

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

Report of the Trustees and
Financial Statements for the Year Ended 31 March 2014
for
Citizens Advice Sunderland

Pullan Barnes
Statutory Auditor
Chartered Accountants
Stephenson House
Richard Street
Hetton-le-Hole
Tyne and Wear
DH5 9HW

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Citizens Advice Sunderland

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for the Year Ended 31 March 2014

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Citizens Advice Sunderland

Report of the Trustees **for the Year Ended 31 March 2014**

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 2014. 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	
Nick Robson	Vice Chair	19/07/12	
Dennis Haworth	Board Member	20/08/07	23/01/14
Alan Haynes	Board Member	29/05/08	
Agatha Kanyangu	Board Member	18/07/13	
John Robson	Board Member	24/09/13	

Nick Robson was appointed as Vice-Chair on the 25 April 2013.

MANAGEMENT TEAM

Denise Irving was officially appointed as the bureau manager at the AGM on 24 September 2013 and is supported by a small management team to help her manage the day to day operations.

ADMINISTRATIVE DETAILS

Company Number: 6347304

Registered Charity Number: 1121988

Company Secretary: Janet Anderson

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 (101 Front Street, Chester le Street, Co Durham DH3 3BL)

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 6 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.

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.

Citizens Advice Sunderland

Report of the Trustees **for the Year Ended 31 March 2014**

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 enquiries through the major funding stream of the Financial Inclusion Fund. In terms of the Legal Services Commission funding which effectively ceased in January 2013, the bureau has now completed and closed its existing caseload bringing the Legal Services Commission contract to a close.

The bureau secured additional funding under the Big Lottery's Advice Transition Fund which has funded ongoing welfare benefits advice as well as allowing the organisation to employ a Volunteer Development Coordinator. The funding is for 15 months and will ensure that there is a basic welfare benefits service in operation. The role of the Volunteer Development Coordinator is to recruit and train new volunteers to help the bureau deliver a core generalist service.

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. A great deal of work has already been undertaken in recruiting and training volunteers to ensure the bureau's future in the long term. However, it is clear that building a volunteer workforce takes both time and investment and the bureau still has a great deal of work to do in the coming year.

ACHIEVEMENT AND PERFORMANCE

This has been another year of significant change for the bureau. The new Chair's first year has been both turbulent and difficult. The significant loss in funding and the resignation of the Bureau Manager has seen the need for a full strategic review.

Despite the difficulties, the bureau was still able to assist 5,378 clients in the year which is down 13% on last year's figures. This is a significant achievement given the significant loss in funding and the reduction in staff numbers in the last 12 months.

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

One of the bureau's greatest achievements this year has been its success in its Quality Advice Audit which is carried out by the National Association of Citizens Advice Bureaux to ensure that clients receive a quality service. The bureau's overall score was 91% and, for money advice, the team scored 96%.

Whilst the bureau is proud of its achievements this year, demand continues to outstrip supply. The bureau has seen a 50% increase in the number of people calling the advice line which can receive up to 3,000 calls per month. The bureau simply does not have the resources to meet that demand and it is acknowledged that it would require 10 full time operators to be effective.

Having made a start on volunteer recruitment, it has proven to be a slow process and in moving forward, consideration is being given as to how this service would be best managed.

Nationally, all bureaux were required to migrate to a new and improved case management system, Petra, in August 2013. The bureau followed an implementation plan and undertook training in readiness for the go-live date. Despite some teething problems and significant changes in the way staff work, the transition was relatively smooth and had no impact on the bureau's clients, appointments or the day to day activities.

FINANCIAL REVIEW

The bureau is primarily funded by grants from the Department of Business, Innovation and Skills (BIS) and the Big Lottery Fund to provide advice in debt and welfare benefits.

Having seen a 50% reduction in income as a result of losing the Legal Services Commission contract and with little funding available on the horizon, the bureau has been seeking to make efficiencies and cut costs wherever possible.

With two offices based in Concord, the bureau is considering relinquishing the lease on one of the buildings and focus on a plan to relocate to the city centre whilst keeping an outreach facility in Washington.

The bureau is currently operating at a deficit to ensure the provision of a basic telephone gateway service in addition to the debt and benefits service already funded. However, this cannot be sustained long term and further efficiencies will need to be made.

Citizens Advice Sunderland

Report of the Trustees **for the Year Ended 31 March 2014**

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 2014 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.

PLANS FOR 2014-15

Despite the problems of the last 12 months and the apparent lack of available funding, the bureau remains optimistic and ambitious in its objectives for next year.

Given the economic climate, social enterprise remains high on the agenda and will be further explored in an attempt to ensure future ongoing sustainability. Also, spending will continue to be scrutinised in the hope of finding ways of cutting costs and making further efficiencies.

Further work will be undertaken within the community to identify which services are needed most, what people want from the service and how the bureau can be most effective in meeting that demand.

It is acknowledged that cutting services any further would have a detrimental effect on the bureau and its viability, so the work already undertaken in volunteer recruitment will continue with the aim of cost-effectively expanding the workforce and the range of services currently on offer.

As part of the Big Lottery's Advice Services Transition Fund, the bureau is currently working in partnership with other local advice and support partners as part of the "Sunderland Aces" and improvements in the local network, volunteering and referral system are planned with the aim of improving access to advice and sharing best practice.

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.

Citizens Advice Sunderland

Report of the Trustees for the Year Ended 31 March 2014

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.

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 Bureau Manager 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 six trustees and three non-trustees who are the 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.

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 Bureau Manager 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.

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 Bureau Manager, 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 Bureau Manager, 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, Bureau Manager 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.

Citizens Advice Sunderland

Report of the Trustees **for the Year Ended 31 March 2014**

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.

INFORMATION ASSURANCE

During the year, a new information assurance strategy was introduced as a result in the changes to how data is managed nationally as one service. The Board of Directors, the staff and volunteers have all undertaken the requisite Information Assurance training on Cablink and a strategy of continuous improvement has been initiated.

Maintaining the confidentiality and integrity of sensitive data is a priority to both the bureau and the National Association of Citizens Advice Bureaux and new policies and procedures have been introduced to ensure security and compliance.

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

28 August 2014

**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 2014 on pages seven to fourteen. 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 five, 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, including APB Ethical Standard - Provisions Available for Small Entities (Revised), in the circumstances set out in note 17 to the financial statements

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 and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. 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 2014 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

28 August 2014

Citizens Advice Sunderland

Statement of Financial Activities
for the Year Ended 31 March 2014

	Notes	Unrestricted fund £	Restricted funds £	31.3.14 Total funds £	31.3.13 Total funds £
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income	2	13,349	330,171	343,520	327,956
Investment income	3	10,125	-	10,125	14,601
Incoming resources from charitable activities					
Advice and Information	4	42,500	-	42,500	274,125
Total incoming resources		65,974	330,171	396,145	616,682
RESOURCES EXPENDED					
Charitable activities					
Advice and Information	5	116,090	320,583	436,673	722,883
Governance costs	6	1,301	2,107	3,408	2,817
Total resources expended		117,391	322,690	440,081	725,700
NET INCOMING/(OUTGOING) RESOURCES BEFORE TRANSFERS					
		(51,417)	7,481	(43,936)	(109,018)
Gross transfers between funds	16	11,714	(11,714)	-	-
Net incoming/(outgoing) resources		(39,703)	(4,233)	(43,936)	(109,018)
RECONCILIATION OF FUNDS					
Total funds brought forward		913,236	25,127	938,363	1,047,381
TOTAL FUNDS CARRIED FORWARD		873,533	20,894	894,427	938,363

The notes form part of these financial statements

Citizens Advice Sunderland

Balance Sheet
At 31 March 2014

	Notes	Unrestricted fund £	Restricted funds £	31.3.14 Total funds £	31.3.13 Total funds £
FIXED ASSETS					
Tangible assets	11	17,218	9,874	27,092	31,585
CURRENT ASSETS					
Debtors	12	37,578	-	37,578	36,325
Investments	13	432,864	-	432,864	432,864
Cash at bank and in hand		404,398	11,020	415,418	490,440
		<u>874,840</u>	<u>11,020</u>	<u>885,860</u>	<u>959,629</u>
CREDITORS					
Amounts falling due within one year	14	(18,525)	-	(18,525)	(52,851)
NET CURRENT ASSETS		<u>856,315</u>	<u>11,020</u>	<u>867,335</u>	<u>906,778</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>873,533</u>	<u>20,894</u>	<u>894,427</u>	<u>938,363</u>
NET ASSETS		<u><u>873,533</u></u>	<u><u>20,894</u></u>	<u><u>894,427</u></u>	<u><u>938,363</u></u>
FUNDS	16				
Unrestricted funds				873,533	913,236
Restricted funds				20,894	25,127
TOTAL FUNDS				<u><u>894,427</u></u>	<u><u>938,363</u></u>

The notes form part of these financial statements

Citizens Advice Sunderland

Balance Sheet - continued

At 31 March 2014

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2014.

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

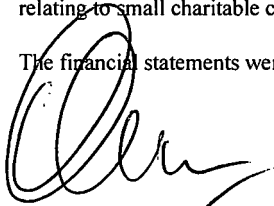
The trustees acknowledge their responsibilities for

- (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.

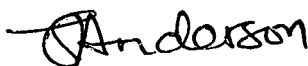
These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

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 28 August 2014 and were signed on its behalf by:



C Graham -Trustee



Mrs J Anderson -Trustee

Citizens Advice Sunderland

Notes to the Financial Statements **for the Year Ended 31 March 2014**

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.

2. VOLUNTARY INCOME

	31.3.14	31.3.13
	£	£
Donations	73	4,117
Grants	343,447	323,839
	<u>343,520</u>	<u>327,956</u>

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

	31.3.14	31.3.13
	£	£
Citizens Advice	13,278	21,367
Big Lottery Advice Service Fund	21,874	-
Business Innovation and Skills	308,295	302,472
	<u>343,447</u>	<u>323,839</u>

Citizens Advice Sunderland

Notes to the Financial Statements - continued
for the Year Ended 31 March 2014

3. INVESTMENT INCOME

	31.3.14	31.3.13
	£	£
Deposit account interest	<u>10,125</u>	<u>14,601</u>

4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	31.3.14	31.3.13
	£	£
Legal Services Commission	Advice and Information	260,872
City of Sunderland 1st Tier	-	12,333
Welfare Rights	Advice and Information	920
Other income	450	
	<u>42,500</u>	<u>274,125</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct costs	Totals
	£	£
Advice and Information	<u>436,673</u>	<u>436,673</u>

6. GOVERNANCE COSTS

	31.3.14	31.3.13
	£	£
Payroll Service	604	817
Auditors' remuneration	<u>2,804</u>	<u>2,000</u>
	<u>3,408</u>	<u>2,817</u>

7. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):

	31.3.14	31.3.13
	£	£
Auditors' remuneration	2,804	2,000
Depreciation - owned assets	<u>10,654</u>	<u>10,770</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2014 nor for the year ended 31 March 2013.

Trustees' expenses

Trustee expenses amounted to £31 in the year (2013 £nil).

Citizens Advice Sunderland

Notes to the Financial Statements - continued
for the Year Ended 31 March 2014

9. STAFF COSTS

	31.3.14	31.3.13
	£	£
Wages and salaries	300,390	482,062
Social security costs	26,022	41,910
Other pension costs	-	209
	<u>326,412</u>	<u>524,181</u>

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

	31.3.14	31.3.13
Management	3	3
Administrative	3	4
Caseworkers	9	13
	<u>15</u>	<u>20</u>

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

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.

11. TANGIBLE FIXED ASSETS

	Improvements to property £	Computer equipment £	Totals £
COST			
At 1 April 2013	28,996	69,613	98,609
Additions	-	6,161	6,161
	<u>28,996</u>	<u>75,774</u>	<u>104,770</u>
At 31 March 2014	28,996	75,774	104,770
DEPRECIATION			
At 1 April 2013	11,150	55,874	67,024
Charge for year	2,230	8,424	10,654
	<u>13,380</u>	<u>64,298</u>	<u>77,678</u>
At 31 March 2014	13,380	64,298	77,678
NET BOOK VALUE			
At 31 March 2014	<u>15,616</u>	<u>11,476</u>	<u>27,092</u>
At 31 March 2013	<u>17,846</u>	<u>13,739</u>	<u>31,585</u>

Citizens Advice Sunderland

Notes to the Financial Statements - continued
for the Year Ended 31 March 2014

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.14	31.3.13
	£	£
Trade debtors	50	100
VAT	221	-
Prepayments and accrued income	37,307	25,496
Legal services commission debtor	-	10,729
	<u>37,578</u>	<u>36,325</u>

13. CURRENT ASSET INVESTMENTS

	31.3.14	31.3.13
	£	£
Other investments	<u>432,864</u>	<u>432,864</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.14	31.3.13
	£	£
Legal services commission overdraft	676	-
Trade creditors	1,116	11,954
Social security and other taxes	6,890	20,379
Accruals and deferred income	9,843	20,518
	<u>18,525</u>	<u>52,851</u>

15. OPERATING LEASE COMMITMENTS

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

	31.3.14	31.3.13
	£	£
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 1.4.13	Net movement	Transfers	At 31.3.14
	£	in funds	between funds	£
		£	£	
Unrestricted funds				
General fund	913,236	(51,417)	11,714	873,533
Restricted funds				
Business Innovation and Skills	3,760	10,708	-	14,468
Energy Best Deal	900	-	(900)	-
Debt Relief Order	2,088	-	(2,088)	-
Telephone System Funding	18,249	(4,298)	(8,596)	5,355
Big Energy Saving Week	130	-	(130)	-
Advice Services Transition Fund	-	1,071	-	1,071
	<u>25,127</u>	<u>7,481</u>	<u>(11,714)</u>	<u>20,894</u>
TOTAL FUNDS	<u>938,363</u>	<u>(43,936)</u>	<u>-</u>	<u>894,427</u>

Citizens Advice Sunderland

Notes to the Financial Statements - continued
for the Year Ended 31 March 2014

16. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	65,974	(117,391)	(51,417)
Restricted funds			
Business Innovation and Skills	308,296	(297,588)	10,708
Telephone System Funding	-	(4,298)	(4,298)
Advice Services Transition Fund	21,875	(20,804)	1,071
	<u>330,171</u>	<u>(322,690)</u>	<u>7,481</u>
TOTAL FUNDS	<u>396,145</u>	<u>(440,081)</u>	<u>(43,936)</u>

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.

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.

Advice Services Transition Fund (Sunderland ACES)

A partnership of the advice agencies and support providers in Sunderland, all working together to improve advice services across the city and running until October 2014.

17. APB ETHICAL STANDARD - PROVISIONS AVAILABLE FOR SMALL ENTITIES

In common with many other businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the financial statements.

18. 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.

19. 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 2014

	31.3.14 £	31.3.13 £
INCOMING RESOURCES		
Voluntary income		
Donations	73	4,117
Grants	343,447	323,839
	<hr/>	<hr/>
	343,520	327,956
Investment income		
Deposit account interest	10,125	14,601
Incoming resources from charitable activities		
Legal Services Commission	42,050	260,872
City of Sunderland 1st Tier Welfare Rights	-	12,333
Other income	450	920
	<hr/>	<hr/>
	42,500	274,125
Total incoming resources	<hr/>	<hr/>
	396,145	616,682
RESOURCES EXPENDED		
Charitable activities		
Wages	300,390	482,062
Social security	26,022	41,910
Pensions	-	209
Rent rates and water	35,996	42,052
Insurance	3,582	3,516
Light and heat	3,104	2,863
Telephone	6,247	7,198
Postage and stationery	15,459	12,662
Sundries	3,932	3,074
Repairs and renewals	1,370	6,674
Photocopier	1,276	909
Training staff	1,221	1,300
Disbursements	-	121
Travel expenses staff	1,155	1,378
Cleaning	656	684
Computer costs	-	9,741
Information Technology Consultant	12,303	82,635
Licence fees	2,321	1,081
Legal and professional fees	9,685	10,183
Staff recruitment	969	867
Travel expenses volunteers	331	994
Improvements to property	2,230	2,230
Computer equipment	8,424	8,540
	<hr/>	<hr/>
	436,673	722,883
Governance costs		
Payroll Service	604	817
Auditors' remuneration	2,804	2,000
	<hr/>	<hr/>
	3,408	2,817
Total resources expended	<hr/>	<hr/>
	440,081	725,700

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 2014

	31.3.14 £	31.3.13 £
Net expenditure	<u>(43,936)</u>	<u>(109,018)</u>