales)
REGISTERED CHARITY NUMBER: 1115522

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2020
for
North East Suffolk Citizens Advice
Bureau

CUNNINGHAMS
Number Sixty One
Alexandra Road
Lowestoft
Suffolk
NR32 1PL

**North East Suffolk Citizens Advice
Bureau**

**Contents of the Financial Statements
for the Year Ended 31 March 2020**

	Page
Report of the Trustees	1 to 5
Independent Examiner's Report	6
Statement of Financial Activities	7
Balance Sheet	8 to 9
Notes to the Financial Statements	10 to 19
Detailed Statement of Financial Activities	20 to 21

**North East Suffolk Citizens Advice
Bureau**

**Report of the Trustees
for the Year Ended 31 March 2020**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of 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).

North East Suffolk Citizens Advice Bureau is a company limited by guarantee as defined by the Companies Act 2006. It is governed by its Memorandum of Association dated 5th July 2006. Following a re-branding exercise by the National Association of Citizens Advice Bureaux (operating as national Citizens Advice), the company has adopted the operational name Citizens Advice North East Suffolk (otherwise referred to as CANES in these accounts).

OBJECTIVES AND ACTIVITIES

Objectives and aims

CANES' charitable objectives are to promote any charitable purpose for the benefit of the communities in North East Suffolk, southern Norfolk and surrounding areas ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

CANES, and its predecessor Bureaux, has been providing free, independent, impartial and confidential advice to the citizens of North East Suffolk and neighbouring areas since 1965. The Trustees are satisfied that CANES fully complies with the new Charity Commission's guidance on public benefit supplied by the Charity Commission.

Significant activities

CANES was formed in 2006 by a merger between Beccles, Bungay & Halesworth Citizens Advice Bureau and Lowestoft Citizens Advice Bureau.

CANES offers free impartial, quality assured advice in all areas of law and has specialist advisers in debt, welfare benefits and employment. Serving the community throughout Waveney and the surrounding areas of north Suffolk and southern Norfolk, CANES has permanent offices in Lowestoft, Beccles and Bungay and provides weekly outreach services in Halesworth and Kessingland and monthly outreaches at community venues across Waveney. The Bureau also provides weekly outreach for cancer patients at the James Paget University Hospital, funded by the Big C. In May 2018 our successful social prescribing project (Solutions), which has demonstrated a 44% reduction in GP appointments and a 21% reduction in visits to A&E following our intervention, was extended to all GP practices in Lowestoft.

In planning the activities the Trustees keep in mind the Charity Commission's guidance on Public Benefit at their meetings.

**North East Suffolk Citizens Advice
Bureau**

**Report of the Trustees
for the Year Ended 31 March 2020**

STRATEGIC REPORT

Achievement and performance

The organisation dealt with 15,473 issues (0.2% decrease from 2018/19) from 4352 unique clients (1.65% increase) in the year ended 31st March 2020. The major areas of work were debt (3,679 issues), welfare benefits (3,256 issues), Universal Credit (2,782 issues), employment (677), housing (1,177 issues) and family (697 issues).

The Trustee Board met 10 times in the year to provide the governance of the Charity, the strategic direction and to help to develop the organisation ensuring that it is robust enough to meet the demands of an ever changing external environment.

The organisation successfully delivered the Face to Face Debt Advice Contract funded by the Money Advice Service, exceeding all targets. The Partnership Grant Agreements with Suffolk County Council and South Norfolk Council were extended for a further year to March 2021. The Partnership Agreement with East Suffolk Council has been extended to March 2021. The Service Level Agreements with the Housing Options continues to be a resounding success and remains ongoing for 2020/21. East Suffolk Council engaged CANES to deliver personal budgeting support to Universal Credit Claimants.

Solutions, our social prescribing project, which has been reviewed by Public Health England and published as an example of good practice, has gone from strength to strength. In March 2020 the Lowestoft PCN Social Prescribing Link Worker joined our Solutions team.

CANES' website - www.nesuffolcab.org.uk - provides a wide range of information and advice and offers visitors the opportunity to seek advice by e-mail through a secure link on the site. As well as providing details of all the CANES's services the site also acts as a platform for CANES's services and campaigning for recruitment of staff and volunteers. The website is part of the ongoing activity to improve the general accessibility of assistance and advice available to the public.

COVID-19 response

CANES transitioned seamlessly from predominantly face to face work to remote access via telephone, e-mail and its website at the start of the first lockdown in March 2020 with staff and volunteers working from home. The Board consider the arrangements have worked well.

Financial review

Principal funding sources

CANES receives funding from East Suffolk Council, Suffolk County Council and South Norfolk Council. CANES has a contract with the Money Advice Service for face to face debt advice. This year £72,800 was secured to deliver Solutions.

Reserves policy

The organisation's reserves policy reflects the uncertainties inherent in the not for profit sector.

Unrestricted Reserves

The Trustees believe that CANES should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. The Trustees consider that it would be prudent to set aside an amount equivalent to three months operating expenditure and consider this to remain at a level of £90,000.

Designated Reserves

In addition, unrestricted funds have been designated for the following purposes:

* Contractual Commitment Reserve - a reserve to ensure that CANES is able to cover contracted payments to staff such as redundancy, provision of locum maternity and sickness cover, and the costs of any disciplinary and/or grievance procedures which may arise. The Trustees consider it appropriate to reduce this to £43,500 (2019 - £60,000).

* Premises Reserve - a reserve to provide for terminating leases and the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary. The Trustees consider it appropriate to reduce this to £6,500 (2019 - £10,000).

**North East Suffolk Citizens Advice
Bureau**

**Report of the Trustees
for the Year Ended 31 March 2020**

STRATEGIC REPORT

Future plans

The aim of the organisation is to provide accessible, quality assured advice services to the whole community in the former Waveney district of East Suffolk Council and neighbouring areas of southern Norfolk.

The Board's priorities for the forthcoming year (2020/21)

- * To improve the resilience and future sustainability of the organisation
- * To maintain, expand and diversify CANES' funding base, including engaging with health providers to assist in the reduction of health inequalities by addressing the social determinants of health and well being
- * To market the facilities at St. Margaret's House
- * To improve CANES's profile both generally and in relation to research and campaigns
- * To improve accessibility to multi-channel advice
- * To enhance partnership working
- * To become a stronger champion for equality, challenging discrimination and valuing diversity
- * To continue to work positively and strategically with East Suffolk Council, Suffolk County Council and the other Local Citizens Advice services across Suffolk to deliver transformation of the services countrywide.
- * To monitor the impact of COVID-19 in our communities and ensure that at all times our staff and services are COVID secure.

Evidence suggests that the demand on our services and the complexity of the problems our clients face will increase, especially in light of the economic downturn. 2020-21 promises to be a very busy and interesting year.

The Board would wish to express their very sincere thanks to everyone involved with CANES for their continued support.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

The directors of the company are also the trustees of the registered charity. There shall be a minimum of 3 trustees and a maximum of 15.

Trustees may be appointed by election at an Annual General Meeting (there being no more than 10 such elected Trustees in total), nominated by member organisations or co-opted by the Trustee Board. Each appointment of a nominated or co-opted Trustee shall be made at an ordinary meeting of the Trustee Board and shall take effect immediately. Trustees are elected for a term of three years and are eligible for re-election thereafter.

Organisational structure

The Trustee Board is responsible for the strategic direction, financial management and policies of the charitable company. Day to day organisational decisions and responsibility for the provision of services are delegated to the Chief Executive.

Induction and training of new trustees

Upon appointment/election all new trustees are offered the opportunity to visit the charity's premises and spend time observing the service in operation. New Trustees are also given background information concerning CANES and National Citizens Advice, including a copy of the Memorandum and Articles of Association, the most recent Independently Examined Accounts and Annual Report. They are also directed towards the materials available on the National Citizens Advice site regarding governance and fill in a skills audit to determine what other training needs they might have as individuals or collectively alongside other members of the Board.

**North East Suffolk Citizens Advice
Bureau**

**Report of the Trustees
for the Year Ended 31 March 2020**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

Citizens Advice North East Suffolk is a member of Citizens Advice, the national association for the Citizens Advice service throughout England and Wales. Membership of the national association requires the charitable company to adhere to rigorous standards in respect of governance, organisational practices and quality of advice. The Citizens Advice Membership Scheme requires member organisations to undergo an audit of organisational standards and quality of advice by Citizens Advice auditors every three years. CANES had a membership audit in March 2000 and was successful (green) in both the Quality of Advice and Organisational parts of the audit. Quality of Advice is continuously audited and the Board undertakes an annual leadership self-assessment on all governance and financial matters which is assessed by national Citizens Advice.

East Suffolk Council, South Norfolk Council and Suffolk County Council provide essential core funding in support of the work of the charity in providing a service to the residents of North-East Suffolk and South Norfolk. The Councils can nominate a representative to sit on the Board of Trustees, such nominees are not directors of the company nor are they trustees of the charity.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The Trustees have reviewed their procedures in the light of corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'.

A risk assessment report is contained within the business plan and anticipates potential changes to the environment in which CANES is working and highlights how these would impact on its services. In addition it produces an annual risk register, based on a matrix supplied by Citizens Advice - the national association.

CANES 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 obviate their impact. The Risk Register is a formal statement of CANES's risk management strategy and how the impact of potential risks can be minimised. Identifying the risks is an important element of risk management and has been given detailed and careful consideration. Areas which have been covered in this process include:

- * activities and services undertaken by the organisation
- * our objectives
- * targets and outputs required by funders and others
- * the operating structure
- * external factors (statutory obligations, relationships with funders)
- * comparisons with other Local Citizens Advice/comparable organisations
- * past performance and previous risks encountered

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

Procedures have been established to manage the risks identified.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05866861 (England and Wales)

Registered Charity number

1115522

**North East Suffolk Citizens Advice
Bureau**

**Report of the Trustees
for the Year Ended 31 March 2020**

Registered office

St. Margaret's House
Gordon Road
Lowestoft
Suffolk
NR32 1JQ

Trustees

The elected trustees are also the directors of the charitable company and along with the Council nominees have been referred to as the Trustees throughout this report.

The trustees serving during the year were as follows:

Elected Trustees

Mr P J S Stott	
Mr M Pitchers	
Mrs J M Wickham	
Mrs L J Harper	
Mrs N Riseborough	Resigned June 2019
Ms P McGregor	
Mr S Alderson	
Mr B Wilson	Resigned November 2019
Mrs A Swatman	Resigned February 2020
Mr D Hurren	Appointed November 2019, Resigned March 2020

Council Nominees

Councillor V Clifford-Jackson	South Norfolk District Council
Councillor K Robinson	Suffolk County Council
Councillor F Mortimer	East Suffolk Council

Company Secretary

Mrs J John

Independent Examiner

Mr Benjamin Lynes FCA
Institute of Chartered Accountants in England and Wales
CUNNINGHAMS
Number Sixty One
Alexandra Road
Lowestoft
Suffolk
NR32 1PL

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 15 February 2021 and signed on the board's behalf by:

Mrs J M Wickham - Trustee

**Independent Examiner's Report to the Trustees of
North East Suffolk Citizens Advice
Bureau**

Independent examiner's report to the trustees of North East Suffolk Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2020.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

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

Mr Benjamin Lynes FCA
Institute of Chartered Accountants in England and Wales
CUNNINGHAMS
Number Sixty One
Alexandra Road
Lowestoft
Suffolk
NR32 1PL

1 March 2021

**North East Suffolk Citizens Advice
Bureau**

**Statement of Financial Activities
for the Year Ended 31 March 2020**

	Notes	Unrestricted funds £	Restricted funds £	31.3.20 Total funds £	31.3.19 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	207,984	97,932	305,916	265,045
Other trading activities	3	23,424	52,782	76,206	74,140
Other income		6,004	4,828	10,832	3,823
Total		<u>237,412</u>	<u>155,542</u>	<u>392,954</u>	<u>343,008</u>
 EXPENDITURE ON					
Charitable activities					
Charitable activities		223,342	124,430	347,772	346,747
Other		5,290	2,828	8,118	-
Total		<u>228,632</u>	<u>127,258</u>	<u>355,890</u>	<u>346,747</u>
NET INCOME/(EXPENDITURE)		<u>8,780</u>	<u>28,284</u>	<u>37,064</u>	<u>(3,739)</u>
Transfers between funds	15	<u>33,934</u>	<u>(33,934)</u>	<u>-</u>	<u>-</u>
Net movement in funds		42,714	(5,650)	37,064	(3,739)
 RECONCILIATION OF FUNDS					
Total funds brought forward		186,873	7,717	194,590	198,329
TOTAL FUNDS CARRIED FORWARD		<u><u>229,587</u></u>	<u><u>2,067</u></u>	<u><u>231,654</u></u>	<u><u>194,590</u></u>

The notes form part of these financial statements

**North East Suffolk Citizens Advice
Bureau**

**Balance Sheet
31 March 2020**

	Notes	Unrestricted funds £	Restricted funds £	31.3.20 Total funds £	31.3.19 Total funds £
FIXED ASSETS					
Tangible assets	8	134,087	-	134,087	115,276
CURRENT ASSETS					
Debtors	9	16,260	31,315	47,575	44,509
Cash at bank and in hand		140,178	2,000	142,178	161,073
		<u>156,438</u>	<u>33,315</u>	<u>189,753</u>	<u>205,582</u>
CREDITORS					
Amounts falling due within one year	10	(60,938)	(31,248)	(92,186)	(106,268)
NET CURRENT ASSETS					
		<u>95,500</u>	<u>2,067</u>	<u>97,567</u>	<u>99,314</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		229,587	2,067	231,654	214,590
CREDITORS					
Amounts falling due after more than one year	11	-	-	-	(20,000)
NET ASSETS					
		<u>229,587</u>	<u>2,067</u>	<u>231,654</u>	<u>194,590</u>
FUNDS					
Unrestricted funds	15			229,587	186,873
Restricted funds				2,067	7,717
TOTAL FUNDS					
				<u>231,654</u>	<u>194,590</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2020 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each 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 charitable company.

**North East Suffolk Citizens Advice
Bureau**

**Balance Sheet - continued
31 March 2020**

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

The financial statements were approved by the Board of Trustees and authorised for issue on 15 February 2021 and were signed on its behalf by:

Mrs J M Wickham - Trustee

Mr P Stott - Trustee

**North East Suffolk Citizens Advice
Bureau**

**Notes to the Financial Statements
for the Year Ended 31 March 2020**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 2% on cost
Improvements to property	- 10% on cost
Fixtures, fittings, furniture & IT equipment	- 20% on reducing balance

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**North East Suffolk Citizens Advice
Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

2. DONATIONS AND LEGACIES

	Unrestricted funds	Restricted funds	31.3.20 Total funds	31.3.19 Total funds
	£	£	£	£
Donations	18,474	-	18,474	11,282
Grants	189,510	97,932	287,442	253,763
	<u>207,984</u>	<u>97,932</u>	<u>305,916</u>	<u>265,045</u>

Grants received, included in the above, are as follows:

	31.3.20 £	31.3.19 £
Other grants	<u>287,442</u>	<u>253,763</u>

3. OTHER TRADING ACTIVITIES

	Unrestricted funds	Restricted funds	31.3.20 Total funds	31.3.19 Total funds
	£	£	£	£
Fundraising events	1,329	-	1,329	-
Money Advice Service	-	52,782	52,782	52,010
Service Level Agreements	15,335	-	15,335	15,500
James Paget Hospital - The Big C	6,760	-	6,760	6,630
	<u>23,424</u>	<u>52,782</u>	<u>76,206</u>	<u>74,140</u>

4. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.20 £	31.3.19 £
Depreciation - owned assets	7,275	5,823
Other operating leases	24,480	24,480
Deficit on disposal of fixed assets	-	2,143
Independent examiners fee	<u>2,232</u>	<u>1,740</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

**North East Suffolk Citizens Advice
Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

5. TRUSTEES' REMUNERATION AND BENEFITS - continued

Trustees' expenses

During the year, the charity made expenses payments of £101 to trustees (2018: £49)

6. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.20	31.3.19
Support staff	7	12
	<u>7</u>	<u>12</u>

No employees received emoluments in excess of £60,000.

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	250,742	14,303	265,045
Other trading activities	22,130	52,010	74,140
Other income	3,823	-	3,823
	<u>276,695</u>	<u>66,313</u>	<u>343,008</u>
EXPENDITURE ON			
Charitable activities			
Charitable activities	256,075	90,672	346,747
	<u>256,075</u>	<u>90,672</u>	<u>346,747</u>
NET INCOME/(EXPENDITURE)	20,620	(24,359)	(3,739)
RECONCILIATION OF FUNDS			
Total funds brought forward	166,253	32,076	198,329
	<u>166,253</u>	<u>32,076</u>	<u>198,329</u>
TOTAL FUNDS CARRIED FORWARD	<u>186,873</u>	<u>7,717</u>	<u>194,590</u>

**North East Suffolk Citizens Advice
Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

8. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to property £	Fixtures, fittings, furniture & IT equipment £	Totals £
COST				
At 1 April 2019	101,472	10,557	79,043	191,072
Additions	-	26,086	-	26,086
At 31 March 2020	<u>101,472</u>	<u>36,643</u>	<u>79,043</u>	<u>217,158</u>
DEPRECIATION				
At 1 April 2019	3,833	10,557	61,406	75,796
Charge for year	1,353	2,395	3,527	7,275
At 31 March 2020	<u>5,186</u>	<u>12,952</u>	<u>64,933</u>	<u>83,071</u>
NET BOOK VALUE				
At 31 March 2020	<u>96,286</u>	<u>23,691</u>	<u>14,110</u>	<u>134,087</u>
At 31 March 2019	<u>97,639</u>	<u>-</u>	<u>17,637</u>	<u>115,276</u>

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.20	31.3.19
	£	£
Other debtors	40,442	37,915
Prepayments and accrued income	7,133	6,594
	<u>47,575</u>	<u>44,509</u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.20	31.3.19
	£	£
Bank loans and overdrafts (see note 12)	60,165	73,515
Other loans (see note 12)	20,000	20,000
Accruals and deferred income	12,021	12,753
	<u>92,186</u>	<u>106,268</u>

**North East Suffolk Citizens Advice
Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

11. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	31.3.20	31.3.19
	£	£
Other loans (see note 12)	-	20,000
	<u> </u>	<u> </u>

12. LOANS

An analysis of the maturity of loans is given below:

	31.3.20	31.3.19
	£	£
Amounts falling due within one year on demand:		
Bank overdrafts	60,165	73,515
Other loans	20,000	20,000
	<u> </u>	<u> </u>
	80,165	93,515
	<u> </u>	<u> </u>
Amounts falling between one and two years:		
Other loans - 1-2 years	-	20,000
	<u> </u>	<u> </u>

13. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.20	31.3.19
	£	£
Within one year	-	19,200
	<u> </u>	<u> </u>

14. SECURED DEBTS

The following secured debts are included within creditors:

	31.3.20	31.3.19
	£	£
Other loans	20,000	40,000
	<u> </u>	<u> </u>

The loan liability is secured by a fixed charge over the freehold property.

**North East Suffolk Citizens Advice
Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

15. MOVEMENT IN FUNDS

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	26,873	8,780	53,934	89,587
Contractual Commitment Reserve	60,000	-	(16,500)	43,500
Premises Reserve	10,000	-	(3,500)	6,500
Operating Costs Reserve	90,000	-	-	90,000
	<u>186,873</u>	<u>8,780</u>	<u>33,934</u>	<u>229,587</u>
Restricted funds				
Awards for All	2,089	-	(2,089)	-
East Suffolk Council - Solutions	-	67	-	67
Suffolk County Council	5,628	-	(5,628)	-
Client Funding	-	2,000	-	2,000
Heating & Lighting	-	26,217	(26,217)	-
	<u>7,717</u>	<u>28,284</u>	<u>(33,934)</u>	<u>2,067</u>
TOTAL FUNDS	<u>194,590</u>	<u>37,064</u>	<u>-</u>	<u>231,654</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	237,412	(228,632)	8,780
Restricted funds			
Money Advice Service	52,782	(52,782)	-
East Suffolk Council - Solutions	67,715	(67,648)	67
Alfred William Trust	1,000	(1,000)	-
Client Funding	4,828	(2,828)	2,000
Heating & Lighting	26,217	-	26,217
Suffolk Foundation	3,000	(3,000)	-
	<u>155,542</u>	<u>(127,258)</u>	<u>28,284</u>
TOTAL FUNDS	<u>392,954</u>	<u>(355,890)</u>	<u>37,064</u>

**North East Suffolk Citizens Advice
Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.18 £	Net movement in funds £	At 31.3.19 £
Unrestricted funds			
General fund	6,253	20,620	26,873
Contractual Commitment Reserve	60,000	-	60,000
Premises Reserve	10,000	-	10,000
Operating Costs Reserve	90,000	-	90,000
	<u>166,253</u>	<u>20,620</u>	<u>186,873</u>
Restricted funds			
Money Advice Service	16,383	(16,383)	-
BERR - Additional Hours of Advice	7	(7)	-
Adnams	1,710	(1,710)	-
Awards for All	2,611	(522)	2,089
Suffolk County Council	3,092	2,536	5,628
Essex Community Foundation	1,395	(1,395)	-
Suffolk Foundation - Rural Fund	4,000	(4,000)	-
Suffolk Foundation - Catalyst	878	(878)	-
Suffolk Foundation - Suffolk Giving	2,000	(2,000)	-
	<u>32,076</u>	<u>(24,359)</u>	<u>7,717</u>
TOTAL FUNDS	<u>198,329</u>	<u>(3,739)</u>	<u>194,590</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	276,695	(256,075)	20,620
Restricted funds			
Money Advice Service	52,010	(68,393)	(16,383)
BERR - Additional Hours of Advice	-	(7)	(7)
Adnams	-	(1,710)	(1,710)
Awards for All	-	(522)	(522)
Suffolk County Council	4,812	(2,276)	2,536
Essex Community Foundation	-	(1,395)	(1,395)
Suffolk Foundation - Rural Fund	4,000	(8,000)	(4,000)
Suffolk Foundation - Catalyst	-	(878)	(878)
Suffolk Foundation - Suffolk Giving	-	(2,000)	(2,000)
Alfred William Trust	1,500	(1,500)	-
Help 2 Claim	3,991	(3,991)	-
	<u>66,313</u>	<u>(90,672)</u>	<u>(24,359)</u>
TOTAL FUNDS	<u>343,008</u>	<u>(346,747)</u>	<u>(3,739)</u>

**North East Suffolk Citizens Advice
Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	6,253	29,400	53,934	89,587
Contractual Commitment Reserve	60,000	-	(16,500)	43,500
Premises Reserve	10,000	-	(3,500)	6,500
Operating Costs Reserve	90,000	-	-	90,000
	<u>166,253</u>	<u>29,400</u>	<u>33,934</u>	<u>229,587</u>
Restricted funds				
Money Advice Service	16,383	(16,383)	-	-
BERR - Additional Hours of Advice	7	(7)	-	-
Adnams	1,710	(1,710)	-	-
Awards for All	2,611	(522)	(2,089)	-
East Suffolk Council - Solutions	-	67	-	67
Suffolk County Council	3,092	2,536	(5,628)	-
Essex Community Foundation	1,395	(1,395)	-	-
Suffolk Foundation - Rural Fund	4,000	(4,000)	-	-
Suffolk Foundation - Catalyst	878	(878)	-	-
Suffolk Foundation - Suffolk Giving	2,000	(2,000)	-	-
Client Funding	-	2,000	-	2,000
Heating & Lighting	-	26,217	(26,217)	-
	<u>32,076</u>	<u>3,925</u>	<u>(33,934)</u>	<u>2,067</u>
TOTAL FUNDS	<u><u>198,329</u></u>	<u><u>33,325</u></u>	<u><u>-</u></u>	<u><u>231,654</u></u>

**North East Suffolk Citizens Advice
Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	514,107	(484,707)	29,400
Restricted funds			
Money Advice Service	104,792	(121,175)	(16,383)
BERR - Additional Hours of Advice	-	(7)	(7)
Adnams	-	(1,710)	(1,710)
Awards for All	-	(522)	(522)
East Suffolk Council - Solutions	67,715	(67,648)	67
Suffolk County Council	4,812	(2,276)	2,536
Essex Community Foundation	-	(1,395)	(1,395)
Suffolk Foundation - Rural Fund	4,000	(8,000)	(4,000)
Suffolk Foundation - Catalyst	-	(878)	(878)
Suffolk Foundation - Suffolk Giving	-	(2,000)	(2,000)
Alfred William Trust	2,500	(2,500)	-
Help 2 Claim	3,991	(3,991)	-
Client Funding	4,828	(2,828)	2,000
Heating & Lighting	26,217	-	26,217
Suffolk Foundation	3,000	(3,000)	-
	<u>221,855</u>	<u>(217,930)</u>	<u>3,925</u>
TOTAL FUNDS	<u><u>735,962</u></u>	<u><u>(702,637)</u></u>	<u><u>33,325</u></u>

UNRESTRICTED FUNDS

Within unrestricted funds the trustees have designated funds for the following purposes:

* **Contractual Commitment Reserve** - £43,500 to cover contracted payments to staff such as redundancy, provision of locum maternity and sickness cover, and the costs of any disciplinary and/or grievance procedures which may arise.

* **Premises Reserve** - £6,500 to provide for terminating leases and the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary.

* **Operating Costs Reserve**

The trustees policy is to reserve for at least three months operating costs. This would require in the region of £90,000.

RESTRICTED FUNDS

Restricted funds comprise funds designated for the following purposes:

* **Money Advice Service** - Funding to provide a case worker and associated costs to provide advice for those in debt.

* **BERR Additional Hours of Advice** - This funding was to enable the bureau to provide additional hours of advice.

* **Suffolk Foundation Rural Fund** - Funding to support rural areas that suffer from the same social problems as urban communities.

**North East Suffolk Citizens Advice
Bureau**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2020**

15. MOVEMENT IN FUNDS - continued

* **Suffolk Foundation Catalyst** - Funding towards improving community services for vulnerable people.

* **Suffolk Foundation Suffolk Giving** - Funding adult mental health services in Lowestoft.

* **Alfred William Trust** - Funding towards treatment of damp in registered office.

* **Award for All** - Funding towards computer equipment.

* **Suffolk County Council** - Funding towards computer equipment.

* **Essex Community Foundation** - Funding towards conference suite facilities.

* **Adnams** - Funding towards advisory services.

Transfers between funds

The Trustees have made adjustment to the Reserve Policy necessitating transfers between the unrestricted reserves as detailed above and explained further in the Trustees' Report.

The following restricted reserves were created by donations made to fund capital expenditure by the Charity. Such expenditure has been made in full and since the purchased assets may now be used in an unrestricted way by the Charity, the reserves have been transferred to the General Fund.

* Awards for All

* Suffolk Country Council

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2020.

**North East Suffolk Citizens Advice
Bureau**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2020**

	31.3.20 £	31.3.19 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	18,474	11,282
Grants	287,442	253,763
	305,916	265,045
Other trading activities		
Fundraising events	1,329	-
Money Advice Service	52,782	52,010
Service Level Agreements	15,335	15,500
James Paget Hospital - The Big C	6,760	6,630
	76,206	74,140
Other income		
Sundry income	4,384	3,823
Client Funding	6,448	-
	10,832	3,823
Total incoming resources	392,954	343,008
EXPENDITURE		
Charitable activities		
Wages	220,809	237,460
Pensions	9,428	2,879
Rent	24,480	24,480
Insurance	3,386	3,551
Light, heat and water	14,948	10,645
Repairs and renewals	3,354	5,727
Subcontract sessional assistance	23,000	14,050
Staff welfare	4,321	-
Depreciation of assets	7,275	5,821
Loss on sale of tangible fixed assets	-	2,143
	311,001	306,756
Other		
Client funding paid	2,828	-
Grant funding paid	5,048	-
Fundraising event costs	242	-
	8,118	-
Support costs		
Management		
Telephone	9,690	9,261
Carried forward	9,690	9,261

This page does not form part of the statutory financial statements

**North East Suffolk Citizens Advice
Bureau**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2020**

	31.3.20	31.3.19
	£	£
Management		
Brought forward	9,690	9,261
Stationary and office expenses	4,661	4,150
Miscellaneous expenses	5,264	1,147
Postage	2,569	2,410
Training	2,574	1,461
Computer costs	2,709	7,230
Publications	143	1,750
Publicity	-	455
Travelling	4,612	8,377
	32,222	36,241
 Finance		
Bank charges	328	429
 Governance costs		
Independent examiner's fee	2,232	1,740
Payroll fees	1,989	1,581
	4,221	3,321
 Total resources expended	355,890	346,747
 Net income/(expenditure)	37,064	(3,739)