

Company Registration Number: 07570403 (England and Wales)

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31 MARCH 2014

Beatons Limited
Chartered Accountants
York House
2-4 York Road
Felixstowe
Suffolk
IP11 7QG



FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2014

Contents	Pages
Bureau information	1
Trustees' Report	2 - 3
Treasurer's Report	4
Independent Examiners' Report	5
Statement of Financial Activities	6
Schedule of Administration Expenses	7
Balance Sheet	8
Notes to the Financial Statements	9 - 11

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

BUREAU INFORMATION AS AT 31 MARCH 2014

CONSTITUTION

Felixstowe and District Citizens Advice Bureau is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. Charity number: 291519. Company number: 07570403

DIRECTORS

The directors of the charitable company (the charity) are its trustees for the purpose of charity law throughout this report are collectively referred to as trustees. The trustees serving during the year and since year end were as follows:

ELECTED TRUSTEES

R. Foyster (also company secretary)
M. Dixon
D. Smith Resigned 31.03.14
D. Wardle
D. Leney
S. Robinson

REPRESENTATIVE TRUSTEES

D. Savage (Suffolk Coastal District Council)
J. Sennington (Suffolk Coastal District Council)
V. Falconer (Suffolk Coastal District Council)
N. Barber (Suffolk County Council)
S. Mecrow (Advisers' Representative)

REGISTERED CHARITY NUMBER 291519

REGISTERED OFFICE Waterfront House
Wherry Quay
Ipswich
Suffolk
IP4 1AS

CHARITY ADDRESS 2-6 Orwell Road
Felixstowe
Suffolk
IP11 7HD

ACCOUNTANTS Beatons Limited
Chartered Accountants
York House
2-4 York Road
Felixstowe
Suffolk
IP11 7QG

PRINCIPAL BANKERS Cater Allen Private Bank
9 Nelson Street
Bradford
BD1 5AN

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2014

The Trustees present their annual report with the financial statements of the bureau for the year ended 31 March 2014.

The charity operates in accordance with the constitution document, the names of the trustees and bureau address are shown on page 1.

OBJECTS OF THE CHARITY

The object of the charity is the promotion of any charitable purpose for the benefit of the community in Felixstowe, by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

REVIEW OF ACTIVITIES

The last twelve months have been a busy time for the Felixstowe and District Citizens Advice Bureau. The number of our clients has remained constant but the issues they bring to us are increasingly complex. Benefits and tax credits are still the main area closely followed by debt problems. With the continuing changes to the benefits system and the legacy of the recession these remain likely to be our main focus for some time to come. The Felixstowe bureau is a client focussed organisation which concentrates on achieving positive outcomes for our clients.

An area in which the bureau is now increasingly involved is Local Welfare Assistance (LWA). This is a County Council scheme funded by the government to provide urgent assistance to those in need. The bureau is the only 'open gateway' to the scheme in Felixstowe. They can refer clients to local food banks and can also provide vouchers for fuel. This requires our advisers to reach a judgment on the level of need of the client, a new role. The bureau does not receive any financial assistance in fulfilling this role but, like other bureaux in Suffolk, it undertakes it to ensure that some of the most needy in our community do not go hungry and can have fuel for cooking and warmth.

Every year the bureau receives an Annual Liaison Visit from a representative of Citizens Advice, the umbrella Citizens Advice Bureau organisation. At this visit all aspects of the bureau are thoroughly reviewed and after the visit the bureau is given an assessment of which the best category is 'low risk'. This year for the first time the Felixstowe bureau achieved this grading. The Board of Trustees was delighted by this achievement which is due to the excellent leadership of our Manager, Graham Page and his deputy Jane London and our superb team of advisers, nearly all of whom are volunteers. The bureau and our clients owe a huge debt of gratitude to these highly skilled and dedicated volunteers. This team not only work tirelessly in Felixstowe but also contribute to Citizens Advice on the national stage. David Davies, Derek Jacobs and Mike Doughty are all involved in national policy making groups.

The work of the bureau here in Felixstowe could not continue without the financial support provided by our core funders, Suffolk County Council and Suffolk Coastal District Council. We are particularly grateful that during a period of severe pressure on Local Authority spending their support for the Citizens Advice service has remained solid, allowing us to continue to provide our vital services to the community. The Trustees of the Mrs L D Rope Third Charitable Settlement are major supporters of our work and their help allows us to employ a much needed second Money Adviser. We thank Felixstowe Town Council and the Parish Councils for their valued and valuable support and also the generous individual donors who contribute to our work. We have several fund raising events during the year and this year these included concerts and a bridge drive. We have also just heard that Graham Newman, our new mayor and a Trustee of the bureau, has chosen the Felixstowe bureau as one of the two charities he will be supporting during his term of office and we are delighted to learn of his generosity towards us. We thank Beatons Accountants for their support of the bureau by providing our audit services free of charge.

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2014

We are grateful to all who attend our AGM and represent so many facets of our community. It is an occasion to celebrate our work within the community and to thank you all for your support.

RECRUITMENT PROCESS FOR NEW TRUSTEES

Prospective trustees will be selected for their ability to make an effective contribution to the bureau through their skills, knowledge and experience.

Trustees are recommended to the Board and their nomination is approved at a quarterly Board meeting. Formal elections take place at the AGM.

New trustees will be provided with the 'Welcome to the Citizens Advice service' pack produced by Citizens Advice for new trustees. This gives them a picture of the service as a whole, their role within it and signposts them to further information and support.

The induction process will be carried out by the Chairman of the Trustee Board and the Bureau Manager and aims to:

- Inform the new trustee about the roles and responsibilities a trustee board member is expected to carry out
- Inform the new trustee about the current work of the bureau, the business and development plans, financial and staffing resources, quality and service requirements
- Identify the knowledge, skills and experience that the trustee brings to the trustee board.
- Identify any further needs for information and possible sources of further support.

RESERVES POLICY

It is the policy of the charity to maintain unrestricted funds at the minimum level possible after setting aside specific contingency funds as detailed in note 5.

On behalf of the trustees':



Susan Robinson
Chairman – Trustee Board

Approved by the trustees':

Date: 25 June 2014

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

TREASURER'S REPORT

FOR THE YEAR ENDED 31 MARCH 2014

As ever, the past financial year presented a wide ranging variety of challenges. The number of people who require help still remains at the peak reached when the financial crisis first took hold in 2009, whereas despite this huge increase in work load the grants received from our two principal funders have remained largely unchanged despite an approximate 15% increase in inflation in the intervening years. Nevertheless Suffolk Coastal District Council and Suffolk County Council have been very supportive in the difficult environment we face despite the straitened circumstances which they themselves have to overcome.

Graham Page, our Bureau Manager has worked extremely hard and with great effect, to make savings on the total budgeted expenditure of £126,000 so that actual expenses in 2014/15 amounted to only £116,177. This is a remarkable saving of approximately 7.5% which was achieved after carrying out a close analysis of all our regular outgoings in order to reduce our costs wherever possible.

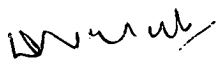
We have also been able to reduce the cost of our Debt Counselling service by funnelling some of the more straight forward debt problem cases to other agencies such as Step Change Debt Charity. However the major reason for our being able to maintain an efficient and highly regarded service for people with acute financial problems has been the invaluable grant of £13,000 per year in each of the past three financial years which has been provided by the Mrs L D Rope 3rd Charitable Settlement. It is also encouraging to know that this Charity will continue to support us over the next two financial years with an increased grant of £14,000 per year.

The Rope Trust have also provided a second grant of £4,000 during the year which has enabled us to strengthen our fragile resources and increase them to a total of £34,913 at the year end. Whilst this figure is reasonable for the present, we cannot be complacent as it will be necessary to provide for future financial liabilities. Indeed during the coming financial year, 2014/15, we have a requirement under our lease to carry out the external redecoration of our premises. This could cost up to £4,000 and must be funded from the Contingency Fund which forms part of our total Reserves.

We should always be striving to raise additional funding to bolster our Reserves and last year two fund raising events were organised by the Friends of the Bureau. Many thanks are due particularly to Ann Bagert for organising the concert at Nacton Church and to Veronica Falconer and her team for the Bridge Tournament in Waldringfield. These two successful events helped to raise £ 1,549 to add to our Reserves.

I am greatly indebted to all who support me so much throughout the year in carrying out the difficult task of safeguarding our finances in the current economic climate. My thanks are due to all staff and volunteers, to Susan Robinson our Chairman, and all Board members. Special word of thanks go to those volunteers who generously donate their travelling expenses back to the Bureau thus qualifying each donation for gift aid of 25% . Once again we are hugely indebted to our independent examiners Beatons Ltd who for six years have generously waived their fee.

David Wardle.
Hon. Treasurer



Date: 12th June 2014.

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

I report on the accounts of the company for the year ended 31 March 2014 which are set out on pages 6 to 11.

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.

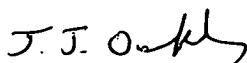
Basis of independent examiner's report

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.



.....
J J Oakley F.C.A.

Beatons Limited
Chartered Accountants
York House
2-4 York Road
Felixstowe
Suffolk
IP11 7QG

Date: 25 June 2014

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2014

	General Fund	Designated Contingency Fund	Friends of Fel CAB	Rope Trust Funds	Total Year Ended 31.03.14	Total Year Ended 31.03.13
	Unrestricted £	Unrestricted £	Unrestricted £	Restricted £	£	£
INCOME AND EXPENDITURE						
Incoming Resources						
SCDC Grant	57,700	-	-	-	57,700	57,700
SCC Grant	32,996	-	-	-	32,996	32,996
Leiston/Saxmundham CAB	1,714	-	-	-	1,714	1,714
Felixstowe Town Council	1,500	-	-	-	1,500	1,000
Parish Council Grants	150	-	-	-	150	100
Suffolk Foundation Grant	2,000	-	-	-	2,000	-
HMP Hollesley Bay	1,200	-	-	-	1,200	-
Other Grants	1,900	-	-	-	1,900	1,275
Other Donations	1,253	-	-	-	1,253	4,725
Friends Fund Raising	-	-	1,549	-	1,549	1,585
The Rope Trust - Grants	4,000	-	-	13,500	17,500	28,675
Sundry Income	468	-	-	-	468	350
Bank Interest Received	66	-	-	-	66	1,253
Total Incoming Resources	104,947	-	1,549	13,500	119,996	131,373
Resources Expended						
Administration Expenses	102,677	-	-	13,500	116,177	123,637
Grants made	-	-	-	-	-	675
Depreciation	1,032	-	-	-	1,032	1,558
Total Resources Expended	103,709	-	-	13,500	117,209	125,870
Net Incoming Resources for the year	1,238	-	1,549	-	2,787	5,503
Fund balances brought forward at 1 April 2013	3,606	22,508	6,012	650	32,776	27,273
Transfer between funds	(500)	1,000	500	-	-	-
Fund Balances carried forward at 31 March 2014	4,344	23,508	7,061	650	35,563	32,776

The notes on pages 9 to 11 form part of these financial statements

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

ADMINISTRATION EXPENSES FOR THE YEAR ENDED 31 MARCH 2014

	Year Ended 31.03.14 Total £	Year Ended 31.03.13 Total £
EXPENDITURE		
Salaries	77,925	81,919
Travelling Expenses	6,412	7,073
Training Costs	262	1,121
Repair, Maintenance & Cleaning	2,680	2,586
Rates	1,325	1,231
Rents	10,250	10,250
Insurance	1,573	1,713
Heat & Light	1,305	1,592
Telephones	2,404	2,448
Printing & Stationery	1,558	1,964
Subscriptions	3,977	3,991
Postages	1,742	2,016
Advertising	0	350
Professional Fees	0	800
Photocopier Lease	2,243	2,243
Sundry Expenses	2,320	2,340
Office Equipment	201	
TOTAL EXPENSES	<u>116,177</u>	<u>123,637</u>

The notes on pages 9 to 11 form part of these financial statements

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

BALANCE SHEET AS AT 31 MARCH 2014

	Notes	31.03.14		31.03.13	
		£	£	£	£
FIXED ASSETS					
Tangible Assets	2		4,274		5,306
CURRENT ASSETS					
Prepayments		1,708		1,708	
Cash at Bank and in hand		<u>30,021</u>		<u>48,922</u>	
		31,729		50,630	
CURRENT LIABILITIES					
Accruals and deferred income		<u>(440)</u>		<u>(23,160)</u>	
			31,289		27,470
NET CURRENT ASSETS			<u><u>35,563</u></u>		<u><u>32,776</u></u>
REPRESENTED BY FUNDS					
Unrestricted Funds					
Friends of Felixstowe Citizens Advice Bureau			7,061		6,012
Designated Contingency Fund	5		23,508		22,508
General Fund			4,344		3,606
Restricted Funds					
Rope Trust			650		650
			<u><u>35,563</u></u>		<u><u>32,776</u></u>

For the financial period ended 31 March 2013 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the 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 accounts, so far as applicable to the company.

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



Trustee
Felixstowe Citizens Advice Bureau
Date: 24 June 2014

Company Registration No. 07570403

The notes on pages 9 to 11 form part of these financial statements

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2014

1. STATEMENT OF ACCOUNTING POLICIES

Basis of preparation

The financial statements have been prepared under the historical cost convention and are in accordance with applicable accounting standards and the Charities' Statement of Recommended Practice (SORP) - published in March 2005 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

Company status

The charity is a company limited by guarantee. The members of the company are the trustees 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.

Depreciation of tangible fixed assets

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

Leased Assets	Over the term of the lease
Fixtures, Fittings and Equipment	15% on reducing balance
Computer Equipment	25% straight line

Incoming Resources

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

Grants received

Income from grants and donations are included in the accounts in the appropriate year of receipt.

Leasing and hire purchase commitments

Assets held under finance leases and hire purchase contracts are capitalised in the balance sheet and are depreciated over their estimated useful lives. The interest element of the rental obligations is charged to the profit and loss account over the period of the lease.

Lease payments under operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Fund accounting

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.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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 and use of each restricted fund is set out in the notes to the financial statements.

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2014

2. TANGIBLE FIXED ASSETS

	Fixtures, fittings & equipment £	Total £
Cost		
At 1 April 2013	37,494	37,494
Additions	-	-
Disposals	-	-
At 31 March 2014	<u>37,494</u>	<u>37,494</u>
Depreciation		
At 1 April 2013	32,188	32,188
Charge for year	1,032	1,032
Disposals	-	-
At 31 March 2014	<u>33,220</u>	<u>33,220</u>
Net book value at 31 March 2014	<u>4,274</u>	<u>4,274</u>
At 1 April 2013	<u>5,306</u>	<u>5,306</u>

3. REVENUE COMMITMENTS

At the period end the bureau was committed to making the following payments during the next year in respect of operating leases with expiry dates as follows:

	Land and buildings		Other	
	YEAR ENDED 31.03.14 £	YEAR ENDED 31.03.13 £	YEAR ENDED 31.03.14 £	YEAR ENDED 31.03.13 £
Within 2 - 5 years	-	-	-	-
More than five years	<u>10,250</u>	<u>10,250</u>	<u>-</u>	<u>-</u>

The term of the lease is for nine years from 1 July 2011. The lease can be terminated with not less than six months notice on two break dates which are 30 June 2014 and 30 June 2017.

4. NET INCOMING RESOURCES FOR THE PERIOD

	YEAR ENDED 31.03.14 £	YEAR ENDED 31.03.13 £
Net incoming resources for the year are stated after charging:		
Independent Examiner's Fees	<u>800</u>	<u>800</u>

The Independent Examiner's fee for the year ended 31 March 2014 is the valuation of a donated service.

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2014

5. FUNDS

General Fund

The general fund represents the free funds of the charity which are not designated for particular purposes.

Designated Contingency Fund

The purpose of this reserve is to set aside a provision for contingent liabilities that may arise as a result of contractual wage obligations. This reserve also covers for any sick pay that may have to be paid, replacement of any computer equipment, and redecoration of the buildings.

An annual transfer is made from the general reserve to provide for this.

Restricted Fund

The Rope Trust Fund represents monies received from The Rope Trust to help fund an outreach worker and funding the debt counselling service. The balance represents monies held for emergencies for clients.

6. EMPLOYEE COSTS

Employee costs for the period were as follows:-

	YEAR ENDED 31.03.14 £	YEAR ENDED 31.03.13 £
Wages and salaries	72,877	76,714
Employer's NIC	5,048	5,205
	<u>77,925</u>	<u>81,919</u>

The average number of employees in the period was 6 (2013: 7).
There were no high paid employees.

7. TRUSTEES EXPENSES

During the year no expenses or remuneration was paid to the trustees.

8. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Fund Unrestricted £	Designated Contingency Fund Unrestricted £	Friends of Fel CAB Unrestricted £	Rope Trust Funds Restricted £	Total 31.03.14 £	Total 31.03.13 £
Fund balances at 31 March 2014 are represented by:						
Fixed Assets	4,274	-	-	-	4,274	5,306
Current Assets	510	23,508	7,061	650	31,729	50,630
Current Liabilities	(440)	-	-	-	(440)	(23,160)
	<u>4,344</u>	<u>23,508</u>	<u>7,061</u>	<u>650</u>	<u>35,563</u>	<u>32,776</u>