

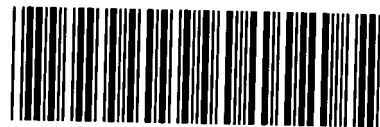
Company Registered number: 4984410
Charity number: 1102353

**CHARNWOOD CITIZENS ADVICE BUREAU
KNOWN AS "CITIZENS ADVICE CHARNWOOD"
DIRECTORS' AND TRUSTEE REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

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

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COMPANIES HOUSE

Contents

3	Company Information
4	Director' & Trustees' Statutory Report
6	Trustees' Report
11	Independent Examiner's Report
12	Statement of Financial Activities (SOFA)
13	Balance Sheet
15	Statement of Cashflows
16	Notes to the Accounts

**Charnwood Citizens Advice Bureau
Company Information
For the Year to 31 March 2019**

Directors	Jean Anderson		
	Andrew Bate	APPOINTED	13/11/2018
	Ann Brass		
	Beatrice Cooper		
Vice Chair	Michael Duggan		
	Ada Harrop	APPOINTED	13/11/2018
	Michael Higgs	APPOINTED	12/03/2019
Chair	Neil Patrick	APPOINTED	08/05/2018
	Roderick Pearson		
Treasurer	David Rodgers		
	Nick Slade		
	Tricia Wray	APPOINTED	12/03/2019
Secretary	Ian Dennis		
Company Number	4984410		
Charity Number	1102353		
Financial Conduct Authority number	FRN617548		
Registered Office	Woodgate Chambers 70 Woodgate Loughborough Leicestershire LE11 2TZ		
Accountants	CBS (Accounting) Ltd Oak Business Centre 79-93 Ratcliffe Road Sileby Loughborough LE12 7PU		

**Charnwood Citizens Advice Bureau
Company No 4984410
Directors' & Trustees' Report for the Year to 31 March 2019**

The directors present their report and the financial statements for the year ended 31 March 2019.

Statement of Directors' Responsibilities

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

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

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

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

Directors	Jean Anderson		
	Andrew Bate	APPOINTED	13/11/2018
	Ann Brass		
	David Bull	APPOINTED	22/01/2019
Vice Chair	Beatrice Cooper		
	Michael Duggan		
	Ada Harrop	APPOINTED	13/11/2018
Chair	Michael Higgs	APPOINTED	12/03/2019
	Neil Patrick	APPOINTED	08/05/2018
	Roderick Pearson		
Treasurer	David Rodgers		
	Nick Slade		
	Tricia Wray	APPOINTED	12/03/2019

David Bull resigned as director on 15 October 2019.

Small Company Rules

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

By order of the board



A handwritten signature in black ink, appearing to read 'D Rodgers', is written over a horizontal dashed line.

David Rodgers
12/11/2019

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Charnwood Citizens Advice Bureau is a company (limited by guarantee) governed by its Memorandum and Articles of Association dated 24 November 2003, as amended on 20 November 2013 and 27 March 2019. It is a charity registered with the Charity Commission. The company now uses the operating name 'Citizens Advice Charnwood' (CACH) in line with a rebranding initiated by Citizens Advice, of which we are a member.

Appointment of Trustees

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

New Trustees are provided with induction training and on-going training in specialist areas is available for all Trustees. In the last 18 months 6 new Trustees have joined the board, The board has an induction programme that includes explaining the workings of the charity, providing copies of relevant charity documents including the latest financial statements and the charity's Memorandum and Articles. An existing Trustee is designated as a mentor for the new Trustees to provide information and support in the new role. In addition new Trustees are provided with links to the Charity Commission website and provided with the guide 'The Essential Trustee', Trustees are required to complete training developed by Citizens Advice nationally specifically geared towards the roles and responsibilities of Trustees. Additionally Trustees are required to complete training in Data Protection legislation and sign confidentiality agreements.

Organisation

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

The board regularly reviews the composition of the board, the contribution of trustees to the work of the board and company and attendance of the relevant trustees to the board and its sub-committees. The skill sets of the trustees, its balance and diversity are also considered and areas for development are identified. This is performed in conjunction with the annual 'Leadership Self Assessment' process which is part of our relationship agreement with Citizens Advice nationally. This process supports passporting to external quality measures such as 'The Advice Quality Standard' (AQS) and 'The Money Advice Service Debt Advice Quality Framework'. Where areas requiring improvement are identified the board develops action plans to address these matters. The latest review identified no significant areas requiring improvement.

Risk Management

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

Since the ending of the civil legal aid for debt and welfare issues, CACH continues to receive much of its income in the form of grants from local government: Charnwood Borough Council (CBC) and Leicestershire County Council (LCC).

There is severe and continuing pressure on local government to reduce costs and it is expected that these grants will continue under threat and may decline and that grants will increasingly be for targeted and specific areas of advice. As a consequence, CACH has to work increasingly hard to find and secure other funding opportunities.

In 2018/19 over 2/3's of CACH's funding came from CBC and LCC. Some new sources of funding have been obtained but the total funds available to maintain CACH have continued to decline.

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

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

OBJECTIVES AND ACTIVITIES

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the Borough of Charnwood and surrounding areas.

Public benefit

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

How our activities deliver public benefit

CACH helps people resolve their legal, money and other problems by providing information, advice and assistance and by influencing policymakers.

Activities

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

Our Core Service, which is funded by Leicestershire County Council and Charnwood Borough Council, operates from offices in Loughborough and Shepshed, offering Generalist advice on a wide range of areas to residents of Charnwood. We are open to the public for a total of 27.5 hours per week. Our Core Service is delivered by a team of volunteers, with support and supervision from paid and volunteer supervisors. Shepshed Town Council provide us with accommodation and fund a supervisor post, and advice is delivered by volunteers. We offer an outreach service fortnightly in Syston from the offices of Syston and District Volunteer Centre. We also offer telephone advice (via Citizens Advice Lancashire West) from Monday to Friday between 9am and 5pm.

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

Specialist debt advice is available to clients by virtue of funding from CBC via Homelessness Prevention and Specialist Money Advice Grants. The Homelessness Prevention casework we provide is designed to prevent homeowners and private rented tenants from being made homeless due to unmanageable debt. The Specialist Money Advice casework is aimed at local authority and housing association tenants who have multiple debts. We offer specialist debt advice and casework from our Loughborough office Monday-Thursday 9.30am-4.30pm. As part of our specialist debt work, we visit Charnwood Borough Council offices between 10am-12.00 noon on Wednesdays.

We are funded by Leicestershire County Council as part of their Signposting and Community Support Service to provide additional casework to clients with debt issues who may be in a crisis situation, and may need the assistance of food banks, or access to furniture re-use projects.

We received funding from Citizens Advice to deliver the Energy Best Deal Extra (EBDx) project. We assisted clients with energy related issues such as obtaining better deals by shopping around, offering energy saving tips to reduce bills, assisting with complaints, and dealing with fuel debts. Additionally, the funding allowed us to offer debt casework if clients have further debt issues.

We have been working in partnership with Charnwood Borough Council to deliver a project across Charnwood, Rushcliffe and Melton, funded by the Armed Forces Covenant Fund. The purpose is to raise awareness of the services available to veterans and service leavers, as well as current armed forces personnel.

The Triple 8 project was funded by Loughborough University to help with the recruitment and fast track training of 8 new volunteer advisers.

Personal Budgeting Support, funded by Charnwood Borough Council, provided help to claimants of Universal Credit to manage their finances.

Achievements and Performance

During the 2018/19 financial year, CACH continued to deliver advice for the benefit of the local community despite on-going financial challenges.

Our Quality of Advice client outcome score was consistently high throughout the year and significantly higher than that achieved nationally. 92% of our clients reported having a positive or very positive experience of the service they received. 91% of clients found accessing the service easy and 96% would recommend the service to others.

In 2018/19 we recorded the total number of clients advised as 5408, including 1002 clients accessing the service through our telephone contact centre which is hosted by Lancashire West Citizens Advice. 5039 clients dropped in to our Loughborough and Shepshed offices over the course of the year, this number includes returning clients, and 99.1% were seen by an adviser on the day they came in. The average waiting time was 24 minutes. We recorded a total of 11,207 advice issues. The average interview times has been increasing since records began indicating the increasing complexity of client enquiries.

The main advice issues were;

- Welfare Benefits and Tax Credits – 32%
- Debt – 23%
- Employment – 8%
- Relationships and Family – 6%
- Housing – 6%

We provided casework for 162 clients with multiple debt issues. The total value of debt outcomes was £1,417,486 representing an increase of £216,673 on the previous year. Our debt caseworkers achieved these outcomes by using insolvency procedures such as Debt Relief Orders, Bankruptcy, or by challenging the enforceability of debts.

Total income gains amounted to £748,409 in addition to the above, and were achieved through:

- Challenging decisions relating to welfare benefits inc. over payments reduced or not recovered
- Assisting clients in claiming benefits to which they were entitled, a new award or increase
- Assisting clients in switching utility supplier and getting better deals
- Claiming tax rebates and single person Council Tax discount
- Obtaining refunds for faulty goods or services

50 Volunteers contributed a total of around 15,288 hrs, which equates to an annual value of £265,400. This excludes the contribution of trustees, which equates to around £40,000. We have maintained a paid staff team of 8 (5.06 FTE)

FINANCIAL REVIEW

Annual income has slightly increased from £226,484 in 2017/18 to £227,490 in 2018/19. Total funds have increased from £70,254 in March 2018 to £82,997 by March 2019. Of this, £77,460 (2018 - £64,611) relates to unrestricted funds.

These figures exclude the pension liability of £42,551 which is provided for in the balance sheet.

Reserves policy

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

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

As of 31 March 2019, the reserves necessary to meet the policy were £54,177 and the unrestricted reserves available were £77,460 excluding the pension liability.

Going Concern

Company law and Accounting standards require the Trustees to consider the appropriateness of the going concern basis when preparing the financial statements. The following matters are significant in the evaluation:

- The Trustees note that they have committed funding until the end of March 2020 and have received indications that the funding from the two main providers, Leicestershire County Council and Charnwood Borough Council, will continue at similar levels to the current period. This is considered sufficient to enable the company to continue operations at the current level for the following 12 months.
- The charity's lease of its operating property expires at the end of October 2020. Should the lease not be renewed the charity will incur costs, of an unknown amount, in relocating to new premises. Preliminary discussions have commenced on renewal and there are no indications that the lease will not be renewed at terms similar from those currently existing.

The Trustees confirm that they consider that the 'going concern' basis remains appropriate.

Plans for the future

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

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

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

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

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

In April 2019 we began offering the Help to Claim service. This is funded by the Department for Work and Pensions through Citizens Advice. We will be assisting clients to navigate the online claim process for Universal Credit from the start of their claim to first full payment. This service is offered to vulnerable clients who may not have access to a computer or need support with digital access.

We have also secured funding to deliver energy related advice from October 2019. The Energy Advice Programme replaces the Energy Best Deal Extra project. We will target clients who are in, or at risk of, fuel poverty. Clients will be assisted to switch suppliers to obtain cheaper energy deals and be given tips to save energy. We can also assist with complaints, applications for grants to help with paying bills, and fuel debts.

On behalf of the board of trustees

David Rodgers
12/11/2019

Charnwood Citizens Advice Bureau
Company No 4984410
Independent Examiner's Report for the Year to 31 March 2019

I report on the accounts of the Charity for the year ended 31 March 2019 which are set out on the following pages.

Respective Responsibilities of Trustees and Examiner.

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

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

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

Basis of Independent Examiner's Statement

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

Independent Examiner's Statement

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

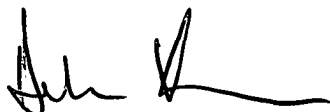
1) which gives me reasonable cause to believe that in any material respect the requirements

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

have not been met; or

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

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



12/11/2019

Charnwood Citizens Advice Bureau
Company No 4984410
Statement of Financial Activities, including Income and Expenditure for the Year to 31 March 2019

Statement of financial activities

	Unrestricted Funds	Restricted Funds	Total Funds	Prior Period Total Funds
	£	£	£	£
Income from				
Grants and donations	92,056	0	92,056	70,381
Charitable activities	11,038	122,110	133,148	155,992
Investments	309	0	309	111
Other	1,978	0	1,978	0
Total	105,380	122,110	227,490	226,484
Expenditure on				
Charitable activities	68,377	118,202	186,579	235,549
Total	68,377	118,202	186,579	235,549
Net income/(expenditure)	37,003	3,908	40,911	-9,065
Transfers between funds	4,034	-4,034	0	0
Net movement in funds	41,037	-126	40,911	-9,065
Reconciliation of funds				
Total funds B/F	-6,127	5,643	-484	8,580
Total funds C/F	34,910	5,517	40,427	-485

The basis of preparation may result in some rounding differences.

Charnwood Citizens Advice Bureau
Company No 4984410
Balance Sheet for the Year to 31 March 2019

	Note	Total funds £	Prior year funds £
Fixed assets:	8		
Total fixed assets		0	0
Current assets:			
Debtors	10	7,459	8,505
Cash at bank and in hand	11	89,922	82,310
Total current assets		97,381	90,814
Liabilities:			
Creditors; Amounts falling due within one year	12	14,405	20,561
Net current assets or liabilities		82,977	70,254
Total assets less current liabilities		82,977	70,254
Creditors: Amounts falling due after more than one year		0	0
Provision for liabilities		0	0
Net asset or liabilities excluding pension asset or liability		82,977	70,254
Defined benefit pension scheme asset or liability	17 & 18	42,551	70,739
Total net assets or liabilities		40,426	-485
The funds of the charity			
Restricted income funds		5,517	5,643
Unrestricted funds		34,909	-6,128
Total unrestricted funds		34,909	-6,128
Total charity funds		40,426	-485

For the year ending 31 March 2019 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.
- These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the FRS 102 Section 1A Small Entities – The Financial Reporting Standard applicable in the UK and Republic of Ireland and the Companies Act 2006.

On behalf of the board

A handwritten signature in black ink, appearing to be 'D. Rodgers', with a long horizontal stroke extending to the right.

Mr David Rodgers
12 November 2019

Charnwood Citizens Advice Bureau
Company No 4984410
Statement of Cash Flows for the Year to 31 March 2019

	Total Funds	Prior Year Funds
	£	£
Cash flows from operating activities		
Net cash provided by (used in) operating activities	7,304	-16,522
Cash flows from investing activities		
Interest received	309	111
Net cash provided by (used in) investing activities	309	111
Net cash provided by (used in) financing activities	0	0
Change in cash and cash equivalents in the reporting period	7,612	-16,410
Cash and cash equivalents at the beginning of the reporting period	82,310	98,720
Cash and cash equivalents at the end of the reporting period	89,922	82,310

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

	2018/19	2017/18
	£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	40,911	-9,065
Adjustments for		
Interest Received	-309	-111
(Increase)/decrease in debtors	1,046	835
Increase/(decrease) in creditors	-34,344	-8,181
Net cash provided by (used in) operating activities	7,304	-16,522

Analysis of cash and cash equivalents

	2018/19	2017/18
	£	£
Cash at bank and in hand	89,922	82,310
Total cash and cash equivalents	89,922	82,310

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

1 ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year and also have been consistently applied within the same accounts. Accounts have been prepared using FRS102 (Financial Reporting Standard 102)

a) Basis of Preparation of Financial Statements

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard 102 (effective January 2016) and the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in accordance with Financial Reporting Standard 102 (FRS102) effective January 2016. There are provisions of £70,739 at 31 March 2018 and £42,551 at 31 March 2019 in respect of multi-employer pension schemes (as set out in notes 17 and 18).

The preparation of accounts may result in small rounding differences.

The financial statements have been prepared on the going concern basis. The following matters are significant in the evaluation:

- The Trustees note that they have committed funding until the end of March 2020 and have received indications that the funding from the two main providers, Leicestershire County Council and Charnwood Borough Council, will continue at similar levels to the current period. This is considered sufficient to enable the company to continue operations at the current level for the following 12 months.
- The charity's lease of its operating property expires at the end of October 2020. Should the lease not be renewed the charity will incur costs, of an unknown amount, in relocating to new premises. Preliminary discussions have commenced on renewal and there are no indications that the lease will not be renewed at terms similar from those currently existing.

On the basis of the above, at the time of approving the financial statements, the Trustees consider that they have a reasonable expectation that the charity has adequate resources and funding expectations to continue in operational existence for the foreseeable future, which the Trustees define as 12 months from the date of approval of the financial statements. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.'

b) Company Status

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

c) Fund Accounting

Outline summary of fund movements

Fund name	Fund Balances B/F	Income	Expenditure	Transfers	Gains and losses	Fund balances C/F
	£	£	£	£	£	£
CBC MA - R	0	30,000	29,814	0	0	186
Help to claim-R	0	2,692	2,662	0	0	30
EBDx-R	0	8,903	1,540	-7,364	0	0
Homelessness -R	3,507	23,000	22,922	0	0	3,585
LCC -R	0	43,860	43,830	0	0	30
LCC - SCSS -R	0	4,361	4,353	0	0	8
Shepshed -R	2,136	9,294	13,082	3,330	0	1,678
Unrestricted	-6,127	105,380	68,377	4,034	0	34,910
Total Funds	-484	227,490	186,579	0	0	40,427

The Charnwood Borough Council Money Advice (CBC MA) outreach funding is to enable the Bureau to provide debt advice at our offices and an outreach at the Council office.

Help to Claim is the support to help the very vulnerable claim Universal Credit and is delivered by a paid generalist adviser.

Energy Best Deal Extra (EBDx) is funding from Citizens Advice to assist clients with energy issues.

The Homelessness Prevention Project is funded by Charnwood Borough Council (CBC).

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

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

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

Undesignated general funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

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

d) Incoming Resources

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

e) Resources Expended

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

Analysis of expenditure on charitable activities					
Activity or programme	Activities undertaken directly	Grant funding activities	Support costs	Total	2017/18
	£	£	£	£	£
Charitable activities	171,705	0	14,874	186,579	235,549
Total	171,705	0	14,874	186,579	235,549

f) Pensions

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

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

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

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

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

contributions payable to the scheme in respect of the accounting period plus or minus the change in the provision for future committed contributions.

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

Defined contribution schemes

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

2. INCOME

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

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

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

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

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

3. TRUSTEES

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

4. INDEPENDENT EXAMINER AND ACCOUNTANCY FEES

Fees paid in respect of independent examination and preparation of statutory financial statements –

£2,400 – 2019 £2,380 – 2018

Fees paid in respect of payroll services –

£1,368 – 2019 £1,368 – 2018

5. RELATED PARTY TRANSACTIONS

There were no related party transactions during the period.

6. STAFF COSTS

	2019	2018
	£	£
Wages and Salaries	122,737	139,552
National Insurance	7,915	8,617
Childcare Vouchers	5,190	3,336
Defined Contribution Pension Costs	3,583	4,105
Contribution to closed Defined Benefit Scheme	6,726	6,540
	146,151	162,150

One member of staff was made redundant during the period and received a redundancy payment of

£5,239 – 2019 £8,412.49 - 2018

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

The total number of staff employed during the period was 8

The average number of employees during the period was 8

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

7. DEFINED CONTRIBUTION PENSION PLAN

The total of contributions made to Defined Contribution pension schemes was

£3,583 – 2019 £4,105 - 2018

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

8. FIXED ASSETS

The charity has no fixed assets

9. STOCK

The charity does not hold any stock

10. DEBTORS

	2,019	2,018
	£	£
Trade Debtors	7,459	8,505
TOTAL	7,459	8,505

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

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

11. CASH AT BANK AND IN HAND

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

12. CREDITORS AND PROVISIONS

Amounts falling due within one year

	2019	2018
	£	£
Trade creditors	9,866	11,899
Accruals and deferred income	2,400	6,662
Taxation and social security	2,177	2,010
Other creditors	-38	-10
	14,405	20,561

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

13. ANALYSIS OF SUPPORT COSTS

Support costs	Charitable Activities	Grand Total	Basis of Allocation	2017/18
Governance	11,418	11,418	Either allocated to a specific fund or apportioned across relevant funds	10,935
Information Technology	3,456	3,456	Charged to unrestricted general income	4,492
Function/Activity Total	14,874	14,874		15,427

14. PUBLIC BENEFIT

The charity is a Public Benefit Entity

15. POST BALANCE SHEET EVENTS

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

16. CONTROL

The charity is controlled by the Trustees

17. FRS 102 – SECTION 28
ACCOUNTING DISCLOSURES

FOR THE PERIOD ENDING 31 March 2019

COMPANY: Charnwood Citizens Advice Bureau

SCHEME: TPT Retirement Solution – Scottish Voluntary Sector Pension Scheme

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

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

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

A full actuarial valuation for the scheme was carried out with an effective date of 30 September 2017. This actuarial valuation was certified on 19 December 2018 and showed assets of £120.0m, liabilities of £145.9m and a deficit of £25.9m. To eliminate this funding shortfall, the trustees and the participating employers have agreed that additional contributions will be paid, in combination from all employers, to the scheme as follows:

Deficit contributions

From 1 April 2019 to 30 September 2026:	£1.5m per annum (payable monthly and increasing by 3% each year on 1 st April)
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From 1 April 2019 to 31 March 2024:	£82,000 per annum (payable monthly and increasing by 3% each year on 1 st April)
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Unless a concession has been agreed with the Trustee the term to 30 September 2026 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £88.2m, liabilities of £122.1m and a deficit of £33.9m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

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

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

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

PRESENT VALUES OF PROVISION

RECONCILIATION OF OPENING AND CLOSING PROVISIONS

	31 March 2019	31 March 2018 (£s)	31 March 2017 (£s)
Present value of provision	42,489	70,748	76,169

	Period Ending 31 March 2019 (£s)	Period Ending 31 March 2018 (£s)
Provision at start of period	70,748	76,169
Unwinding of the discount factor (interest expense)	1,364	1,287

Deficit contribution paid	(5,852)	(5,681)
Remeasurements - impact of any change in assumptions	856	(1,027)
Remeasurements - amendments to the contribution schedule	(24,627)	-
Provision at end of period	42,489	70,748

INCOME AND EXPENDITURE IMPACT

	Period Ending 31 March 2019 (£s)	Period Ending 31 March 2018 (£s)
Interest expense	1,364	1,287
Remeasurements – impact of any change in assumptions	856	(1,027)
Remeasurements – amendments to the contribution schedule	(24,627)	-
Contributions paid in respect of future service*	Nil	Nil
Costs recognised in income and expenditure account	22,407	260

ASSUMPTIONS

	31 March 2019 % per annum	31 March 2018 % per annum	31 March 2017 % per annum
Rate of discount	1.46	2.01	1.76

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

FRS 102 - SECTION 28

ADDITIONAL INFORMATION

FOR THE PERIOD ENDING 31 March 2019

COMPANY: Charnwood Citizens Advice Bureau

SCHEME: TPT Retirement Solutions - Scottish Voluntary Sector Pension Scheme

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

DEFICIT CONTRIBUTIONS SCHEDULE

Year ending	31 March 2019 (£s)	31 March 2018 (£s)	31 March 2017 (£s)
Year 1	5,425	5,852	5,681
Year 2	5,587	6,027	5,852
Year 3	5,755	6,208	6,027
Year 4	5,928	6,394	6,208
Year 5	6,106	6,586	6,394
Year 6	6,289	6,784	6,586
Year 7	6,477	6,987	6,784
Year 8	3,336	7,197	6,987
Year 9	-	7,413	7,197
Year 10	-	7,635	7,413
Year 11	-	7,864	7,635
Year 12	-	4,725	7,864
Year 13	-	-	4,725
Year 14	-	-	-
Year 15	-	-	-
Year 16	-	-	-
Year 17	-	-	-
Year 18	-	-	-
Year 19	-	-	-

The company must recognise a liability measured as the present value of the contributions

payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

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

18. FRS 102 – SECTION 28
ACCOUNTING DISCLOSURES

FOR THE PERIOD ENDING 31st MARCH 2019

COMPANY: Charnwood CAB

SCHEME: TPT Retirement Solutions – The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

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

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

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025:	£11,243,000 per annum	(payable monthly and increasing by 3% each on 1st April)
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Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies. Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

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

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

Present value of provision	62	77	86
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Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

PRESENT VALUES OF PROVISION

RECONCILIATION OF OPENING AND CLOSING PROVISIONS

Provision at start of period	77	86
Unwinding of the discount factor (interest expense)	1	2
Deficit contribution paid	(10)	(10)
Remeasurements - impact of any change in assumptions	1	(1)
Remeasurements - amendments to the contribution schedule	(7)	-
Provision at end of period	62	77

INCOME AND EXPENDITURE IMPACT

Interest expense	1	2
Remeasurements – impact of any change in assumptions	1	(1)
Remeasurements – amendments to the contribution schedule	(7)	-
Contributions paid in respect of future service*	Nil	Nil
Costs recognised in income and expenditure account	5	1

ASSUMPTIONS

Rate of discount	1.39	1.71	1.32
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The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

FRS 102 - SECTION 28

ADDITIONAL INFORMATION

FOR THE PERIOD ENDING 31 March 2019

COMPANY: Charnwood CAB

SCHEME: TPT Retirement Solutions - The Growth Plan

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

DEFICIT CONTRIBUTIONS SCHEDULE

Year ending	31 March 2019	31 March 2018	31 March 2017
	(£s)	(£s)	(£s)
Year 1	10	10	10

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

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

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