

**REGISTRAR OF
COMPANIES**

Company registration number: 03024636
Charity registration number: 1046472

Christchurch Citizens Advice Bureau

(A charitable company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2014

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COMPANIES HOUSE

Christchurch Citizens Advice Bureau

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Christchurch Citizens Advice Bureau
Reference and Administrative Details

Charity name	Christchurch Citizens Advice Bureau
Charity registration number	1046472
Company registration number	03024636
Registered office	2 Sopers Lane Christchurch BH23 1JG
Trustees	Stephen Haynes (Treasurer) (Appointed 16 December 2013) Clare Cherry (Appointed 5 December 2013) P.G. Solomons (Resigned 7 December 2013) R. Driscoll C. Wilson (Chair) J.A. Jamieson MBE
Bankers	National Westminster Bank plc Christchurch 57 High Street Christchurch Dorset BH23 1BB
Accountant	Princecroft Willis Limited Towngate House 2-8 Parkstone Road Poole Dorset BH15 2PW
Regulation	Authorised and regulated by the Financial Conduct Authority FRN: 617556

Christchurch Citizens Advice Bureau

Trustees' Report

The trustees (who are also directors of Christchurch Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Christchurch Citizens Advice Bureau is a company limited by guarantee, governed by its Articles of Association dated 14th March 2013.

Recruitment and appointment of new Trustees

Trustees are recruited from member organisations and/or for specific skills that they can bring to the charity. Under the Articles of Association, new trustees are elected by members at the Annual General Meeting. New Trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the recent financial performance and future financial and objective plans of the charity.

Organisational Structure

The Board of Trustees hold at least four ordinary meeting in each year and may hold such other ordinary meetings as are required. In practice the board meets bi-monthly. The quorum for decisions to be made at any Board of Trustees meeting is at least one third of the members of the trustee board, or three members of the trustee board, whichever number is greater.

Wider network

The Bureau is a member of the National Association of Citizens Advice Bureau - Citizens Advice, and is required to comply with the regulations provided by this umbrella organisation. The Bureau is audited every three years to assess quality of advice and management of the organisation.

Joint grant applications have been and with other bureau, and CAiD (Citizens Advice in Dorset), who hold funding and pay Christchurch Bureau.

Risk Management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to manage those risks.

- an annual review of the risks the charity may face
- the establishment of systems and procedures to manage those risks – and
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The object of the charity is to help people resolve their legal, money and other problems by providing information and advice, and by influencing policy makers.

The charity aims to help people in the community by using its resources to give advice and information to them. The charity will also use its powers as a member of the National Organisation, to influence regional and national governing bodies to amend, implement or withdraw their policies.

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

Christchurch Citizens Advice Bureau

Trustees' Report

Public Benefit

The Trustees have given due regard to public benefit when planning the charity's activities, in accordance with the Charity Commission's guidance on Public Benefit.

The paragraphs below set out our activities, achievements and performance during the year, which are directly related to the objects and purposes for which the charity exists. The charity achieves its principal objects and purposes through general and specialist advice delivered free to any member of the public in the local community to provide immediate and lasting assistance with all types of problem. These benefits are directly related to the aims of the charity and are fully compliant with the Charity Commission guidance on Public Benefit.

ACHIEVEMENT AND PERFORMANCE

Volunteers and Service Delivery

The Bureau has a high demand in enquiries that could not be met without the help of volunteers who help with all aspects of the day to day running of the Bureau and are involved in the main activities of the charity.

During the year, 2,365 Christchurch residents received help with more than 4,800 enquiries. Some people needed one off pieces of advice, but many of the more vulnerable people we helped needed ongoing assistance with their enquiries.

The continued commitment of the staff and volunteers has allowed us to deal with increasingly complex cases with multiple interlinked issues. Last year, they gave 297 hours a week of their time to provide the service and the monetary value to the community of that volunteering time was £203,210 for the year.

The Bureau was audited for quality of advice in 2012 and achieved a high level pass on the Quality of Advice and Management audit.

Council funding

Christchurch Borough Council continued to provide a grant for core funding for the year of £53,780, which helped people with a whole range of problems including debt, benefits, employment, housing and family.

Our main enquiry areas were debt and welfare benefits. Many clients sought help with rent and mortgage arrears and with debts arising from the changes to council tax benefit and under occupancy charges. Many clients sought help to prevent eviction due to mortgage or rent arrears and for help to manage their way through the task of claiming benefits for the first time. The benefits system is complex when all goes well, but when things go wrong, or a person's circumstances are not standard, it can require the help of an experienced Welfare Benefits Adviser to sort out the problems.

Home Visiting Service

The home visiting service which is funded by the Hospital of St Mary Magdalen, is in its 14th year now. It has continued to help those who find it difficult to access the Bureau service because of illness, disability or caring responsibilities. Despite having funding for only 5 hours per week, this year we helped people claim more than £63,791 in benefits with the majority being for disability benefits. We often have more than a 4 week wait for appointments so funding to expand this project is needed.

Legal Services Commission

This contract, which funded a debt advice worker and welfare benefits worker finished in March 2013. This left the Bureau with a shortfall in funding and having to meet the challenge of how to help those 200 people that would have been seen by the Legal Aid Debt and Welfare benefits workers.

Christchurch Citizens Advice Bureau

Trustees' Report

Wessex Water

Wessex Water gave a grant of £5,700 to provide debt advice aimed particularly at people who have debts to Wessex Water. We have assisted clients with applications for reduced water tariffs, and also for the Wessex Water Restart Scheme which helps people to pay off their debts and reduces the debt at the same time.

Sure Start Project – Childrens Centre

This is a project funded by Dorset County Council for an advice worker to work with parents or carers of children at the Somerford and Christchurch West Childrens centres. The project is in its fourth year and outcomes achieved on behalf of clients have more than met expectations.

Royal British Legion

This project ended in December 13. For three years the project had provided funding for a benefits and money advice worker to advise serving and ex service personnel. The loss of the project has implications for the bureau not only on funding, but also on our ability to meet the demand for advice.

Governance

The board has been reviewing its governance within the framework of the membership organisation Cit A.

FINANCIAL REVIEW

Reserves Policy

The trustees have considered the level of free reserves that the charity ought to have. Designated reserves have been set aside to cover planned and expected expenditure and known risks. To allow the bureau to operate for a period of six months to cover any delays in funding, etc the board aims to hold designated "Continuity" reserves of £77,000. In addition reserves have been designated for repairs to premises, future depreciation charges and replacement of IT equipment.

Free undesignated reserves at the year end were £19,808 which is considered to be adequate.

Statement of Trustees' Responsibilities

The trustees (who are also directors of Christchurch Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and the 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 income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

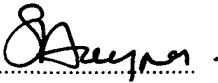
Christchurch Citizens Advice Bureau
Trustees' Report

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

Approved by the Board on.....21/11/14.....and signed on its behalf by:

..........

Stephen Haynes - Treasurer

**Independent Examiner's Report to the Trustees of
Christchurch Citizens Advice Bureau**

I report on the accounts of the company for the year ended 31 March 2014, which are set out on pages 7 to 16.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The 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 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 Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.


Basis of independent examiner's report

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

Independent examiner's statement

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

- (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 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charitieshave 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.


.....
W.J. Law FCA
(a director of)
Princeroft Willis Ltd
Chartered Accountants
Date:.....12/11/14.....

Towngate House
2 - 8 Parkstone Road
Poole
Dorset
BH15 2PW

Christchurch Citizens Advice Bureau

**Statement of Financial Activities (including Income and Expenditure Account) for the
Year Ended 31 March 2014**

	Unrestricted Funds	Restricted Funds	Total Funds 2014	Total Funds 2013
Note	£	£	£	£
Incoming resources				
Incoming resources from generated funds				
Voluntary income	2,641	-	2,641	4,530
Investment income	274	-	274	523
Incoming resources from charitable activities				
	107,536	21,276	128,812	151,127
Total incoming resources	<u>110,451</u>	<u>21,276</u>	<u>131,727</u>	<u>156,180</u>
Resources expended				
Charitable activities				
	91,298	25,788	117,086	147,859
Governance costs	1,382	-	1,382	1,278
Total resources expended	<u>92,680</u>	<u>25,788</u>	<u>118,468</u>	<u>149,137</u>
Net income before transfers	17,771	(4,512)	13,259	7,043
Transfers				
Gross transfers between funds				
	-	-	-	-
Net movements in funds	17,771	(4,512)	13,259	7,043
Reconciliation of funds				
Total funds brought forward	302,109	8,737	310,846	303,803
Total funds carried forward	<u>319,880</u>	<u>4,225</u>	<u>324,105</u>	<u>310,846</u>



The notes on pages 9 to 16 form an integral part of these financial statements.

Christchurch Citizens Advice Bureau (Registration number: 03024636)

Balance Sheet as at 31 March 2014

		2014		2013	
	Note	£	£	£	£
Fixed assets					
Tangible assets	11		188,072		191,990
Investments	12		<u>55,456</u>		<u>55,222</u>
			243,528		247,212
Current assets					
Debtors	13	4,883		5,222	
Cash at bank and in hand		<u>84,368</u>		<u>64,382</u>	
		89,251		69,604	
Creditors: Amounts falling due within one year	14	<u>(8,674)</u>		<u>(5,970)</u>	
Net current assets			<u>80,577</u>		<u>63,634</u>
Net assets			<u><u>324,105</u></u>		<u><u>310,846</u></u>
The funds of the charity:					
Restricted funds in surplus	16/18		4,225		8,737
Unrestricted funds					
Unrestricted income funds	16/18		<u>319,880</u>		<u>302,109</u>
Total charity funds			<u><u>324,105</u></u>		<u><u>310,846</u></u>

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For the financial year ended 31 March 2014, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

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 with the Financial Reporting Standard for Smaller Entities (effective April 2008).

Approved by the Board on 12/11/14 and signed on its behalf by:

S. Haynes

S. Haynes (Director)

The notes on pages 9 to 16 form an integral part of these financial statements.

Christchurch Citizens Advice Bureau

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

1 Accounting policies

Basis of preparation

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities (SORP 2005)', issued in March 2005, the Financial Reporting Standard for Smaller Entities (effective April 2008) and the Companies Act 2006.

Fund accounting policy

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Designated funds are unrestricted funds set aside at the discretion of the trustees for specific purposes.

Further details of each fund are disclosed in note 16.

Incoming resources

Donations are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract or where entitlement to grant funding is subject to specific performance conditions. Grant income included in this category provides funding to support programme activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Resources expended

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Christchurch Citizens Advice Bureau

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

..... continued

4 Incoming resources from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Grants	102,822	21,276	124,098	122,103
Fees and supplies	4,667	-	4,667	29,024
Other income	47	-	47	-
	107,536	21,276	128,812	151,127

5 Analysis of charitable activities

	2014 £	2013 £
Repairs and maintenance	2,287	3,375
Employment costs	87,295	113,950
Establishment costs	7,312	7,977
Office Expenses	4,238	8,341
Printing, posting and stationery	3,722	4,320
Subscription and donations	3,507	3,453
Sundry and other costs	1,062	844
Travel and subsistence	3,154	1,160
Accountancy fees	405	342
Bank charges	186	179
Depreciation of fixed assets	3,918	3,918
	117,086	147,859

6 Governance costs

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Independent examiners remuneration	1,132	-	1,132	894
Legal and professional costs	250	-	250	384
	1,382	-	1,382	1,278

7 Trustees' remuneration and expenses

No trustees received any remuneration or reimbursement of expenses during the year. (In 2013, one trustee received reimbursed expenses of £96).

Indemnity insurance cover has been purchased by the charitable company in respect of the Trustees.

Christchurch Citizens Advice Bureau

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

..... *continued*

8 Net income

Net income is stated after charging:

	2014		2013	
	£	£	£	£
Independent examiners remuneration		1,132		894
Depreciation of tangible fixed assets		3,918		3,918
		<u>3,918</u>		<u>3,918</u>

9 Employees' remuneration

The aggregate payroll costs of these persons were as follows:

	2014	2013
	£	£
Wages and salaries	<u>84,716</u>	<u>108,123</u>

No employee received a salary over £60,000.

10 Taxation

The company is a registered charity and is, therefore, exempt from taxation.

Christchurch Citizens Advice Bureau
Notes to the Financial Statements for the Year Ended 31 March 2014

..... *continued*

11 Tangible fixed assets

	Land and buildings £
Cost	
As at 1 April 2013 and 31 March 2014	<u>195,908</u>
Depreciation	
As at 1 April 2013	3,918
Charge for the year	<u>3,918</u>
As at 31 March 2014	<u>7,836</u>
Net book value	
As at 31 March 2014	<u>188,072</u>
As at 31 March 2013	<u>191,990</u>

Freehold land and buildings

The gross book value of freehold land and buildings includes £188,072 (2013 - £191,990) of depreciable assets.

12 Investments held as fixed assets

	Cash deposits £
Market value	
As at 1 April 2013	55,222
Additions	<u>234</u>
As at 31 March 2014	<u>55,456</u>
Net book value	
As at 31 March 2014	<u>55,456</u>
As at 31 March 2013	<u>55,222</u>

All investment assets were held in the UK.

Christchurch Citizens Advice Bureau
Notes to the Financial Statements for the Year Ended 31 March 2014

..... *continued*

13 Debtors

	2014 £	2013 £
Other debtors	1,685	3,173
Prepayments and accrued income	3,198	2,049
	<u>4,883</u>	<u>5,222</u>

14 Creditors: Amounts falling due within one year

	2014 £	2013 £
Other creditors	1,070	-
Accruals and deferred income	7,604	5,970
	<u>8,674</u>	<u>5,970</u>

Creditors amounts falling due within one year includes deferred income:

	2014 £	2013 £
Amount deferred in the year	6,669	4,328
As at 31 March 2014	<u>6,669</u>	<u>4,328</u>

15 Related parties

Controlling entity

The charity is controlled by the Trustees elected at the Annual General Meeting. Various Trustees are also members of councils or authorities that have provided grants to the Charity on normal terms.

Christchurch Citizens Advice Bureau

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

..... continued

16 Analysis of funds

	At 1 April 2013	Incoming resources	Resources expended	Transfers	At 31 March 2014
	£	£	£	£	£
Designated Funds					
Continuity Reserve	65,000	-	-	12,000	77,000
Premises Fund	30,000	-	-	-	30,000
Depreciation and Net Book Value of Premises	191,990	-	-	(3,918)	188,072
IT Replacement Reserve	5,000	-	-	-	5,000
	<u>291,990</u>	<u>-</u>	<u>-</u>	<u>8,082</u>	<u>300,072</u>
General Funds					
Unrestricted income fund	10,119	110,451	(92,680)	(8,082)	19,808
Restricted Funds					
Surestart	4,201	7,000	(6,976)	-	4,225
Royal British Legion	4,536	13,564	(18,100)	-	-
Mary Magdalen	-	-	-	-	-
Wessex Water	-	-	-	-	-
Advice Services Transition Fund	-	712	(712)	-	-
	<u>8,737</u>	<u>21,276</u>	<u>(25,788)</u>	<u>-</u>	<u>4,225</u>
	<u>310,846</u>	<u>131,727</u>	<u>(118,468)</u>	<u>-</u>	<u>324,105</u>

17 Restricted Funds

Purpose of restricted funds:

Surestart	This funding from Dorset County Council provides for a part time worker to advise parents and carers at the West Christchurch and Somerford children's centres
Royal British Legion	This provides for a part time Benefits and Money Advice Worker to advise serving and ex-service personnel and their families either in the bureau or at their home. This funding has now ended.
Continuity Reserve	These reserves have been designated by the Trustees to cover six months running costs (including redundancy) in the event of the charity ceasing to operate, or to cover unexpected shortfalls in income or significant and unforeseen expenditure.
Premises Fund	This has been designated by the Trustees to carry out essential major repairs and refurbishment within the next two years.
Depreciation and Net Book Value of Premises	To match the net book value of depreciable fixed assets in future years. The depreciation charges is released to General Reserve each year.

Christchurch Citizens Advice Bureau
Notes to the Financial Statements for the Year Ended 31 March 2014

..... *continued*

IT Replacement Reserve To cover the cost of replacing worn out, obsolete or damaged IT equipment and software.

18 Net assets by fund

	Unrestricted Funds	Restricted Funds	Total Funds 2014	Total Funds 2013
	£	£	£	£
Tangible assets	188,072	-	188,072	191,990
Investments	55,456	-	55,456	55,222
Current assets	85,026	4,225	89,251	69,604
Creditors: Amounts falling due within one year	<u>(8,674)</u>	<u>-</u>	<u>(8,674)</u>	<u>(5,970)</u>
Net assets	<u><u>319,880</u></u>	<u><u>4,225</u></u>	<u><u>324,105</u></u>	<u><u>310,846</u></u>

19 Pensions

The Charity operates a non contributory pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost and charge represents contributions payable to the fund and amounted to £2,378 (2013: £2,555).