

REGISTERED COMPANY NUMBER 6347304 (England and Wales)
REGISTERED CHARITY NUMBER 1121988

Report of the Trustees and
Financial Statements for the Year Ended 31 March 2013
for
Citizens Advice Sunderland



Citizens Advice Sunderland

Contents of the Financial Statements
for the Year Ended 31 March 2013

	Page
Report of the Trustees	1 to 6
Report of the Independent Auditors	7
Statement of Financial Activities	8
Balance Sheet	9 to 10
Notes to the Financial Statements	11 to 16
Detailed Statement of Financial Activities	17 to 18

Citizens Advice Sunderland

Report of the Trustees **for the Year Ended 31 March 2013**

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 2013. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

REFERENCE AND ADMINISTRATIVE DETAILS **TRUSTEES**

Name	Role	Appointed	Resigned
Chris Graham	Chair	21/07/11	
Janet Anderson	Treasurer	13/01/11	
Dennis Haworth	Board Member	20/08/07	
Alan Haynes	Board Member	29/05/08	
Madeline Eacott	Board Member	24/04/12	31/01/13
Nick Robson	Board Member	19/07/12	
Claire Wilkinson	Board member	03/02/11	01/06/12
		17/07/12	04/02/13

At the last Annual general Meeting on 29 September 2012, Dennis Haworth retired as Chair after 6 years and the existing Vice-chair, Chris Graham, was appointed as his replacement. As at 31 March 2013, the position of Vice-Chair remained vacant.

SERVICE DIRECTOR

Until her resignation on the 21 March 2013, Mrs Irene Smith MBE was the bureau's Service Director and she was supported by a small management team. In Mrs Smith's absence, the Trustee Board has delegated the day-to-day management to her Deputy, Denise Irving, until Mrs Smith's replacement has been appointed.

ADMINISTRATIVE DETAILS

Company Number 6347304

Registered Charity Number 1121988

Company Secretary: Janet Anderson (appointed 27/09/12)

Registered Office 13-14 Arndale House, Victoria Road, Washington NE37 2SW

Auditor Pullan Barnes (Stephenson House, Richard Street, Hetton le Hole DH5 9HW)

Bankers: HSBC (17 Speculation Place, Washington NE37 2AN)

Solicitors Ward Hadaway (Sandgate House, 102 Quayside, Newcastle Upon Tyne NE1 3DX)

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 bureau 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 TRUSTEE BOARD

The trustees are also directors of Citizens Advice Sunderland for the purposes of Company Law and the current Board is composed of 5 trustees who have all been appointed by the Trustee Board.

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

A recruitment drive will take place where existing trustees are nearing retirement or where resignations have occurred. All newly appointed trustees receive a Welcome Pack and a full induction using training and resources provided through the Citizens Advice intranet site, Cablink.

Citizens Advice Sunderland

Report of the Trustees **for the Year Ended 31 March 2013**

STRUCTURE, GOVERNANCE AND MANAGEMENT

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

RESPONSIBILITIES OF THE TRUSTEE BOARD

The trustees are required by law to prepare annual financial statements that give a true and fair view of the organisation and of the surplus or deficit of funds for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charity SORP,
- make judgements and estimates that are reasonable and prudent,
- keep proper accounting records which disclose the financial position of Citizens Advice Sunderland and enable them to ensure that the financial statements comply with the Companies Acts 2006
- state whether applicable accounting standards have been followed, and explain where they have not been followed,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business
- take such steps to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities

Each trustee confirms that

- in so far as the trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware,
- he/she has taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information
- he/she has referred to the guidance contained in the Charity Commission's general guidance on public benefit when viewing the charity's aims and objectives and in planning future activities and setting appropriate policies for the year

Responsibility for the day-to-day management and implementation of policy is delegated to the Executive Director/Service Director within a clearly understood framework of strategic control

The charity's Management Committee meets a minimum of every quarter and is currently made up of the five trustees and three non-trustees who are the Service Director/Bureau Manager, the Finance Officer and the Advice Services Manager. All three are paid employees who have no voting rights but bring additional skills and experience and are able to provide regular progress reports to the Trustee Board.

Decisions taken by individual members or committees of the Trustee Board under delegated powers are recorded in written minutes which are available to the Trustee Board as a whole.

MAJOR RISKS

The Management Committee has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risk the charity faces. Significant external risks to funding have led to the development of a strategic plan which will allow for the diversification of funding and activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the bureau.

OBJECTIVES AND ACTIVITIES

The charity's objects are to promote any charitable purpose for the benefit of the community in Sunderland 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.

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 the bureau aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. The bureau also recognises the positive value of diversity, promotes equality and challenges discrimination.

Face-to-face appointments are provided at three locations for debt and money advice through two major funding streams - the Financial Inclusion Fund and the Legal Services Commission. In addition to Money Advice, the Legal Services Commission also fund advice in Welfare Benefits and Housing. However, during the year, legal aid was overhauled nationally which resulted in contract termination at the end of January 2013. Ongoing cases will be closed and paid for at their natural conclusion but no new cases have been opened since February.

Citizens Advice Sunderland

Report of the Trustees **for the Year Ended 31 March 2013**

OBJECTIVES AND ACTIVITIES

As a result, services have been significantly reduced and benefit and housing issues are now dealt with through the bureau's Telephone Advice Service only which was funded by the Cabinet Office for 12 months and ends on 31 March 2013

A number of other contracts have come to an end this year including the Sunderland Advice Partnership project which funded by the Big Lottery Fund to work in partnership and improve access to advice. Also, the bureau's First Tier Welfare Rights contract funded by Sunderland Council to provide basic advice in debt, employment, housing and welfare benefits ended in August 2012

Contribution of Volunteers

Although very few in numbers at present, the bureau receives help and support in the form of voluntary assistance in administering the charity and advising the public

ACHIEVEMENT AND PERFORMANCE

This has been a year of significant change and disappointment for the bureau. In addition to those contracts coming to a natural close, the impact of the changes in legal aid has affected the bureau massively. In addition to the loss of three key services in debt, benefits and housing, it leaves the bureau with only one substantial contract which was also up for review this year

Additionally, two members of staff were on long term sick leave and, as a result of the uncertainty, a number of employees resigned while some took the decision to retire during the year. This brought about an urgent need to reorganise, recruit and retrain

Despite the difficulties and the urgent need to re-evaluate, the bureau was still able to assist 6,112 clients in the year which is 17% up on last year's figures. This can be attributed to the funding received from the Cabinet Office to provide a Telephone Advice Service and a grant from Citizens Advice to upgrade the existing and outdated telephony system

The bureau was able to meet or exceed all of its targets set by funders and it proved to be another record year for securing gains and writing off debts on behalf of clients

Whilst the bureau is proud of its achievements this year, the new telephony system has provided evidence of the need that exists within the local community which continues to be unmet due to a lack of resource. The bureau can receive up to 2,000 calls each month and to meet that demand effectively, 10 full time staff would be needed

With the introduction of Welfare Reform next year, demand is set to increase and with funding and resources at an all time low for the bureau, the future looks austere

FINANCIAL REVIEW

The bureau is primarily funded by grants from the Department of Business, Innovation and Skills (BIS), the Legal Services Commission, the Cabinet Office and the Big Lottery Fund to provide advice in debt, benefits, housing and employment

Despite income falling consistently over the last three years by 40%, the bureau remains financially sound and benefits from having solid reserves in place. However, with the loss of the Legal Services Commission contract, the bureau is looking at a 50% cut in income next year

Nevertheless, having reviewed the bureau'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 bureau from the impact of shortfalls in forecast income, unforeseen expenditure or planned expenditure that will support the delivery of its charitable objectives

In light of the current climate and an uncertain future, the Trustee Board seeks to maintain a minimum of nine months' running costs in reserve. The unrestricted reserves position of reserves as at the 31 March 2013 is above that intended. However, it is the intention of the bureau to use reserves to fund planned activities next year and to cover any shortfalls in income

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

Citizens Advice Sunderland
Report of the Trustees
for the Year Ended 31 March 2013

PLANS FOR 2013-14

The future looks bleak but the bureau remains optimistic and ambitious in its objectives for next year

The first objective for 2013-14 is to achieve financial stability in light of an anticipated 50% drop in income. Given the difficult economic climate, social enterprise opportunities will be further explored in an attempt to ensure future ongoing sustainability. Also, current spending will be scrutinised to find ways of cutting costs and making further efficiencies.

Having to cut services any further could have a detrimental effect on the bureau and its viability, so a planned volunteer recruitment drive will take place next year to cost-effectively expand the workforce and the range of services on offer to help meet client demand.

Further steps need to be taken to raise the bureau's profile within the community to ensure that it remains a focal point and key resource for the people of Sunderland and consideration will be given to relocating to the city centre to ensure a high profile presence within the city.

In acknowledgement that no one organisation can meet demand, the bureau will do more in partnership and collaborate with other bureaux and other local support organisations.

The bureau's focus will remain on providing quality advice and support for public benefit and every effort will be expended to finding the best and most effective way of achieving the charity's goals over the next 12 months.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Sunderland for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charity SORP,
- make judgements and estimates that are reasonable and prudent,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware

- there is no relevant audit information of which the charitable company's auditors are unaware, and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

THE TRUSTEE BOARD (MANAGEMENT COMMITTEE)

The Management Committee has overall responsibility for the strategic direction and compliance of the charity within the context of the bureau's constitution and objects. The responsibility for the day-to-day management of the bureau is delegated to the Service Director and includes the supervision and support of employees, volunteer and staff recruitment and training, health and safety, budget management, service maintenance, partnership management, client service quality, maintenance of equipment and premises. It will also include immediate problem solving of evolving issues.

Citizens Advice Sunderland

Report of the Trustees for the Year Ended 31 March 2013

The Management Committee is composed of six voting members who are volunteer Trustees/Directors who meet at least quarterly and are responsible for the strategic direction and policy of the charity. The committee members are from a variety of professional backgrounds all relevant to the work of the charity. There are also three non-voting members the Service Director, the Finance Officer and the Office Manager who attend the meetings and provide regular progress reports to the Board members.

Strategic Action Plans are reviewed annually and renewed four yearly. Non-voting attendees (internal and external) may be invited to Board/Committee meetings where Directors require specific information and/or advice. While the Board has agreed to delegate the day-to-day management of the bureau to the Service Director, the Trustees remain ultimately responsible for the charity and cannot avoid liability for any errors made by its delegated employees. The Trustee Board remains responsible for ensuring that the bureau is never exposed to unreasonable or unacceptable risk.

It is the responsibility of the Chairman to help plan and chair the Board meetings and act as the link and support between the Board, Service Director and the bureau employees. The Chairman and Vice Chairman may represent the charity at appropriate events but when it comes to making decisions about the charity these must be taken by the Board of Trustees where a majority decision is sufficient.

Decisions are made by Directors following an information review and discussion and where necessary voting on proposals. Full minutes are made of every meeting. While the Constitution requires meetings five times each year they are held more frequently and include strategic development and planning workshop away days.

TRUSTEE RECRUITMENT

The Management Committee utilise a variety of methods to recruit new Trustees. A review of the candidates attributes, along with their Declaration of Interests, enables the Chairman to identify those areas of expertise that are needed. Recruitment may be by personal recommendation, a review of people who have previously expressed an interest, invitations to apply in the local press or AGM. Following an expression of interest a formal letter is sent to the candidate together with information on Trustee (Director) responsibilities and bureau information. Candidates are contacted personally by the Board Chairman following which their application will be considered by the full committee. If the Board then make a favourable decision, the Chairman will invite the applicant to attend the next meeting, following which references are requested before acceptance.

All new Trustees (Directors) are provided with a copy of the commissioners' guide "the Essential Trustee" and encouraged to undertake training opportunities offered by Citizens Advice relevant to the role.

All members of the management committee give their time voluntarily and receive no benefits from the charity.

RISK MANAGEMENT

The management Committee has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risk the charity faces. Significant external risks to funding have led to the development of a strategic plan which will allow for the diversification of funding and activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the bureau. Citizens Advice carried out their own independent risk assessment during the year and deemed our organisations' overall risk assessment as Low.

Citizens Advice Sunderland

Report of the Trustees
for the Year Ended 31 March 2013

MEMBERS OF THE MANAGEMENT COMMITTEE

Members of the management committee, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out in page 1

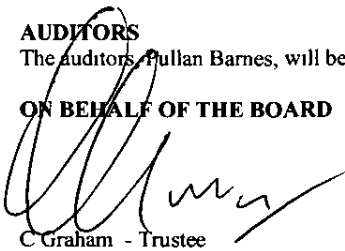
In accordance with company law, as the company's directors we certify that

- 1 So far as we are aware, there is no relevant audit information of which the companies auditors are aware, and
- 2 As the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity auditors are aware of that information

AUDITORS

The auditors, Pullan Barnes, will be proposed for re-appointment at the forthcoming Annual General Meeting

ON BEHALF OF THE BOARD



C Graham - Trustee

24 September 2013

**Report of the Independent Auditors to the Trustees of
Citizens Advice Sunderland**

We have audited the financial statements of Citizens Advice Sunderland for the year ended 31 March 2013 on pages eight to sixteen. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees Responsibilities set out on page six, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with regulations made under Section 154 of that Act.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees, and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Trustees to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements


In our opinion the financial statements

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2013 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended,
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements, or
- the charitable company has not kept adequate accounting records, or
- the financial statements are not in agreement with the accounting records and returns, or
- we have not received all the information and explanations we require for our audit.



Pullan Barnes
Statutory Auditor
Chartered Accountants
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Stephenson House
Richard Street
Hetton-le-Hole
Tyne and Wear
DH5 9HW

24 September 2013

Citizens Advice Sunderland

Statement of Financial Activities
for the Year Ended 31 March 2013

	Notes	Unrestricted funds £	Restricted funds £	31 3 13 Total funds £	31 3 12 Total funds £
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income	2	4,117	323,839	327,956	571,875
Investment income	3	14,601	-	14,601	11,494
Incoming resources from charitable activities					
Advice and Information	4	274,125	-	274,125	240,435
Total incoming resources		292,843	323,839	616,682	823,804
RESOURCES EXPENDED					
Charitable activities					
Advice and Information	5	336,842	386,041	722,883	725,630
Governance costs	6	1,599	1,218	2,817	2,720
Total resources expended		338,441	387,259	725,700	728,350
NET INCOMING/(OUTGOING) RESOURCES		(45,598)	(63,420)	(109,018)	95,454
RECONCILIATION OF FUNDS					
Total funds brought forward		958,834	88,547	1,047,381	951,927
TOTAL FUNDS CARRIED FORWARD		913,236	25,127	938,363	1,047,381

The notes form part of these financial statements

Citizens Advice Sunderland

Balance Sheet
At 31 March 2013

	Notes	Unrestricted funds £	Restricted funds £	31 3 13 Total funds £	31 3 12 Total funds £
FIXED ASSETS					
Tangible assets	11	31,364	221	31,585	40,780
CURRENT ASSETS					
Debtors	12	36,325	-	36,325	33,432
Investments	13	432,864	-	432,864	421,224
Cash at bank and in hand		<u>456,234</u>	<u>34,206</u>	<u>490,440</u>	<u>584,534</u>
		925,423	34,206	959,629	1,039,190
CREDITORS					
Amounts falling due within one year	14	(43,551)	(9,300)	(52,851)	(32,589)
NET CURRENT ASSETS		<u>881,872</u>	<u>24,906</u>	<u>906,778</u>	<u>1,006,601</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>913,236</u>	<u>25,127</u>	<u>938,363</u>	<u>1,047,381</u>
NET ASSETS		<u>913,236</u>	<u>25,127</u>	<u>938,363</u>	<u>1,047,381</u>
FUNDS	16				
Unrestricted funds				913,236	958,834
Restricted funds				<u>25,127</u>	<u>88,547</u>
TOTAL FUNDS				<u>938,363</u>	<u>1,047,381</u>

The notes form part of these financial statements

Citizens Advice Sunderland

Balance Sheet - continued
At 31 March 2013

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2013

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements

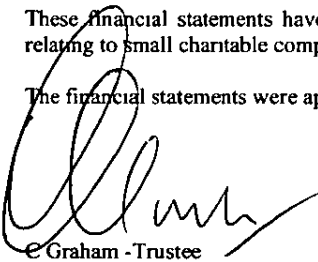
The trustees acknowledge their responsibilities for

- (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

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008)

The financial statements were approved by the Board of Trustees on 24 September 2013 and were signed on its behalf by



C. Graham - Trustee



Mrs J Anderson - Trustee

Mrs J Anderson -Trustee

The notes form part of these financial statements

Citizens Advice Sunderland

**Notes to the Financial Statements
for the Year Ended 31 March 2013**

1 ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy

Where grants received are subject to donor imposed conditions, which specify the use of the resource then entitlement to the grant is deferred to an accounting period in which the conditions can be met

Donations are recognised in the Statement of Financial Activities when they are received

Incoming resources from charitable activities are grant-funding arrangements that contain expectations of a specified level of services to be performed. As failure to meet the levels of performance imposed by the donor would result in a reduction or withdrawal of the grant, these incoming resources are recognised when imposed performance levels have been met

Resources expended

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

Expenditure is allocated between Restricted and Unrestricted Funds based upon the amount of staff hours worked on each project and is calculated on a monthly basis

Tangible fixed assets

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

Improvements to property	- Straight line over 15 years
Computer equipment	- 25% on cost

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

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

Citizens Advice Sunderland

Notes to the Financial Statements - continued
for the Year Ended 31 March 2013

2 VOLUNTARY INCOME

	31 3 13	31 3 12
	£	£
Donations	4,117	292
Grants	<u>323,839</u>	<u>571,583</u>
	<u>327,956</u>	<u>571,875</u>

Grants received, included in the above, are as follows

	31 3 13	31 3 12
	£	£
Citizens Advice	21,367	3,344
Big Lottery Advice Service Fund	-	69,832
Business Innovation and Skills	302,472	317,148
Coalfields Regeneration Trust	-	44,559
Big Lottery Sunderland Advice Partnership	<u>-</u>	<u>136,700</u>
	<u>323,839</u>	<u>571,583</u>

3 INVESTMENT INCOME

	31 3 13	31 3 12
	£	£
Deposit account interest	<u>14,601</u>	<u>11,494</u>

4 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	31 3 13	31 3 12
	£	£
Legal Services Commission	260,872	195,340
City of Sunderland 1st Tier		
Welfare Rights	12,333	37,000
Other income	<u>920</u>	<u>8,095</u>
	<u>274,125</u>	<u>240,435</u>

5 CHARITABLE ACTIVITIES COSTS

	Direct costs	Totals
	£	£
Advice and Information	<u>722,883</u>	<u>722,883</u>

6 GOVERNANCE COSTS

	31 3 13	31 3 12
	£	£
Payroll Service	817	870
Auditors' remuneration	<u>2,000</u>	<u>1,850</u>
	<u>2,817</u>	<u>2,720</u>

Citizens Advice Sunderland

Notes to the Financial Statements - continued
for the Year Ended 31 March 2013

7. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting)

	31 3 13	31 3 12
	£	£
Auditors' remuneration	2,000	1,850
Depreciation - owned assets	<u>10,770</u>	<u>12,432</u>

8 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2013 nor for the year ended 31 March 2012

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2013 nor for the year ended 31 March 2012

9 STAFF COSTS

	31 3 13	31 3 12
	£	£
Wages and salaries	482,062	487,880
Social security costs	41,910	45,577
Other pension costs	<u>209</u>	<u>2,489</u>
	<u>524,181</u>	<u>535,946</u>

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

	31 3 13	31 3 12
Management	3	4
Administrative	4	5
Caseworkers	<u>13</u>	<u>13</u>
	<u>20</u>	<u>22</u>

No employee received remuneration amounting to more than £60,000

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

10. TAXATION

Citizens Advice Sunderland (formerly Washington Citizens Advice Bureau), 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 2013**

11 TANGIBLE FIXED ASSETS

	Improvements to property £	Computer equipment £	Totals £
COST			
At 1 April 2012	28,996	68,038	97,034
Additions	-	1,575	1,575
At 31 March 2013	28,996	69,613	98,609
DEPRECIATION			
At 1 April 2012	8,920	47,334	56,254
Charge for year	2,230	8,540	10,770
At 31 March 2013	11,150	55,874	67,024
NET BOOK VALUE			
At 31 March 2013	17,846	13,739	31,585
At 31 March 2012	20,076	20,704	40,780

12 DEBTORS AMOUNTS FALLING DUE WITHIN ONE YEAR

	31 3 13 £	31 3 12 £
Trade debtors	100	-
Prepayments and accrued income	25,496	21,138
Legal services commission debtor	10,729	12,294
	<u>36,325</u>	<u>33,432</u>

13 CURRENT ASSET INVESTMENTS

	31 3 13 £	31 3 12 £
Other investments	<u>432,864</u>	<u>421,224</u>

14 CREDITORS AMOUNTS FALLING DUE WITHIN ONE YEAR

	31 3 13 £	31 3 12 £
Trade creditors	11,954	9,550
Social security and other taxes	20,379	19,447
Accruals and deferred income	20,518	3,592
	<u>52,851</u>	<u>32,589</u>

Citizens Advice Sunderland

Notes to the Financial Statements - continued
for the Year Ended 31 March 2013

15 OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year

	31 3 13 £	31 3 12 £
Expiring		
Within one year	<u>26,000</u>	<u>26,000</u>

On 1st May 2006 the Trustees of Washington Citizens Advice Bureau signed a lease for additional office space within Washington, Tyne & Wear. The lease costs £26,000 plus VAT per annum and runs for 15 years, with a tenant only break clause at the end of years five and ten.

16 MOVEMENT IN FUNDS

	At 1 4 12 £	Net movement in funds £	At 31 3 13 £
Unrestricted funds			
General fund	958,834	(45,598)	913,236
Restricted funds			
Business Innovation and Skills	-	3,760	3,760
Energy Best Deal	-	900	900
Big Lottery Sunderland Advice Partnership	18,715	(18,715)	-
Debt Relief Order	-	2,088	2,088
Telephone Advice Service	69,832	(69,832)	-
Telephone System Funding	-	18,249	18,249
Big Energy Saving Week	-	130	130
	<u>88,547</u>	<u>(63,420)</u>	<u>25,127</u>
TOTAL FUNDS	<u>1,047,381</u>	<u>(109,018)</u>	<u>938,363</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	292,843	(338,441)	(45,598)
Restricted funds			
Business Innovation and Skills	302,472	(298,712)	3,760
Energy Best Deal	900	-	900
Big Lottery Sunderland Advice Partnership	-	(18,715)	(18,715)
Debt Relief Order	2,088	-	2,088
Telephone Advice Service	-	(69,832)	(69,832)
Telephone System Funding	18,249	-	18,249
Big Energy Saving Week	130	-	130
	<u>323,839</u>	<u>(387,259)</u>	<u>(63,420)</u>
TOTAL FUNDS	<u>616,682</u>	<u>(725,700)</u>	<u>(109,018)</u>

Citizens Advice Sunderland

Notes to the Financial Statements - continued
for the Year Ended 31 March 2013

16 MOVEMENT IN FUNDS - continued

Unrestricted Funds

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

Restricted Funds

Business Innovation and Skills - Face to Face Project

A government funded initiative to offer debt advice and representation to non-legal aid clients in Washington, Sunderland and surrounding area.

Energy Best Deal

Funded with a grant by Citizens Advice the project aims were to deliver workshops to enable participants to be aware of the different energy deals available.

City of Sunderland - 1st Tier

A two year project from August 2010 to provide 1st Tier telephone advice to the people of Washington in four categories of law, debt, welfare benefits, housing and employment.

Telephone Advice Service

Funded for one year by the Cabinet Office and managed by the Big Lottery. This is a new project to give 1st Tier telephone advice on debt, welfare benefits and housing.

Big Energy Saving Week

All Bureaux were offered £130 to help with any potential rise in advice requests during Big Energy week (22 - 27 October 2012).

Debt Relief Orders

£10 of the fee paid by each applicant for a Debt Relief Order that is concluded successfully is paid to Citizens Advice, who distribute it to Bureaux in proportion to the number of Debt Relief Orders completed.

Telephone System

Grant to cover the capital costs to support capacity to deliver non consumer telephone advice, i.e. to those who cannot or do not physically go to their local Citizens Advice Bureau or access the internet.

17 ULTIMATE CONTROLLING PARTY

The ultimate controlling party of Citizens Advice Sunderland is the Board of Trustees collectively. Details of Citizens Advice Sunderland trustees are disclosed on page 1.

18 CHARITABLE STATUS

Citizens Advice Sunderland (formerly Washington Citizens Advice Bureau) 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.

Citizens Advice Sunderland
Detailed Statement of Financial Activities
for the Year Ended 31 March 2013

	31 3 13 £	31 3 12 £
INCOMING RESOURCES		
Voluntary income		
Donations	4,117	292
Grants	<u>323,839</u>	<u>571,583</u>
	327,956	571,875
Investment income		
Deposit account interest	14,601	11,494
Incoming resources from charitable activities		
Legal Services Commission	260,872	195,340
City of Sunderland 1st Tier Welfare Rights	12,333	37,000
Other income	<u>920</u>	<u>8,095</u>
	<u>274,125</u>	<u>240,435</u>
Total incoming resources	616,682	823,804
RESOURCES EXPENDED		
Charitable activities		
Wages	482,062	487,880
Social security	41,910	45,577
Pensions	209	2,489
Rent rates and water	42,052	33,997
Insurance	3,516	4,318
Light and heat	2,863	3,491
Telephone	7,198	7,659
Postage and stationery	12,662	14,548
Sundries	3,074	3,258
Repairs and renewals	6,674	1,716
Photocopier	909	1,041
Training volunteers	-	(30)
Training staff	1,300	1,634
Disbursements	121	1,647
Travel expenses staff	1,378	2,950
Cleaning	684	739
Computer costs	9,741	12,606
Information Technology Consultant	82,635	80,119
Licence fees	1,081	1,173
Legal and professional fees	10,183	3,878
Staff recruitment	867	1,749
Travel expenses volunteers	994	759
Improvements to property	2,230	2,230
Computer equipment	<u>8,540</u>	<u>10,202</u>
	722,883	725,630
Governance costs		
Payroll Service	817	870
Auditors' remuneration	<u>2,000</u>	<u>1,850</u>
	<u>2,817</u>	<u>2,720</u>
Total resources expended	725,700	728,350

This page does not form part of the statutory financial statements

Citizens Advice Sunderland

Detailed Statement of Financial Activities
for the Year Ended 31 March 2013

	31 3 13 £	31 3 12 £
Net (expenditure)/income	<u>(109,018)</u>	<u>95,454</u>

This page does not form part of the statutory financial statements