

Registered Number: 5748008
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the charity for
your community



Citizens Advice

Hart District Limited

Registered Number: 5748008
Charity Registration: 1113777

Annual Report and
Financial Statements
2009 – 2010



SATURDAY



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COMPANIES HOUSE

Access for All!

The Service Aims:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives.

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Citizens Advice Hart is looking for new volunteers

The CAB can only function with the help of its Volunteers, who give their time freely to help their local community.

We provide free, confidential advice on a wide range of problems, including Employment, Relationships, Housing, Consumer and Benefits.

Although they are not paid, our Advisors still gain a lot from becoming Advisors. Training is free, minds are kept active and there is the satisfaction of helping people in need in an interesting and varied way. There is also the added advantage of having something substantial to put on a CV should one be thinking of returning to work in the future.

We are looking for Advisors, Administrators, Fundraisers and Trustees and have included an application form with this Annual Review. If you or someone you know wants to apply, simply complete the form and send it to our Yateley Office for the attention of the District Manager.

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Chairman's Report

It gives me pleasure to report that despite all the challenges resulting from the difficult economic climate, Citizens Advice Hart responded admirably and we feel we have had a very successful year. The increase in workload did however mean that our management, staff and volunteers had to go above and beyond the norm to ensure our clients got the service they needed in a timely way. This shows how focussed they are on helping every client who needs it.

To put the year in perspective we made 12,363 client contacts and dealt with 20,970 new issues. This meant an increase over the previous year of 59% and 79% respectively. Despite these challenges our customer satisfaction was very high at 97%.

With the aid of a government funded grant we were able to open for more hours – Saturday mornings, Thursday evenings and no half day closing at either bureau. To cope with this workload, in a controlled way, we had to increase our number of volunteer staff and in fact we have twice as many volunteers - 92 compared with 18 months ago. This of course put pressure on our guidance tutors to ensure these new recruits were trained in a timely manner.

A year ago with the aid of a grant from Macmillan Cancer Charity to Citizens Advice Hampshire, we began (with seven other bureaux in Hampshire) to give advice and support to cancer patients, carers and relatives. This has been very well received and the service is continuing to grow. We have had problems with recruiting for the position and I want to specifically thank the staff who volunteered to cover the service whilst we endeavour to have a suitable replacement.

Our project to deal with youth homelessness continues to show its benefit with a significant increase in cases over the last 18 months. We have recently extended the service to include family mediation.

For the first time since the charity was formed in April 2006 we managed to achieve a surplus for the financial year. We are mindful that this was primarily due to receiving funds just before our year end that would be spent in future years and one off funding via the Government which will not be repeated once these difficult times are over. Fundraising may well be very difficult for us going forward, which could put pressure on maintaining our current services and thus we are focussed on broadening our funding sources.

I want to thank all the people who have helped to make it another successful year for Citizens Advice Hart. This begins with our volunteers who are the lifeblood of our charity, to the paid staff and to our Bureau and District managers and finally the Trustee Board members. They have all responded admirably to the significant challenges this year has brought.

Finally I would like to thank all the individuals and organisations who have supported us in financial or other ways throughout the year. In particular I want to mention Hart District Council with whom we have a very good relationship and without whom we couldn't function effectively.

Keith Powell

District Report

The theme of this year's report is access to all, something we have always tried to do, but not always achieved

The dictionary definition of access is, *to make contact with or gain access to, be able to reach, approach, enter*

As the recession hit we realised that we were closed when clients needed to see us those that were working or looking after children, clients that were unable to travel to a bureau, those that lived in the more rural areas, those with health and disability issues and those that were hard to reach when language or illiteracy stood in the way of understanding How to address all these issues?

This was not news to Citizens Advice nationally and central office worked hard to address these issues and cascade to all bureaux Funding was received from Central Government and individual bureaux had to bid We were successful - we had the money! But how were we going to ensure that clients could be reached

We opened the bureaux one evening a week, and Saturday mornings An answer phone was installed and all clients who left messages contacted by the end of the day Home visits were readily available to all those in need, Outreaches were run at RAF Odiham and Hart Neighbourhood Centre We reviewed our disability access, we arranged access to a signer and an induction loop additionally we are able to contact language line if an interpreter is needed To achieve all of this we had to update systems and recruit and train more volunteers We knew that we had the commitment of all the staff and volunteers so come April 2nd, we opened our doors for the first evening, and clients came through the doors in abundance Over 2,500 new clients were seen by the bureaux simply by opening our doors an extra 10 hours a week

We are so grateful to all our funders, not only for the money but for raising awareness of the service In particular I would like to highlight some really positive examples of how this has been achieved

- Councillor Myra Billings was elected as Town Mayor of Yateley Town Council and Hart CAB was her chosen charity Myra took every opportunity during her year of office to ensure that more and more people were made aware of the work carried out by the CAB and as a Trustee of over 20 years knew her subject very well The culmination of this was a presentation of £1750 00 at the Yateley May Fair for which we were very grateful
- Both Hart CAB and the Homeless Project have featured as part of the "Waitrose Community Matters" scheme, which informed customers of the work carried out by the CAB and led to donations in excess of £1,000
- Newlands School give us their Harvest Festival donations to make up food parcels for those in need, which ensures that young children are already aware of the needs of local people

Hart District Council give us so much support, not only in our funding, but in premises and administering salaries and pensions We are a very vocal part of the Local Strategic Partnership and feel that our input is very valued

This year our statistics are being reported slightly differently to ensure that the reporting is the same for Hart CAB, Hampshire Consortium and Citizens Advice nationally The reported figures show new client issues, so to be consistent we have compared our figures with new client issues for the previous year and hope

Money Advice Review

The challenging economic conditions have meant that many clients have had to make difficult choices with regards to the repayment of accumulated debt where their household income is no longer able to sustain debt repayment requirements

Getting out of this debt spiral is not easy when your only source of income into the household is reduced through a cut back in overtime by your employer, ill health, redundancy, or a relationship breakdown. Whilst the benefit system is there to support ongoing basic living needs, it does not provide help in servicing existing accumulated debt. Pressure for repayment from creditors can be difficult to manage where there are money worries generally and the advice and support provided by us during these times can be of significant benefit to our clients.

The introduction of the Mortgage Rescue Scheme in 2009 has led to a number of families, who were threatened with homelessness, being able to remain in their current home. The bureaux have worked closely with the local authority Housing Options Team in the identification of those eligible to participate in the scheme and in managing the clients through the process.

The introduction of the pre-action protocol in 2009 has also helped the local authority and the bureaux in their efforts to prevent homelessness, with any lender whose mortgage or loan is secured against a residential property being required to notify the local authority in advance of an intention to seek a possession order in the court. The local authority and the bureaux then work together to encourage the homeowner to seek advice prior to any court possession hearing. Evidence so far shows that 80% of clients contacted under this arrangement have taken up the offer of support, often resulting in possession proceedings being suspended and/or the prospect of homelessness managed at an earlier stage.

The Debt Relief Order (DRO), introduced in 2009, is effectively a mini-bankruptcy and therefore an act of insolvency that will have long-term implications for the client and should not be entered into lightly. There are strict criteria for eligibility and, primarily, it is aimed at those clients who are of limited means and with little prospect of their circumstances changing in the foreseeable future. The bureaux have helped 17 clients complete this process during the past year.

The traditional debt management plan has remained the primary tool used for debt relief, with the bureaux, or the client with the assistance of the bureaux, negotiating reduced payment arrangements with their creditors. With the volume of debt enquiries it is no longer possible to undertake creditor negotiations for every client that seeks debt advice. With the help that is now available on-line at adviceguide.org.uk, we find that many clients are now willing, after initial help and guidance, to enter into creditor negotiations themselves and only seek further support where any of these negotiations break down. However, for those less able to manage their debts themselves, or where their financial difficulties are more challenging, we continue to act for clients as an intermediary with their creditors and to manage these negotiations. Managing the total portfolio of clients for whom the bureaux is acting will remain a challenge.

Brian Hopper - Money Advice

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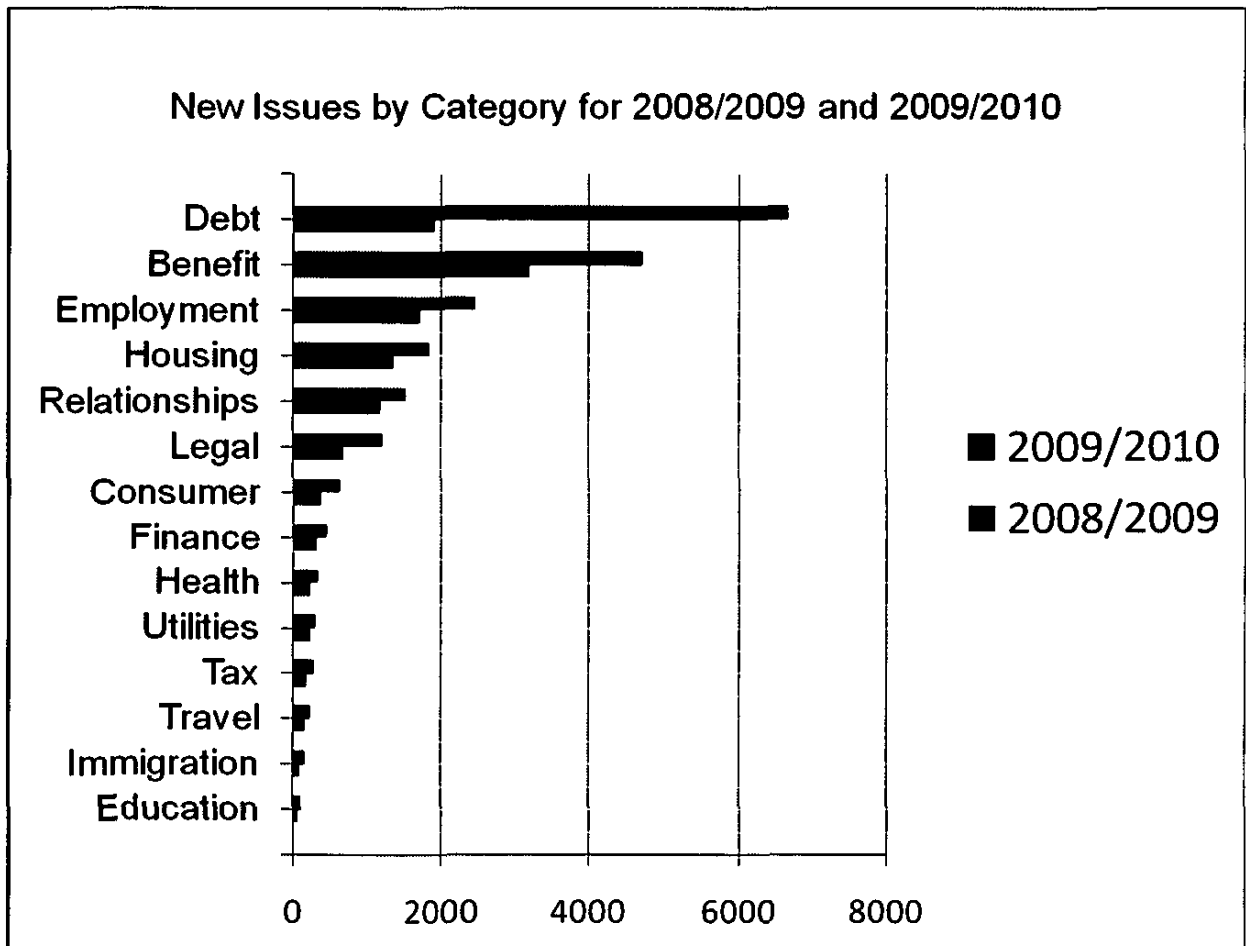
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that funders will accept that there are not many clients that only come to the bureau for one visit

We could not achieve anything without our staff and volunteers and I have to pay tribute to each and every one of them. When the snow fell, all staff and volunteers turned up, even if they walked in the door looking more like Ranulph Fiennes going on an expedition to the South Pole! The clients were also out in force and were pleased to find us open in their hour of need.

It constantly amazes me the strength of commitment and dedication shown by all who work for the CAB, it is a client focused organisation and we never lose sight of our aims and principles.

We are also grateful to our Trustees, who are also volunteers and work so diligently for the service. We are currently seeking Trustees particularly those with fundraising and marketing skills, so please contact the bureau if you are interested.



Financial gains for our clients, resulting from our actions during this year, are: £1,102,190, which benefits not only the individuals but our community through increased purchasing power.

Youth Homeless Project

Between April 2009 and March 2010 the Homeless Project saw over 150 new clients and has assisted 50% into various types of accommodation

Accommodation being a Hostel bed, Supported Housing provided by either a specialist housing association or a vetted host offering board and support in their homes, Housing Association homes through the Local Authorities Housing Register, or a private rent which would generally be a room in a shared house or a bedsit

Over 50% of the approaches for help were from clients that had been evicted from the parental home

Some reasons for parental evictions:

Recession - many of my clients have reported that they can no longer remain at home because their families cannot support them. Family income has been reduced due to redundancy, job losses, or reduced hours etc and there is not enough money to go around. Their parents are probably no longer entitled to benefits that are there for child support, because the child has turned 18, adding to the reduced income difficulties. The clients themselves have no means to contribute because most often they have no income, they can't get work, and if they are claiming benefit it is only £7 40 per day (£51 85pw) and not really enough to help towards the family finances.

Step families - poor relationships with the new parent can cause conflict and arguments in the home, this will often lead to ultimatums where parents are often faced with the choice of their relationship with their new partner over their children and often it is the young person that is asked to leave.

Drug issues – I recently did a count on the number of clients I saw in 2009 that had or were currently using drugs and it was over 60%. This does contribute to parental evictions as the young person's need for drugs may lead them into crime or stealing from the family. A young person's behaviour whilst using drugs will often be more difficult for parents to cope with and may lead to the family having to make difficult choices like evicting especially if there are younger family members in household, this may be because the young person's behaviour has become quite challenging and perhaps even violent.

Picture of a client (Pete is a fictional name but client synopsis is real)

Pete came to the Homeless Project for help initially in March 2007. He was 19 at the time. He spent much of his youth in and out of care homes being moved from pillar to post. Pete and trouble seem to go hand in hand. Trouble including drugs, seems to find him rather than him go looking for it and when it found him he often ended up in prison.

Pete needed some settled accommodation, he was trying to put his life back on track and with a number of orders put in place by the courts he started on a road to recovery. However the biggest problem to overcome was his housing issue, he was homeless staying between family and friends and from time to time on the streets. Not helpful when you are trying to move on and put things behind you. The temptation to break the law yet again, especially during winter months, becoming more and more attractive as an easy option for a one way ticket to warmth, food and accommodation in prison.

Pete was referred to various agencies and organisations, including Local Authorities, hostels and other housing providers - all turned him down.

However eventually, over one year on, after a lengthy appeal instigated by the Homeless Project and involving other support agencies Pete was eventually housed in his own one-bedroom flat in a Supported Housing Project.

Homelessness Prevention

In October 2009 legislation was introduced that required lenders to notify local housing departments of their intention to take repossession action in court for mortgage arrears. This is to ensure that housing departments are aware that a family may, at some stage, need re-housing.

Since January 2010 Hart District Council housing team and Hart CAB have been working in partnership to try to reduce the number of people made homeless due to repossession.

When the housing team gets notification of impending possession proceedings they share this information with us. Our project worker then contacts the client to offer free and confidential advice and support,

- Preparing the client for court attendance
- Preparing a financial statement
- Preparing a sustainable payment plan for the lender
- Maximising income
- Money advice and ongoing debt management plans if necessary

We have supported 38 families through this process in a few short months and helped to raise awareness of the need to attend court. So many clients lose their homes because they do not attend court.

Macmillan Project

The Hampshire Macmillan Citizens Advice Service is an exciting new county wide service for people affected by cancer. It offers advice to patients, carers and families of cancer sufferers who typically have a variety of issues to deal with when they are feeling at their most vulnerable. Issues such as debt, housing, employment and benefit enquiries need to be dealt with calmly and efficiently during such stressful times.

In September 2009 Hart was one of eight bureaux selected to receive funding to provide a dedicated project worker giving specialist advice for Hart and Rushmoor. Initial enquiries come from all over Hampshire but can be directed to a local project worker who will arrange an appointment or home visit if necessary.

Many of our clients have had very active working lives and have no idea where to start or who to ask for help. They require accurate information and practical assistance in communicating with government agencies, applying for grants or perhaps accessing other community services to which they are entitled.

Based in Yateley bureau, our project worker liaises closely with local hospitals and other agencies to provide the very best service sensitively and efficiently. If you or someone you care for needs help please contact the service between 09 30am and 4 30pm Monday to Friday on the single telephone number **0844 847 7727**.

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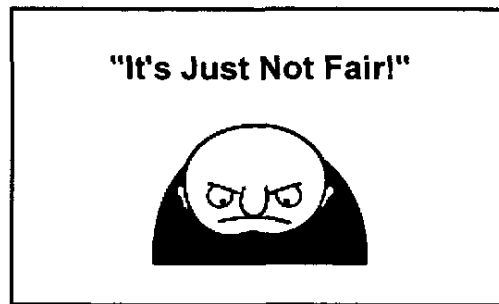
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Brian Hopper - Money Advice

Social Policy Report



No, sometimes it's not - but we can do something about it.

Because the CAB Service is so firmly rooted in the community, our advice work gives us a real insight into the problems and injustices suffered by so many of our clients. These may be caused by all manner of organisations and situations. In all bureaux we record these issues anonymously.

The anonymous details are then sent to our Central Office. These are collated and amalgamated by Central Office. They then get a clear picture of the overall situation and can let Government and other agencies know how their rules and regulations are adversely affecting the lives of people.

This aspect of our work is known as **SOCIAL POLICY**. Through it we are able to exercise a responsible influence on the development of Social Change both locally and nationally.

**Through our involvement
we can bring about change
and a fairer better life for all**

The major national campaign this year has been 'Fair Welfare'. This was a broad campaign incorporating several separate objectives for change. Fair welfare called for an efficient and just welfare benefits and tax credits system which would help those who cannot work and ensure that every citizen had enough to provide for them and their family. For this campaign all bureaux were asked to provide evidence by asking clients to complete surveys and campaign postcards and display posters in the bureau. Citizens Advice has had a huge national response and are currently analyzing the data collected. A report on their findings is due this month.

This year we have introduced a rolling program of client satisfaction surveys, and have been working closely with the training department to provide training sessions for new volunteers. The Hart District did fantastically well receiving two mentions in the monthly social policy bulletin which is circulated nationally, in June 2009 in relation to a case involving mortgage arrears, and again in October 2009 in a case involving a deaf lady having difficulties with her gas bill. Well done team!

Over the coming year we will be continuing to work towards re-establishing a cluster group of local Social Policy workers to enable us to share ideas and experiences, continuing to support adviser training programs, and are planning a

report on local Access for people with physical and learning difficulties We will also be contributing to the monthly staff meetings which will give other staff and volunteers an ideal opportunity to put forward their ideas for future campaign work

Helena Hewson (Social Policy Coordinator)

Hart CAB – From the point of view of a trainee...

Why did I consider joining CAB?

I knew little about the organisation except that advisers tried to help people and didn't get paid I found myself drawn to it after recommendations from recently retired friends and I thought "I have some time the CAB helps people at least some of their advisers recommend it, get involved"

Initial reactions

It's not casual chat – the advice given is surprisingly professional
It's not desperately stressful – people are cheerful in the office and share good morale
It's not a waste of time – people's problems really are addressed
I'm not very well informed about social matters - even though I thought I was

The next phase

An initial feeling of incompetence on my part when comparing myself to the quality of some observed interviews by able advisers When I passed this milestone I realised that

- (a) I was understanding more of the common concepts
- (b) I didn't need to carry the knowledge of every subject but just needed to know where to find it

Training

Training included interview observations, training sessions, discussions with other trainees and written exercises, all leading to the ability to be able to competently carry out client interviews The group of trainees was supportive, the exercises stimulating (if time consuming at home) and the overall impression of this period was that it would end all too soon!

Flying solo

The transition from cadet to team member, from passenger to pilot, felt sudden Before I knew it I was driving the interview, using Case and doing all those things that real team members did

Overall

I have enjoyed the training period, recognising on many occasions that I was a raw novice in this environment For me the whole period was stimulating and rewarding The intellectual engagement, being a team member, and the overall feeling that I was helping people was overwhelmingly positive and I do not regret a minute of it I just hope that I can pay back the effort that others have put into my training

Thanks for giving me the opportunity CAB!

Directors' Report for the year ended 31 March 2010

The Directors/Trustees have the pleasure of presenting their Report and the Financial Statements for the year ended 31 March 2010

Reference and Administrative Details

Company Name	Citizens Advice – Hart District Limited
Charity Registration	1113777
Company Registration	5745008
Registered Office	Citizens Advice District Royal Oak Close Yateley Hampshire GU46 7UD
District Manager	Ouida Grant
Company Secretary	John Whitehorn
Principal Bank	Barclays Bank Fleet Hampshire
Reporting Accountant	K R Burgin

The following persons were Directors of the Company on the date of approval of the Report:

Trustees	Role	Date elected/ Appointed
Keith Powell	Chairman, Chairman of Management Committee	28 April 2006
John Whitehorn	Secretary	16 March 2006
David Kennedy	Vice Chairman, Board Member of Citizens Advice Hampshire	24 October 2007
John Horton	Treasurer, Chairman of Finance and Funding Committee	23 January 2008
Anthony Hutchinson	Chairman of Personnel Committee	23 January 2008
Rosemary Feltham	Chairman of Membership Service and Development Committee	17 October 2009
Alan Pollard MBE		16 March 2006
Myra Billings		16 March 2006
Dennis Haig		28 April 2006
Barry Newton		23 July 2008
Charles McKenna		23 March 2009
Richard Killpack		22 September 2009

The following people additionally served as Directors during the year:

Trustees	Role	Date Elected/ Appointed	Date Resigned
Nateeq Hakeem-Habeeb		2 May 2007	23 June 2010
David Bradford		23 January 2008	23 June 2010
Ra'anaa Shears		22 October 2008	25 June 2009

Structure, Governance and Management

Governing Document

Citizens Advice – Hart District Limited (“The Company”) is a registered charity and a company limited by guarantee. The Company is also known and referred to as “Hart CAB”. The Company is governed by its Memorandum and Articles of Association.

The Company was incorporated as a company limited by guarantee on 16 March 2006 and commenced operations on 29 April 2006. The maximum liability of each member is limited to £1.

Recruitment, Appointment of Trustees

Trustees are elected or co-opted from the local community and must either reside or work in Hart District or the surrounding area. The Trustee Board oversees the elections process for Board appointments and co-opts additional Directors to the Board in accordance with the Articles of Association.

Newly appointed Trustees are provided with a comprehensive induction to Hart CAB, through the provision of formal training and mentoring by established Trustees and Managers.

Organisational Structure

The Company is governed by its Trustee Board, which is responsible for setting the strategic direction and policy of the Company. The Trustees carry the ultimate responsibility for the conduct of Hart CAB and for ensuring that it satisfies its legal and contractual obligations. Trustees meet quarterly subject to holding additional meetings as and when required and delegate the day-to-day operation of the organisation to senior management who are overseen by the Management Committee. The Trustee Board is independent of the management body. A register of members' interests is maintained at the registered office and is available to the public.

Major risks

The Company has undertaken a Corporate Risk Assessment, which has been agreed by the Trustee Board. The Trustees recognise that any major risks to which the Company is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Citizens Advice Hart is continually monitoring the managing of its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been mitigated as far as possible by ensuring that funding is secured from a variety of sources. The Company continues to seek to diversify its funding sources.

Related Parties

The Company is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux (CitA), which provides a framework for standards of advice and casework management, as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Hart CAB, in order to fulfil its charitable objects and comply with the CitA membership requirements.

The Company also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the Trustees holds the position of Trustee/Director of another charity, they may be involved in discussions regarding that other charity, but not in the ultimate decision-making process.

Objectives and Activities

Objects

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

Aims, Objectives, Strategies and Activities for the Year

The Company aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The principal activity of Citizens Advice Hart remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public in the local community. This is provided through two bureaux in the towns of Fleet and Yateley. Advisory services were provided through face-to-face consultations, telephone advice lines and an outreach service at RAF Odiham and Hart Neighbourhood Centre. A home visiting service is provided for clients who are unable to visit the bureaux for advice.

Personnel

The Company has 12 paid personnel and 92 volunteers, 80 of whom provide the face to face advisory service to the public. In addition, the Company's Trustees are all volunteers.

Advice Services

Advice was given to clients during the year on the following matters:

- Debt, including specialist work
- Benefits
- Employment
- Housing
- Relationships
- Legal
- Health
- Consumer issues and Utilities
- Homelessness
- Finance and Tax
- Immigration and Travel
- Education

The number of new issues handled during the year was 20,970 (2008/09 - 11,715)

Financial Review

Reserves Policy

The Company is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Company maintains a projection of income for at least three years ahead and determined that 'free' reserves should be maintained equal to between 3 and 6 months' normal operating expenditure.

Principal Funding Sources

The Trustees extend their gratitude to Hart District Council, who continued to support the core operating capacity of the Company. In addition to core funding, project-specific funding was received from Hart District Council, Surrey Heath Borough Council, Royal Air Force Benevolent Fund, Yateley Town Council and the Rotary Clubs of Fleet, Hart and Odiham and Hook. Hart District Council also provided the Fleet and Yateley Bureaux premises and payroll services at no financial cost to the Company.

Funds in Deficit

The Hart Homeless and the UK Government – Extra Hours Funds were in deficit by £4,834 and £653 respectively due to a delay in the receipt of grants which have now been received.

Investment Policy

In furtherance of its objects, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

Future Plans

The Company is currently reviewing and will implement a new management structure in 2010 to maximise its efficiency. The Company aims to continue to improve access to its service through Advice Line using a single telephone number initially for Hampshire and eventually nationwide. It will continue to develop partnership working with other bureaux and organisations to deliver a wider range of services to clients. Efforts to achieve further diversity of funding will intensify despite the current difficult economic environment.

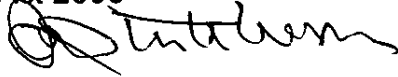
Trustees' Responsibilities

Company Law and Charity Law require the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Company and of the surplus or deficit for that period. In preparing those financial statements, the Trustees are required to

(a) select suitable accounting policies and then apply them consistently

- (b) make judgements and estimates that are reasonable and prudent
- (c) state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- (d) prepare the financial statements on the going concern basis, unless it is inappropriate to presume that the Company will continue in operation
- (e) The Trustees are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Company and to enable them to ensure that the financial statements comply with the Companies Act 1985 and 2006
- (f) The Trustees are responsible for ensuring that the Company maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against material loss or unauthorised use and to prevent and detect fraud and other irregularities

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with section 416 and the exemption for small companies under section 419 of the Companies Act 2006



John Whitehorn
Company Secretary

Financial Statements**Citizens Advice – Hart District Limited**

Statement of financial activities for the year ended 31 March 2010

31 March 2009 £		Notes	Restricted £	Unrestricted £	Total £
	Incoming Resources				
181896	Grants received	2	96014	144915	240929
3778	Donations	3	200	6838	7038
3246	Other income		160	2641	2801
6602	Interest received		0	2278	2278
195522	Total income		96374	156672	253046
	Resources expended	4			
190296	Direct charitable expenditure		74906	124921	199827
14523	Management and administration		13037	1591	14629
7344	Depreciation		2040	675	2715
6468	Equipment acquired		550	8143	8693
218631	Total expenses		90533	135331	225864
-23109	Net Income/(-)Deficit for year		5841	21341	27183

There were no other recognised gains

Statement of Retained Funds

31 March 2009 £		Notes	Restricted £	Unrestricted £	Total £
-23109	Net Income/(-)Deficit for year		5841	21341	27183
154933	Total Funds brought forward		48567	83257	131824
131824	Total Funds carried forward		54408	104599	159007


Citizens Advice – Hart District Limited
Balance Sheet as at 31 March

2009 £	Notes	2010 £
	FIXED ASSETS	
3626	5 Tangible Assets	5747
	Current Assets	
145244	6 Debtors	145230
143685	Cash at Bank and in hand	175983
288929	Total	321213
160731	7 Creditors falling due within one year	167952
128198	Net Current Assets	153260
131824	Total Assets less current liabilities	159007
0	Creditors falling due after more than one year	0
131824	NET ASSETS	159007
	ACCUMULATED FUNDS	
83257	8 Unrestricted Funds	104599
48567	9 Restricted Funds	54408
131824	TOTAL RESERVES	159007

The Directors of the Company consider that, for the accounting period ending on 31 March 2010, the Company was entitled to exemption from audit under section 477 of the Companies Act 2006. The members have not required the Company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The Directors acknowledge that they are responsible for complying with the requirements of the Companies Act 2006 with respect to accounting records and for the preparation of the accounts and these accounts have been compiled in accordance with the requirements of the Act.

The financial statements were approved by the Board of Directors on the 20th July 2010 and were signed on its behalf by John Horton (Hon Treasurer)


John Horton – Hon Treasurer

Citizens Advice -Hart District Limited

Notes to the financial statements for the year ended 31 March 2010

1 ACCOUNTING POLICIES**1.1 Basis for preparation of financial statements**

The financial statements are prepared under the historical cost convention

1.2 Income

Grants are accounted for on the basis of the amounts received during the period

1.3 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost or valuation less depreciation. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value at 33 33% per annum on a straight line balance basis

2 GRANTS RECEIVED

2009		2010
£	Restricted	£
15000	Hart District Council- Youth worker	7500
5000	Hart District Council -Youth rent deposit	5000
0	Surrey Heath youth rent deposit	4915
0	Macmillan Cancer Charity	15697
5000	Yateley Town Council	5500
6000	RAF Odiham	4000
0	Emergency assistance	0
0	Lottery Awards for all -Server	0
3500	Local strategic partnership	0
0	Homelessness Prevention	24000
5706	UK Government-Extra Hours	29402
40206	Total	96014
	Unrestricted	
141690	Hart District Council	144915
181896	TOTAL GRANTS RECEIVED	240929

3 DONATIONS

	Restricted	
1000	Miscellaneous	200
	Unrestricted	
2778	Personal and small corporate donations	6838
3778	TOTAL DONATIONS	7038

Citizens Advice -Hart District Limited

Notes to the financial statements for the year ended 31 March

**4 RESOURCES EXPENDED
Direct Charitable Expenses**

2009		2010
£		£
152981	Staff salaries	162527
7749	Staff expenses	10162
5483	Other project costs	-4295
5736	CITA Information	6063
5444	Telephone	6108
9440	Rent deposits paid	12539
7602	Other office costs	6722
194435	Total	199827

Management and administration

423	Repairs and renewals	0
10759	Cleaning and utilities	10541
152	Insurance	2214
1337	Recruitment and training	1033
230	Accountancy fees	0
64	Trustee costs	0
1558	Sundry expenses	840
14523	Total	14629

5 FIXED ASSET SCHEDULE

	2010			
	Opening Balance	Additions	Disposals	Closing Balance
	£	£	£	£
Cost	22094	4836		26930
Depreciation	18468	2715		21183
Net book value	3626			5747

6 DEBTORS

2009		2010
£		£
141690	Due from Hart District Council-Grant*	145230
3554	Accrued Interest	0
145244	Total	145230

Citizens Advice -Hart District Limited

Notes to the financial statements for the year ended 31 March

2009		2010
£		£
7	CREDITORS FALLING DUE WITHIN ONE YEAR	
145185	Amount due to Hart District Council -Salaries*	157647
5668	Cheques paid but not paid	6819
	Other amounts due	3486
9879	Mediation Fund due to be repaid	0
<u>160732</u>	Total	<u>167952</u>
3495	* Net amount due to Hart District Council	12417
8	RESERVES	
<u>83257</u>	Unrestricted Reserves	<u>104599</u>
	Restricted Reserves	
24360	Hart Homelessness	16012
2165	Hart Homeless rent deposit	-4834
0	Mediation	5721
672	Office of Deputy Prime Minister- Court Assistance	672
1696	Home visits	1696
291	Emergency fund	271
3641	Hart D C Local strategic partnership	668
6220	Surrey Heath homelessness	6725
-1492	Yateley Town Council	460
0	Homelessness Prevention	24000
3626	Lottery Awards for all-Server	1586
1682	RAF Odiham	857
5706	UK Government - Extra Hours	-653
0	Macmillan Cancer Relief	1227
<u>48567</u>	Total Restricted Funds	<u>54408</u>
<u>131824</u>	TOTAL RESERVES	<u>159007</u>

Citizens Advice -Hart District Limited**INDEPENDENT EXAMINER'S REPORT**

I report on the accounts for the period ended 31 March 2010 which are set out above

Respective responsibilities of trustees and examiner

The trustees (who are also 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 43 (2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of Institute of Chartered Accountants for England and Wales.

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 43 of the 1993 Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act, and
- to 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

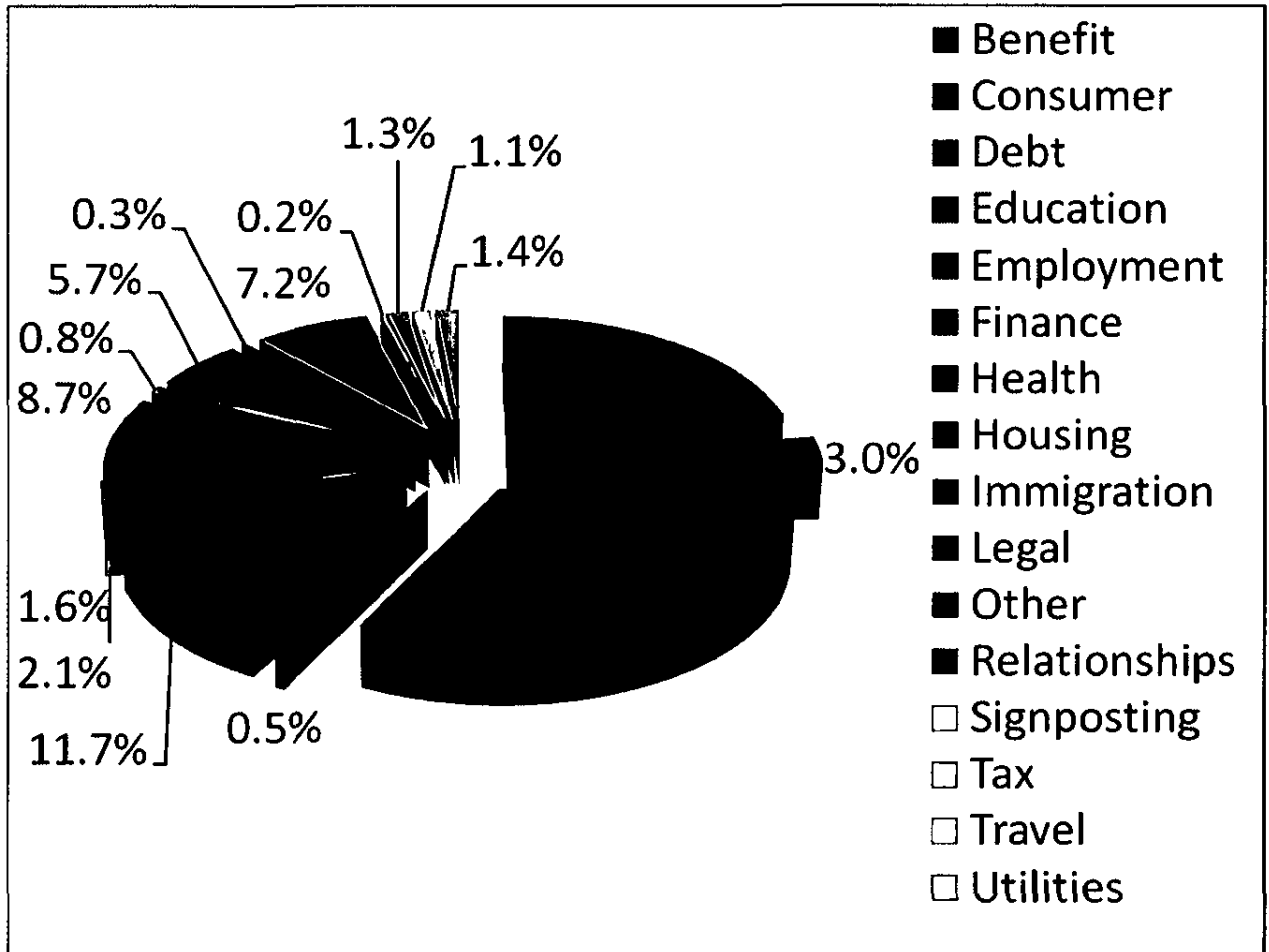
In connection with my examination, no matter has come to my attention

- 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 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

K R Burgin
Chartered Accountant
1 Dairy Walk
Hartley Wintney
Hampshire
RG27 8XX



Advice Statistics 2009-2010



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