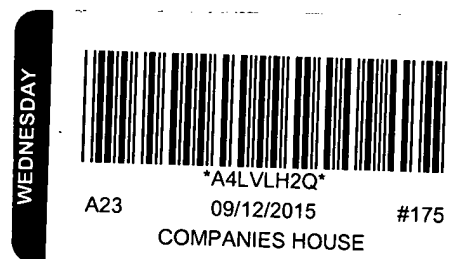


Company Registration Number: 07570403 (England and Wales)

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2015

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 2015

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FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

BUREAU INFORMATION AS AT 31 MARCH 2015

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 Appointment terminated 24 March 2015
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 2015

The Trustees present their annual report with the financial statements of the bureau for the year ended 31 March 2015.

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

Citizens Advice Felixstowe continues to play its vital role in our community providing advice for all in order to help with the increasingly complex issues faced in twenty first century life. In spite of the availability of so much on line information the fact that the number of clients seeking face to face advice remains almost constant shows that the personal service provided by our advisers is necessary and valued by our clients.

During the last year the Bureau has become involved in several initiatives to increase and improve our service. Thanks to the generosity of the Rope Trust we have been able to recruit a Financial Capability worker who is now delivering proactive personal budgeting advice on a one to one basis to prevent clients getting into debt and in due course will also be providing group training. As part of the new Pensions Legislation we are signposting clients for Pensions Advice and providing accommodation at the Felixstowe Bureau for specially trained advisers and Felixstowe is proving to be a popular location for this service. In preparation for the introduction in this area of the Universal Credit on 13 April we were commissioned by Suffolk Coastal District Council to provide budgeting advice to clients referred to the Bureau by the Council and this service is now being delivered. We are also now part of 'Energy Best Deal Extra' which is funded by the Energy Companies. This involves providing advice on getting the best deal through switching suppliers and also tips on insulation and other energy saving measures.

Within the national Citizens Advice there are proposals for some fundamental changes on which individual bureaux are being consulted through the 'Performance and Quality Framework'. The Felixstowe Bureau has been taking part in the Quality assurance pilot to ensure that we are at the forefront of national best practice. This was likely to be the final year of the previous form of Bureau Risk Management reviews and we were awarded the best category of 'Low Risk' for the second year running.

All this could not be achieved except by the outstanding work of our volunteer advisers. One of our Advisers, David Davies, was recently given a Special Recognition Award by the Mayor for his contribution to the community through his voluntary work for the CAB and we warmly congratulate him for this. Our splendid team of advisers and paid staff is expertly led by Graham Page, our Manager, and his Deputy Jane London and they have delivered all these challenging initiatives with great professionalism.

Underpinning all our work is the financial support of our core funders, Suffolk County Council and Suffolk Coastal District Council and in spite of all the current pressures on their resources they remain solid in their help and for this we are deeply grateful. The Rope Trust continues to be an exceptional supporter and enables us to provide financial advice to all those who need it locally at a time when this is becoming such a complex area. We are very grateful to Felixstowe Town Council and the Parishes for their financial assistance and to all the many individual donors who help us to continue our work. This year we have been particularly fortunate to have been one of

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2015

Graham Newman's Mayor's Charities. Graham has been a tireless fundraiser and one of the high spots of last year was when representatives from the Bureau were able to welcome him to Lowestoft at the end of his Suffolk Coast Path Charity walk and share a well deserved picnic with him. We have recently learnt that we are to be one of the charities of Doreen Savage, our new Mayor and a Trustee of the Bureau and we are delighted by this. We are so grateful to Beatons, our Auditors, for providing their services to the Bureau free of charge.

I would like to thank my fellow Trustees for all their hard work, including fundraising, during the year. Very sadly, Mary Dixon, a long serving Trustee and devoted supporter of the Bureau, died last year. She had asked that the Bureau should benefit from the collection at the service of Celebration of her life and that donations in her memory should be given to the Bureau and we are very grateful for this practical help which we received through her thoughtfulness and generosity.

Our AGM is an opportunity to celebrate our work in Felixstowe and the surrounding area and we are so pleased to welcome those who represent our community and who generously give their time to be with us.

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.


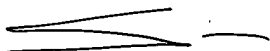
The induction process will be carried out by the Chairman of the Trustee Board and the Bureau Manager and aims to:

- 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: 4 November 2015

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

TREASURER'S REPORT

FOR THE YEAR ENDED 31 MARCH 2015

Another year has passed and we have once again managed to negotiate the many financial pitfalls that have beset us since the financial crisis commenced in 2009. The now familiar problems and fears caused by a much increased workload, combined with reduced core funding are at last beginning to fade and I am now a lot more optimistic about the future finances for Citizens Advice, Felixstowe.

It is a huge testament to the dedication and quality of service provided by our paid staff and our volunteers, that over a prolonged period of time the existing high service standard has been enhanced further. Despite reduced core funding, budgets have been balanced and vital reserves necessary to protect against future needs have been strengthened.

Over the past six years our core funding bodies, Suffolk Coastal District Council and Suffolk County Council, have been subjected to significant cuts to the grants that they receive from central government which left them with little option other than to reduce or freeze the grants we had been receiving. In 2010 the grants we received totaled £96,309 but by 2014 this sum had been reduced to £91,356. During this very difficult period our funders have been consistently supportive of the work undertaken by the Bureau and they are very much aware of our contribution to the quality of the services which they provide.

By far the largest consequence of the global banking crisis in 2009 was, and still is, the enormous increase in the number of people in our area that were experiencing severe financial problems and unsustainable increases in debt. It quickly became essential to employ an extra member of staff and though the numbers of those seeking help has stabilised, the total remains virtually unchanged from the threefold surge in case load which was experienced at the initial onset of the crisis. At the time, the Mrs. L D Rope Charitable Settlement Trust immediately stepped in to help finance a second debt counsellor which still continued in the current year with an annual grant of £14,000. This is a hugely significant sum and this alone enables the Bureau to continue to provide a first class debt advice service.

It is welcome news indeed to know that in the new financial year 2015/16, the Rope Trust has provided an additional sum to enable us to give clients proactive person to person advice on financial matters before problems of debt arise.

At the beginning of my report, I wrote that I am becoming more optimistic about the future well-being of our Bureau's finances. In her report, our Chairman drew attention to the professionalism of both staff and advisors. I echo these sentiments entirely and would go on to say that my faith in the future is due in no small measure to the crucial financial role of the Manager. Each head of expenditure has been examined in a search for economies that will not damage the quality and continuity of service, and additional sources of income are always being sought and tried.

An instance of new income arises out of the new pension rules giving retiring people more control over their pension 'pots'. By providing Office accommodation and arranging meetings with pension experts we have earned extra income amounting to £2,000 in 2014/15 and a similar sum is anticipated in 2015/16.

Such new sources of income, though relatively small, can be the difference between success and failure each year (I am recalling Mr. Micawber here!) and it is why I believe our future looks that bit rosier.

My sincere thanks go to Graham, Jane and all our staff, and to our dedicated volunteers who show such commitment in rising to all challenges so enthusiastically in these difficult days. A special thank you is reserved for those advisers who generously give back their travelling expenses thereby qualifying for a gift aid tax refund of 25%.

Finally I would like to thank Beatons Group, our independent examiners, for the help they give to me in preparing the final accounts each year and for their generosity in once again waiving their annual fee.



David Wardle.
Hon. Treasurer

Date: 4 November 2015

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 2015 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.



F A Beaton F.C.A.

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

Date: 4 November 2015

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2015

	General Fund	Designated Contingency Fund	Friends of Fel CAB Fund	Rope Trust Funds	Total Year Ended 31.03.15	Total Year Ended 31.03.14
	Unrestricted	Unrestricted	Unrestricted	Restricted		
	£	£	£	£	£	£
INCOME AND EXPENDITURE						
Incoming Resources						
SCDC Grant	57,700	-	-	-	57,700	57,700
SCC Grant	33,656	-	-	-	33,656	32,996
Leiston/Saxmundham CAB	1,749	-	-	-	1,749	1,714
Felixstowe Town Council	1,500	-	-	-	1,500	1,500
Parish Council Grants	450	-	-	-	450	150
Suffolk Foundation Grant	1,671	-	-	-	1,671	2,000
HMP Hollesley Bay	1,500	-	-	-	1,500	1,200
Other Grants	2,400	-	-	-	2,400	1,900
Other Donations	1,185	-	-	-	1,185	1,253
Friends Fund Raising	-	-	1,210	-	1,210	1,549
The Rope Trust - Grants	-	-	-	14,000	14,000	17,500
Sundry Income	403	-	-	-	403	468
Bank Interest Received	3	-	-	-	3	66
Total Incoming Resources	102,217	-	1,210	14,000	117,427	119,996
Resources Expended						
Administration Expenses	102,849	-	-	14,000	116,849	116,177
Depreciation	641	-	-	-	641	1,032
Total Resources Expended	103,490	-	-	14,000	117,490	117,209
Net Incoming Resources for the year	(1,273)	-	1,210	-	(63)	2,787
Fund balances brought forward at 1 April 2014	4,344	23,508	7,061	650	35,563	32,776
Transfer between funds	500	-	(500)	-	-	-
Fund Balances carried forward at 31 March 2015	3,571	23,508	7,771	650	35,500	35,563

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 2015

	Year Ended 31.03.15 Total £	Year Ended 31.03.14 Total £
EXPENDITURE		
Salaries	78,219	77,925
Travelling Expenses	6,532	6,412
Training Costs	1,118	262
Repair, Maintenance & Cleaning	2,637	2,680
Rates	1,372	1,325
Rents	10,250	10,250
Insurance	1,637	1,573
Heat & Light	1,493	1,305
Telephones	2,295	2,404
Printing & Stationery	1,665	1,558
Subscriptions	4,202	3,977
Postages	1,746	1,742
Photocopier Lease	2,243	2,243
Sundry Expenses	1,195	2,320
Office Equipment	245	201
TOTAL EXPENSES	<u>116,849</u>	<u>116,177</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 2015

	Notes	31.03.15		31.03.14	
		£	£	£	£
FIXED ASSETS					
Tangible Assets	2		3,633		4,274
CURRENT ASSETS					
Prepayments		1,708		1,708	
Debtor		2,000		-	
Cash at Bank and in hand		<u>39,871</u>		<u>30,021</u>	
		43,579		31,729	
CURRENT LIABILITIES					
Accruals and deferred income		<u>(11,712)</u>		<u>(440)</u>	
			31,867		31,289
NET CURRENT ASSETS			<u><u>35,500</u></u>		<u><u>35,563</u></u>
REPRESENTED BY FUNDS					
Unrestricted Funds					
Friends of Felixstowe Citizens Advice Bureau			7,771		7,061
Designated Contingency Fund	5		23,508		23,508
General Fund			3,571		4,344
Restricted Funds					
Rope Trust			650		650
			<u><u>35,500</u></u>		<u><u>35,563</u></u>

For the financial period ended 31 March 2015 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 Standards for Smaller Entities (effective April 2008).



Trustee
Felixstowe Citizens Advice Bureau
Date: 4 November 2015

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 2015

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 2015

2. TANGIBLE FIXED ASSETS

	Fixtures, fittings & equipment £	Total £
Cost		
At 1 April 2014	37,494	37,494
Additions	-	-
Disposals	-	-
At 31 March 2015	<u>37,494</u>	<u>37,494</u>
Depreciation		
At 1 April 2014	33,220	33,220
Charge for year	641	641
Disposals	-	-
At 31 March 2015	<u>33,861</u>	<u>33,861</u>
Net book value at 31 March 2015	<u>3,633</u>	<u>3,633</u>
At 1 April 2014	<u>4,274</u>	<u>4,274</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 31.03.15 £	YEAR ENDED 31.03.14 £	YEAR ENDED 31.03.15 £	YEAR ENDED 31.03.14 £
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 or when the rent is reviewed.

4. NET INCOMING RESOURCES FOR THE PERIOD

	YEAR ENDED 31.03.15 £	YEAR ENDED 31.03.14 £
Net incoming resources for the year are stated after charging:		
Independent Examiner's Fees	<u>820</u>	<u>800</u>

The Independent Examiner's fee for the year ended 31 March 2015 is the valuation of a donated service.

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2015

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 assist funding a comprehensive debt counselling service. The balance represents monies held for emergencies for clients.

Friends of Felixstowe CAB Fund

This fund represents donations by Friends from fund raising events for Felixstowe Citizens Advice which may be utilised to purchase unspecified assets or replace a shortfall in budgeted core funded expenses.

6. EMPLOYEE COSTS

Employee costs for the period were as follows:-

	YEAR ENDED 31.03.15 £	YEAR ENDED 31.03.14 £
Wages and salaries	74,879	72,877
Employer's NIC	3,340	5,048
	<u>78,219</u>	<u>77,925</u>

The average number of employees in the period was 6 (2014: 6).
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 Fund Unrestricted £	Rope Trust Funds Restricted £	Total 31.03.15 £	Total 31.03.14 £
Fund balances at 31 March 2015 are represented by:						
Fixed Assets	3,633	-	-	-	3,633	4,274
Current Assets	1,650	23,508	7,771	10,650	43,579	31,729
Current Liabilities	(1,712)	-	-	(10,000)	(11,712)	(440)
	<u>3,571</u>	<u>23,508</u>	<u>7,771</u>	<u>650</u>	<u>35,500</u>	<u>35,563</u>