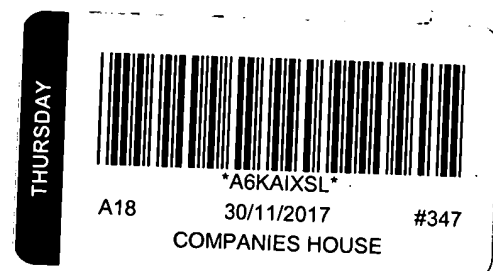


Company Registered number: 4984410
Charity number: 1102353

**CHARNWOOD CITIZENS ADVICE BUREAU
KNOWN AS "CITIZENS ADVICE CHARNWOOD"
DIRECTORS' AND TRUSTEE REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

CBS (Accounting) Ltd
Oak Business Centre
Ratcliffe Road
Sileby
Loughborough
LE12 7PU



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**Charnwood Citizens Advice Bureau
Company Information
For the Year to 31 March 2017**

Directors

Mr Gerry Jacobs
Miss Beatrice Cooper
Mrs Jean Anderson
Mrs Ann Brass
Mr Anthony Wilkinson
Mr David Rodgers
Mr Richard Daw
Mr Roderick Pearson
Mr Michael Duggan

Secretary

Mr Ian Dennis

Company Number

4984410

Known As

Citizens Advice Charnwood

Registered Office

Woodgate Chambers
70 Woodgate
Loughborough
Leicestershire
LE11 2TZ

Accountants

CBS (Accounting) Ltd
Oak Business Centre
79-93 Ratcliffe Road
Sileby
Loughborough
LE12 7PU

Charnwood Citizens Advice Bureau
Company No 4984410
Directors' & Trustees' Report for the Year to 31 March 2017

The directors present their report and the financial statements for the year ended 31 March 2017.

Statement of Directors' Responsibilities

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing the financial statements the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Directors

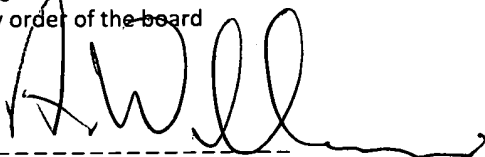
The directors who held office during the year were as follows:

Mr Philip Gee	RESIGNED	27/07/2016
Mr Gerry Jacobs		
Miss Beatrice Cooper		
Mrs Jean Anderson		
Mrs Ann Brass		
Miss Aimee Martin	RESIGNED	15/11/2016
Mr Anthony Wilkinson		
Mr David Rodgers		
Mr Richard Daw	APPOINTED	13/03/2017
Mr Roderick Pearson	APPOINTED	15/11/2016
Mr Reece Throop	APPOINTED	13/03/2017
	RESIGNED	31/10/2017
Mr Michael Duggan		

Small Company Rules

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

By order of the board



Anthony Wilkinson
14/11/2017

Charnwood Citizens Advice Bureau
Company No 4984410
Directors' & Trustees' Report for the Year to 31 March 2017

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Charnwood Citizens Advice Bureau is a company (limited by guarantee) governed by its Memorandum and Articles of Association dated 24 November 2003, as amended on 20 November 2013. It is a charity registered with the Charity Commission. The company now has the name 'Citizens Advice Charnwood' in line with a rebranding initiated by the National Association of the Citizens Advice Bureaux, of which we are a member.

Appointment of Trustees

Trustees are selected either from volunteers who approach the bureau to express interest in our work or via external recruitment, subject to the board approving their suitability. The recruitment process seeks to achieve a representative cross-section from our community and to ensure that the Board has the appropriate skills and experience.

New Trustees are provided with induction training and on-going training in specialist areas is available for all Trustees.

Organisation

The charity is governed by the Trustee Board and managed on a day to day basis by the Chief Executive Officer.

Risk Management

The charity carries out a rolling risk assessment every four months and this forms the basis for the preparation of its development plan and operational respects. The current assessment identifies the largest risk as being loss of income.

Since the ending of the civil legal aid for debt and welfare issues, Charnwood CAB continues to receive much of its income in the form of grants from local government: Charnwood Borough Council (CBC) and Leicestershire County Council (LCC). There is severe and continuing pressure on local government to reduce costs and it is expected that these grants will continue under threat and may decline and that grants will increasingly be for targeted and specific areas of advice. As a consequence, the Bureau has to work increasingly hard to find and secure other funding opportunities.

In 2016/17 over 2/3's of the Bureau's funding came from CBC and LCC. A major income stream came from the West Leicestershire Clinical Commissioning Group but unfortunately this funding ceased before the end of the year. Attempts to find alternative sources of funding have so far resulted in only limited success.

The financial pressures resulting from loss of income are having a significant effect on the level and complexity of services that we can offer to our clients.

The Trustees are actively reviewing the financial circumstances of the Bureau in order to reduce these risks and ensure its long term viability.

OBJECTIVES AND ACTIVITIES

The charity's objects are to promote any charitable purpose for the benefit of the community in Charnwood and the surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Public benefit

The Trustees have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees considered how planned activities will contribute to the aims and objectives that they have set.

How our activities deliver public benefit

Charnwood Citizens Advice Bureau helps people resolve their legal, money and other problems by providing information, advice and assistance and by influencing policymakers.

Activities

Citizens Advice Charnwood aims to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives. We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Our Core Service operates from offices in Loughborough and Shepshed, offering Generalist advice on a wide range of areas to residents of Charnwood. We are open to the public for a total of 27.5 hours per week. Our Core Service is delivered by a team of volunteers, with support and supervision from paid and volunteer supervisors. We also offer telephone advice from Monday to Friday between 9am and 5pm.

In addition to the Core Service, Citizens Advice Charnwood provides help and support to individuals through specific project funding:

- Specialist debt advice is available to clients by virtue of funding from CBC via Homelessness Prevention and Specialist Money Advice Grants. The Homelessness Prevention casework we provide is designed to prevent homeowners and private rented tenants from being made homeless due to unmanageable debt. The Specialist Money Advice casework is aimed at local authority and housing association tenants who have multiple debts. We offer specialist debt advice and casework from our Loughborough office Monday- Thursday 9.30am-4.30pm. As part of our specialist debt work, we visit Charnwood Borough Council offices between 10am-12.00 noon on Wednesdays.
- We are funded by Leicestershire County Council as part of their Signposting and Community Support Service to provide additional casework to clients with debt issues who may be in a crisis situation, and may need the assistance of food banks, or access to furniture re-use projects.
- We continue to work with Leicestershire Trading Standards. However, the nature of the service we provide has changed. We previously offered the Consumer Information Gathering Project. We now work with Leicestershire Trading Standards to assist vulnerable clients who have been the victims of scams. We also provide training for new Trading Standards Officers, giving them valuable skills to deal with the victims.
- We continue to deliver Energy Best Deal Extra sessions. This grant is awarded by Citizens Advice. We assist clients with energy related issues such as obtaining better deals by shopping around, offering energy saving tips to reduce bills, assisting with complaints, and dealing with fuel debts. Additionally, the funding allows us to offer debt casework if clients have further debt issues.
- We were working with West Leicestershire Clinical Commissioning Group to deliver a Generalist advice service at 5 GP surgeries in Charnwood. Unfortunately, this project came to an end in January 2017.

ACHIEVEMENT AND PERFORMANCE.

During the 2016/17 financial year, Citizens Advice Charnwood continued to deliver advice for the benefit of the local community despite facing financial challenges that lead to a restructure of our organisation.

In 2016/17 we recorded the total number of unique clients advised as 4,914. However, 6,192 clients accessed our service in the year, demonstrating that some clients used the service more than once. The service was accessed either by telephone or by coming into our Loughborough or Shepshed offices and the average waiting time for a member of the public to see an adviser was 19.5 minutes. We recorded a total of 13,245 advice issues. The main advice issues were;

- Welfare Benefits and Tax Credits (34%)
- Debt (25%)
- Employment (9%)
- Relationships and Family (5%)

We provided casework for 197 clients with multiple debt issues. The total debt presented by clients was £1,811,718.34. Our debt caseworkers achieved outcomes totaling £1,006,699.23 by using insolvency procedures such as Debt Relief Orders,

Bankruptcy, or by challenging the enforceability of debts.

Total other financial gains for clients amounted to £491,925.23. Some examples of how this figure was achieved are;

- Challenging decisions relating to welfare benefits
- Advising on entitlements to benefits to increase household income
- Obtaining refunds for faulty goods or services

43 Volunteers contributed a total of around 13,650 hrs, which equates to an annual value of £213,076.

At the beginning of the financial year we employed 12 members of staff (7.3 FTE). Following the restructure this figure had fallen to 10 (5.9 FTE).

FINANCIAL REVIEW

Annual income has decreased from £336,146 in 2015/16 to £272,042 in 2016/17. Total funds have decreased from £104,268 in March 2016 to £84,835 by March 2017. Of this, £80,735 (2016 - £97,909) relates to unrestricted funds. These figures exclude the pension liability of £76,255 which is provided for in the balance sheet.

Reserves policy

The Trustees review their reserves policy on an annual basis. The current policy is that the Bureau should retain sufficient reserves to cover statutory redundancy pay for all staff assuming it is payable as of the last day of the current financial year plus 200% of the next quarter's CBC Core grant.

The rationale for this is to ensure that the charity could meet all its liabilities in the event of the worst credible case of the Bureau reducing in size, offering generalist advice only and being staffed mostly by volunteers.

As of 31 March 2017, the reserves necessary to meet the policy were £62,066 and the unrestricted reserves available were £80,735 excluding the pension liability.

Plans for the future

The Trustees' principal objective remains the preservation of the primary function of the Bureau which is to provide an advice service free to those who use it and therefore provided mostly by volunteer advisers.

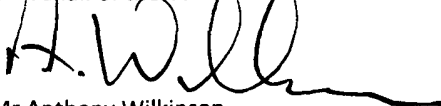
The Trustees' first priority is therefore to ensure the long term sustainability of the Bureau and its ability to meet this objective in the light of reduced funding. Nevertheless, specialist advice and casework bring range and depth to our advice work which is immensely valuable to our clients and increasingly important to the community.

Staff and Trustees will be seeking new sources of funding both to replace those sources which have now finished and if opportunities arise to open new channels to ensure that we continue to provide as wide a service as possible to the greatest possible number of clients.

Specifically, we would like to advance in the following areas, subject to funding:

- Develop and improve our Generalist advice service.
- Ensure that specialist debt and welfare benefit advice is available
- Improve the accessibility of the Bureau to clients, in particular by outreach in the south of the borough.

On behalf of the board of trustees



Mr Anthony Wilkinson

14/11/2017

Charnwood Citizens Advice Bureau
Company No 4984410
Independent Examiner's Report for the Year to 31 March 2017

I report on the accounts of the Charity for the year ended 31 March 2017 which are set out on the following pages.

Respective Responsibilities of Trustees and Examiner.

The charity's trustees (who are also the Directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

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

- examine the accounts under section 145 of the 2011 Act
- follow the procedures laid down in the General Directions given by the Charity Commissioners under section 145(5)(b) of the 2011 Act and
- state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

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

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:

1) which gives me reasonable cause to believe that in any material respect the requirements

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 386 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice Accounting and Reporting by Charities

have not been met; or

2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Helen Harrison MAAT
CBS (Accounting) Ltd
Oak Business Centre
79-93 Ratcliffe Road
Sileby
Loughborough
LE12 7PU



14/11/2017

Charnwood Citizens Advice Bureau
Company No 4984410
Statement of Financial Activities, including Income and Expenditure for the Year to 31 March 2017

Statement of financial activities

	Unrestricted Funds	Restricted Funds	Endowment Funds	Total Funds	Prior Period Total Funds
	£	£	£	£	£
Income from					
Donations and legacies	62,365	0	0	62,365	59,727
Charitable activities	2,605	206,623	0	209,228	275,311
Other trading	0	0	0	0	0
Investments	450	0	0	450	1,108
Other	0	0	0	0	0
Total	65,420	206,623	0	272,042	336,146
Expenditure on					
Raising Funds	0	0	0	0	0
Charitable activities	66,632	224,841	0	291,473	381,674
Other	0	0	0	0	14,416
Total	66,632	224,841	0	291,473	396,090
Net gains/(losses) on investments	0	0	0	0	0
Net	-1,212	-18,219	0	-19,431	-59,944
Transfers between	-15,963	15,963	0	0	0
Other recognised gains/losses	0	0	0	0	0
Gains/losses on revaluation of fixed assets	0	0	0	0	0
Actuarial gains/(losses) on defined benefit	0	0	0	0	0
Other gains/(losses)	0	0	0	0	0
Net movement in funds	-17,176	-2,255	0	-19,431	-59,944
Reconciliation of funds					
Total funds B/F	21,654	6,356	0	28,011	87,955
Total funds C/F	4,479	4,101	0	8,580	28,011

The SOFA in the previous year's accounts was produced under FRSS 2015. Amendments have been made to the Prior Period figures in the above chart to reflect the differing requirements of FRS102 and to provide a like for like comparison.

Charnwood Citizens Advice Bureau
Company No 4984410
Balance Sheet for the Year to 31 March 2017

	Note	Total funds £	Prior year funds £
Fixed assets:	8		
Intangible assets		0	0
Tangible assets		0	0
Heritage assets		0	0
Investments		0	0
Total fixed assets		0	0
Current assets:			
Stocks	9	0	0
Debtors	10	8,861	75
Investments		0	0
Cash at bank and in hand	11	98,720	125,590
Total current assets		108,060	125,665
Liabilities:			
Creditors; Amounts falling due within one year	12	23,226	21,399
Net current assets or liabilities		84,835	104,266
Total assets less current liabilities		84,835	104,266
Creditors: Amounts falling due after more than one year		0	0
Provision for liabilities		0	0
Net asset or liabilities excluding pension asset or liability		84,835	104,266
Defined benefit pension scheme asset or liability	17 & 18	76,255	76,255
Total net assets or liabilities		8,580	28,011
The funds of the charity			
Endowment funds		0	0
Restricted income funds		4,101	6,356
Unrestricted funds		4,479	21,654
Revaluation reserve		0	0
Pension reserve		0	0
Total unrestricted funds		4,479	21,654
Total charity funds		8,580	28,011

For the year ending 31 March 2017 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.
- These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective 2008).

On behalf of the board

A handwritten signature in black ink, appearing to be 'DM' followed by a stylized flourish.

Mr David Rodgers
14 November 2017

Charnwood Citizens Advice Bureau
Company No 4984410
Statement of Cash Flows for the Year to 31 March 2017

	Total Funds	Prior Year Funds
	£	£
Cash flows from operating activities		
<i>Net cash provided by (used in) operating activities</i>	-19,433	-72,246
Cash flows from investing activities		
Dividends, interest and rents from investments	450	1,108
Proceeds from the sale of property, plant and equipment	0	0
Purchase of property, plant and equipment	0	0
Proceeds from sale of investments	0	0
Purchase of investments	0	0
<i>Net cash provided by (used in) investing activities</i>	450	1,108
Cash flows from financing activities		
Repayments of borrowing	0	0
Cash inflows from new borrowing	0	0
Receipt of endowment	0	0
<i>Net cash provided by (used in) financing activities</i>	-18,983	-71,138
<i>Change in cash and cash equivalents in the reporting period</i>	-26,870	-62,576
Cash and cash equivalents at the beginning of the reporting period	125,590	188,166
Change in cash and cash equivalents due to exchange rate movements	0	0
<i>Cash and cash equivalents at the end of the reporting period</i>	98,720	125,590

Charnwood Citizens Advice Bureau
Company No 4984410
Statement of Cash Flows for the Year to 31 March 2017

Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2016/17	2015/16
	£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	-19,431	-59,944
Adjustments for		
Depreciation charges	0	0
(Gains)/losses on investments	0	0
Dividends, interest and rents from investments	-450	-1,108
Loss/(profit) on the sale of fixed assets	0	0
(increase)/decrease in stocks	0	0
(increase)/decrease in debtors	-480	0
(increase)/decrease in creditors	927	-11,194
Net cash provided by (used in) operating activities	-19,433	-72,246

Analysis of cash and cash equivalents

	2016/17	2015/16
	£	£
Cash in hand	98,720	125,590
Notice deposits (less than 3 months)	0	0
Overdraft facility repayable on demand	0	0
Total cash and cash equivalents	98,720	125,590

Charnwood Citizens Advice Bureau
Company No 4984410
Notes to the Accounts for the Year to 31 March 2017

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017

1 ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year and also have been consistently applied within the same accounts.

Prior year accounts were prepared under FRSS 2015 and the current year accounts have been prepared under FRS102. There are differences, particularly in the recognition of pension liabilities, and where appropriate the prior year accounts have been restated in accordance with FRS102.

a) Basis of Preparation of Financial Statements

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard 102 (effective January 2016) and the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in accordance with Financial Reporting Standard 102 (FRS102) effective January 2016. There are provisions of £76,255 at 31 March 2016 and £76,255 at 31 March 2017 in respect of multi-employer pension schemes (as set out in notes 16 and 17).

b) Company Status

The charity is a company limited by guarantee. The members of the company are the directors named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

c) Fund Accounting

Outline summary of fund movements

Fund name	Fund Balances B/F	Income	Expenditure	Transfers	Gains and losses	Fund balances C/F
	£	£	£	£	£	£
Big Lottery ASTF CAB -R	2,671	0	2,671	0	0	0
CBC outreach -R	0	24,000	26,688	2,688	0	0
CCG -R	1,514	57,500	56,943	-2,072	0	0
CIGS1 -R	0	20,488	25,289	4,801	0	0
Energy -R	0	24,000	17,442	-6,558	0	0
Homelessness -R	0	23,000	26,335	5,691	0	2,356
LCC -R	0	43,860	53,101	9,241	0	0
Pensionwise -R	228	0	228	0	0	0
LCC - SCSS -R	752	4,361	5,840	728	0	0
Shepshed -R	1,192	9,414	10,305	1,444	0	1,745
Unrestricted	21,654	65,420	66,631	-15,963	0	4,480
Total Funds	28,011	272,042	291,472	0	0	8,581

Big Lottery Advice Service Transition Fund (ASTF) was funding to assist charities that had lost Legal Aid funding to find alternative sources of income. This funding has now ceased.

The Charnwood Borough Council (CBC) outreach funding is to enable the Bureau to provide debt advice at our offices and other locations.

The funding from the Clinical Commission Group (CCG) allowed us to operate a pilot project working with GPs and from their surgeries.

The Consumer Information Gathering Project (CIGS) is funded by the Trading Standards Department of Leicestershire County Council. This is to assist victims of scams.

Energy is funding from Citizens Advice to assist clients with energy issues.

The Homelessness Prevention Project is funded by Charnwood Borough Council.

The Leicestershire County Council (LCC) grant is to support the generalist advice service.

Pensionwise was funding provided by the Government to provide information about the changes in legislation relating to pensions. This funding has now ceased.

LCC – SCSS is the Leicestershire County Council Signposting and Community Support Service to provide additional casework to clients with debt issues who may be in crisis situations.

Shepshed Town Council has continued its funding for the Shepshed office which operates twice a week.

Undesignated general funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes. The funds which have been designated for specific purposes have been so designated either:-

- To meet the risk of the charity failing to meet performance targets and as a consequence being required to repay part of its funding or,
- To ensure that the charity has sufficient funds to meet anticipated future financial needs which cannot be achieved out of normal recurring income.

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

d) Incoming Resources

All incoming resources are included in the Statement of Financial Resources (SOFA) when the charity is legally entitled to the income and the income can be quantified with reasonable accuracy.

e) Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of those resources.

Analysis of expenditure on charitable activities

Activity or programme	Activities undertaken directly £	Grant funding activities £	Support costs £	Total £
Raising Funds	0	0	0	
Charitable activities	276,495	0	14,979	291,473
Other	0	0	0	
Total	276,495	0	14,979	291,473

f) Pensions

Scottish Council for Voluntary Organisations (SCVO) Final Salary- Pension Scheme

The charity participates in a multi-employer defined benefit pension scheme. The assets of the scheme are held separately from those of the charity. The charity is unable to identify its share of the underlying assets and liabilities of the scheme on a consistent and reasonable basis and therefore, as required by Financial Reporting Standard 102, accounts for the scheme as if it were a defined contribution scheme. As a result, the amount charged to the profit and loss account represents the contributions payable to the scheme in respect of the accounting period.

This scheme was closed to future contributions as at 31 March 2010 (see note 17).

Pensions Trust Growth Plan Pension Scheme (Series 3 and 4)

The charity participates in a multi-employer pension scheme with The Pensions Trust. Series 4 of the scheme is a defined contributions scheme. However, following a recent change in Government legislation, Series 3 of the scheme has now been re-classified as a defined benefit scheme. The assets of the scheme are held separately from those of the charity. The charity is unable to identify its share of the underlying assets and liabilities of the scheme on a consistent and reasonable basis and therefore, as required by Financial Reporting Standard 102, accounts for the scheme as if it were a defined contribution scheme. As a result, the amount charged to the profit and loss account represents the contributions payable to the scheme in respect of the accounting period.

Series 3 was closed to future contributions as at October 2010 (see note 18).

Defined contribution schemes

All employees who are part of a company pension scheme are in defined contribution schemes, either The Pensions Trust Growth Plan Series 4 or The Pensions Trust Ethical Plan. The costs of contributions are charged to the SOFA in the year they are payable.

2. INCOME

Income is recognised in The Statement of Financial Activities (SOFA) when a transaction or other event results in an increase in the charity's assets or a reduction in the charity's liabilities. Recognition in the accounts does not occur until all of the following criteria are met:

- a. Control over the rights or other access to the economic benefit has passed to the charity

- b. It is more likely than not that the economic benefits associated with the transaction or gift will flow to the charity
- c. The monetary value or amount of the income can be measured reliably and the costs incurred for the transaction and the costs to complete the transaction can be measured reliably

Income is reported gross when raised by the charity (or by volunteers working at the charity's direction) or its agents.

Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

The delivery of the service depends heavily on volunteers. This takes the form primarily of advisers but also as receptionists, fund raising and publicity. In addition the trustees support the charity both by their governance function and operationally.

3. TRUSTEES

None of the trustees have been paid any remuneration or received any other benefits from an employment with their charity or a related entity. Trustee expenses of £81.80 have been incurred.

4. INDEPENDENT EXAMINER AND ACCOUNTANCY FEES

Fees paid in respect of independent examination and preparation of statutory financial statements - £2,340.

Fees paid in respect of payroll services - £1,224

5. RELATED PARTY TRANSACTIONS

There were no related party transactions during the period.

6. STAFF COSTS

	2017	2016
	£	£
Wages and Salaries	174,432	223,344
National Insurance	9,404	15,982
Childcare Vouchers	729	
Defined Contribution Pension Costs	4,490	12,328
Contribution to closed Defined Benefit Scheme	7,288	5,686
	196,342	257,340

One member of staff was made redundant during the period and received a redundancy payment of £8,902.

No staff were working for the charity whose contracts are with and/or paid by a related party

The total number of staff employed during the period was 13

The average number of employees during the period was 11

No employee received employee benefits (excluding employer pension costs) of more than £60,000

7. DEFINED CONTRIBUTION PENSION PLAN

The total of contributions made to Defined Contribution pension schemes was £4,490.

Contributions are allocated as expenses to the various funds by apportioning the expense in relation to the overall expenditure on the fund.

8. FIXED ASSETS

The charity has no fixed assets

9. STOCK

The charity does not hold any stock

10. DEBTORS

	2017	2016
	£	£
Trade Debtors	8861	75
Amounts owed by group and associated undertakings	0	0
Prepayments and accrued income	480	0
Other debtors	0	0
TOTAL	9341	75

Trade debtors represents money owed to the charity which has been identified as being owed

No debtor balances have been outstanding for more than one year and all debtor balances are due within one year

11. CASH AT BANK AND IN HAND

This represents money deposited with regulated financial institutions in current accounts or short term notice accounts.

12. CREDITORS AND PROVISIONS

Amounts falling due within one year

	2017	2016
	£	£
Accruals for grants payable	0	0
Bank loans and overdrafts	0	0
Trade creditors	8,655	7,756
Amounts owed to group and associated undertakings	0	0
Payments received on account for contracts or performance related grants	0	0
Accruals and deferred income	6,592	2,160
Taxation and social security	2,086	4,810
Defined Benefit Pension liability	76,255	76,255
Other creditors	5,893	6,674
	99,481	97,654

Creditors and accruals are recognised in the accounts when the trustees and management of the charity are satisfied that the amounts included represent amounts actually due to be paid by the charity. For accruals the amount shown may be an estimate of the amount due.

13. ANALYSIS OF SUPPORT COSTS

Support costs	Raising Funds	Charitable Activities	Other	Grand Total	Basis of Allocation
Governance	0	10,494	0	10,494	Either allocated to a specific fund or apportioned across relevant funds
Finance	0	0	0	0	
Information Technology	0	4,485	0	4,485	Charged to unrestricted income
Human Resources	0	0	0	0	
Function/Activity Total	0	14,979	0	14,979	

14. PUBLIC BENEFIT

The charity is a Public Benefit Entity

15. POST BALANCE SHEET EVENTS

There have been no post balance sheet events which are material to these accounts

16. CONTROL

The charity is controlled by the Trustees

17. TPT RETIREMENT SOLUTIONS – THE SCVO ACCOUNTING DISCLOSURES

The company participates in the scheme, a multi-employer scheme which provides benefits to some 102 non-associated employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. *Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.*

A full actuarial valuation for the scheme was carried out at 30 September 2011. This valuation showed assets of £66.21m, liabilities of £95.04m and a deficit of £28.83m.

A full actuarial valuation for the scheme was carried out at 30 September 2014. This valuation showed assets of £88.22m, liabilities of £122.15m and a deficit of £33.93m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 31 October 2029:	£1,323,116 per annum (payable monthly and increasing by 3% each on 1st April)
From 1 April 2016 to 30 September 2031:	£292,376 per annum (payable monthly and increasing by 3% each on 1st April)
From 1 April 2016 to 30 September 2031:	£37,475 per annum (payable monthly)

Unless a concession has been agreed with the Trustee the term to 31 October 2029 applies.

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

PRESENT VALUES OF PROVISION

RECONCILIATION OF OPENING AND CLOSING PROVISIONS

Provision at start of period	76,164	61,777
Unwinding of the discount factor (interest expense)	1,866	1,350
Deficit contribution paid	(5,516)	(4,599)
Remeasurements - impact of any change in assumptions	3,655	(1,437)
Remeasurements - amendments to the contribution schedule	-	19,073
Provision at end of period	76,169	76,164

INCOME AND EXPENDITURE IMPACT

Interest expense	1,866	1,350
Remeasurements - impact of any change in assumptions	3,655	(1,437)
Remeasurements - amendments to the contribution schedule	-	19,073
Contributions paid in respect of future service*	*	*
Costs recognised in income and expenditure account	*	*

*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

ASSUMPTIONS

Rate of discount	1.76	2.55	2.27
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The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

FOR THE PERIOD ENDING 31 March 2017**COMPANY: Charnwood Citizens Advice Bureau****SCHEME: TPT Retirement Solutions - Scottish Voluntary Sector Pension Scheme**

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

DEFICIT CONTRIBUTIONS SCHEDULE

Year ending	31 March 2017 (£s)	31 March 2016 (£s)	31 March 2015 (£s)
Year 1	5,681	5,516	4,599
Year 2	5,852	5,681	4,737
Year 3	6,027	5,852	4,879
Year 4	6,208	6,027	5,025
Year 5	6,394	6,208	5,176
Year 6	6,586	6,394	5,331
Year 7	6,784	6,586	5,491
Year 8	6,987	6,784	5,656
Year 9	7,197	6,987	5,826
Year 10	7,413	7,197	6,000
Year 11	7,635	7,413	6,181
Year 12	7,864	7,635	6,366
Year 13	4,725	7,864	6,557
Year 14	-	4,725	-
Year 15	-	-	-
Year 16	-	-	-
Year 17	-	-	-
Year 18	-	-	-
Year 19	-	-	-
Year 20	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance

sheet liability.

18. TPT RETIREMENT SOLUTIONS – THE GROWTH PLAN ACCOUNTING DISCLOSURES

The company participates in the scheme, a multi-employer scheme which provides benefits to some 1,300 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2011. This valuation showed assets of £780m, liabilities of £928m and a deficit of £148m.

A full actuarial valuation for the scheme was carried out at 30 September 2014. This valuation showed assets of £793m, liabilities of £970m and a deficit of £177m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025:	£12,945,440 per annum	(payable monthly and increasing by 3% each on 1st April)
From 1 April 2016 to 30 September 2028:	£54,560 per annum	(payable monthly and increasing by 3% each on 1st April)

Unless a concession has been agreed with the Trustee the term to 30 September 2025 applies.

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

PRESENT VALUES OF PROVISION

RECONCILIATION OF OPENING AND CLOSING PROVISIONS

	Period Ending 31 March 2017 (£s)	Period Ending 31 March 2016 (£s)
Provision at start of period	91	62
Unwinding of the discount factor (interest expense)	1	1
Deficit contribution paid	(9)	(7)
Remeasurements - impact of any change in assumptions	3	(1)
Remeasurements - amendments to the contribution schedule	-	36
Provision at end of period	86	91

INCOME AND EXPENDITURE IMPACT

	Period Ending 31 March 2017 (£s)	Period Ending 31 March 2016 (£s)
Interest expense	1	1
Remeasurements - impact of any change in assumptions	3	(1)
Remeasurements - amendments to the contribution schedule	-	36
Contributions paid in respect of future service*	*	*
Costs recognised in income and expenditure account	*	*

*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

ASSUMPTIONS

	31 March 2017 % per annum	31 March 2016 % per annum	31 March 2015 % per annum
Rate of discount	1.32	2.07	1.74

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

DEFICIT CONTRIBUTIONS SCHEDULE

Year ending	31 March 2017 (£s)	31 March 2016 (£s)	31 March 2015 (£s)
Year 1	10	9	7

Year 2	10	10	8
Year 3	10	10	8
Year 4	10	10	8
Year 5	11	10	8
Year 6	11	11	9
Year 7	11	11	9
Year 8	12	11	9
Year 9	6	12	-
Year 10	-	6	-
Year 11	-	-	-
Year 12	-	-	-
Year 13	-	-	-
Year 14	-	-	-
Year 15	-	-	-
Year 16	-	-	-
Year 17	-	-	-
Year 18	-	-	-
Year 19	-	-	-
Year 20	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance sheet liability.