

REGISTERED COMPANY NUMBER: 4349641 (England and Wales)
REGISTERED CHARITY NUMBER: 1091133

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2015
for
South Hams Citizens Advice Bureau

W R Frost & Co
Riversdale
Ashburton Road
TOTNES
Devon
TQ9 5JU

South Hams Citizens Advice Bureau

Contents of the Financial Statements
for the Year Ended 31 March 2015

	Page
Report of the Trustees	1 to 3
Independent Examiner's Report	4
Statement of Financial Activities	5
Balance Sheet	6 to 7
Notes to the Financial Statements	8 to 12
Detailed Statement of Financial Activities	13 to 14

Report of the Trustees
for the Year Ended 31 March 2015

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2015. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
4349641 (England and Wales)

Registered Charity number
1091133

Registered office
South Hams Citizens Advice Bureau
Plymouth Road
Totnes
Devon
TQ9 5NE

Trustees

Mrs B A Brownlow
D G Goode
P Evans
G Meaden
T Cannon
Mrs W Gornall
G Hine-Haycock
C Mottram
Mrs S Wellum
M Taylor

Vice Chair

Chair

- resigned 13.2.15

- appointed 29.1.15
- appointed 23.7.14
- resigned 30.5.15

Company Secretary
Mrs B A Brownlow

Independent examiner
W R Frost & Co
Riversdale
Ashburton Road
TOTNES
Devon
TQ9 5JU

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Trustees are recruited in line with the terms and conditions of the Memorandum and Articles of Association of the bureau. A term of office is 3 years and trustees may stand for 2 terms. Trustees may be elected at the AGM, nominated by member organisations or co-opted by the trustee board.

Induction and training of new trustees

All new trustees are given induction materials from Citizens Advice, are invited into the bureau to discuss and view the work of the bureau and are given details of how to access the governance materials from the bureau Management Information System and the Citizens Advice intranet.

Report of the Trustees
for the Year Ended 31 March 2015

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Responsibility for the day-to-day management of the bureau is delegated to the bureau manager. The trustee board sets the policy of the bureau, is involved with the ongoing strategic planning, makes financial decisions and helps to set the framework for the human resources policies of the bureau.

Wider network

The board includes representatives of the Local Government funders. As such each is entitled to sit on the board as a representative member. This comprises of the District Council, the County Council and each of the Town Councils. These representatives are members not trustees.

Related parties

Those naming representatives are funders of the service.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The company is a charity and exists to provide information and advice to the general public. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our objectives.

Significant activities

The bureau operates from a central base at Follaton House, Plymouth Road, Totnes where it has 5 interview rooms and 6 incoming telephone advice lines. It is open from 10am to 1pm and 2pm to 4pm Monday to Thursday and for specialist advice on Fridays 10am to 2pm. The bureau operates at generalist help level with all clients receiving a gateway assessment and also provides specialist advice around debt and benefits. Main enquiry areas are in debt, benefits, employment, housing, family and personal issues, education and healthcare.

Volunteers

The bureau relies heavily on the use of volunteers to deliver the service. It has 21 trained advisors, 2 trainee advisors, 18 trained assessors and the trustees are also volunteers.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The bureau continues to deliver information and advice to many clients across the South Hams with over 14,000 client contacts on over 12,000 issues in 2014/15. The highest number of enquiries was in debt and benefit. The bureau operates three outreach advice sessions in Dartmouth, Kingsbridge and Ivybridge with funding from South Hams District Council, secured funding to provide Money Advice to South Hams District Council customers; worked in partnership with caring charities in the district under the Advice Services Transition Fund; operated a pilot to provide live Web chat to clients with debt problems; supported clients affected by mental health conditions and offered advice to South Hams residents affected by flooding.

Internal and external factors

The activities of the bureau are subject to the sustainability of contracts and successful funding applications to develop the work of the bureau and support its core service.

FINANCIAL REVIEW

Reserves policy

The directors believe that it is necessary for the Bureau to maintain a level of reserves to manage uncertainty and ensure that the bureau can continue to operate as planned on a day to day basis. The retained (unrestricted) reserves are intended to provide a buffer against future cut-backs and a contingency to meet any unforeseen expenditure which may arise. In order to mitigate against the risk of future funding cuts, it is the bureau's policy to retain an amount equivalent to 3 months worth of core (those costs not expended on projects under the Restricted funds) operating costs.

The Unrestricted reserves as at the 31 March 2015 are £42,666, which are in excess of the 3 months operating costs for the core service of the bureau. There are no designated funds set aside from the £42,666 reserves.

Report of the Trustees
for the Year Ended 31 March 2015

FINANCIAL REVIEW

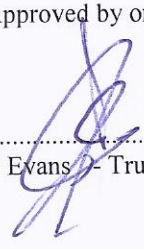
Principal funding sources

The County Council, District Council and the Town and Parish Councils of the district support the major part of the core work of the bureau. All other funders are short term fixed period project contracts and represent significant additional public benefit to our core services whilst also allowing some costs of the core work to be funded by these projects.

FUTURE DEVELOPMENTS

The charity plans continuing the activities of advising the general public of their rights and responsibilities and all services available to them, in order that they may express their needs effectively. The bureau's strategic plan is to ensure that as many people as possible are able to access the service, this will include developing access in the outreaches and developing partnership working across the district and looking how it can offer digital services including web chat, email and online information.

Approved by order of the board of trustees on 28 August 2015 and signed on its behalf by:


.....
P Evans - Trustee

I report on the accounts for the year ended 31 March 2015 set out on pages five to twelve.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors 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 required. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ICAEW.

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

Basis of the 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 statements 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 and 387 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 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.



P D Vooght FCA
ICAEW
W R Frost & Co
Riversdale
Ashburton Road
TOTNES
Devon
TQ9 5JU

Date: 1 September 2015

South Hams Citizens Advice Bureau

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2015

		Unrestricted funds	Restricted funds	Total 2015 funds	Total 2014 funds
	Notes	£	£	£	£
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income		78,898	230,309	309,207	262,294
Activities for generating funds	2	2,380	-	2,380	1,128
Investment income	3	<u>487</u>	<u>-</u>	<u>487</u>	<u>874</u>
Total incoming resources		81,765	230,309	312,074	264,296
RESOURCES EXPENDED					
Costs of generating funds					
Costs of generating voluntary income	4	2,855	1,521	4,376	4,615
Charitable activities					
Charitable activities - advice services		83,126	181,685	264,811	239,165
Governance costs		4,270	1,316	5,586	6,176
Other resources expended		<u>189</u>	<u>-</u>	<u>189</u>	<u>-</u>
Total resources expended		90,440	184,522	274,962	249,956
NET INCOMING/(OUTGOING) RESOURCES		(8,675)	45,787	37,112	14,340
RECONCILIATION OF FUNDS					
Total funds brought forward		51,341	16,296	67,637	53,297
TOTAL FUNDS CARRIED FORWARD		<u>42,666</u>	<u>62,083</u>	<u>104,749</u>	<u>67,637</u>

The notes form part of these financial statements

Balance Sheet
At 31 March 2015

		Unrestricted funds	Restricted funds	Total	2015 funds	Total	2014 funds
	Notes	£	£		£		£
FIXED ASSETS							
Tangible assets	8	1,479	-		1,479		2,737
CURRENT ASSETS							
Debtors	9	1,571	-		1,571		943
Cash at bank and in hand		<u>68,027</u>	<u>62,209</u>		<u>130,236</u>		<u>83,622</u>
		69,598	62,209		131,807		84,565
CREDITORS							
Amounts falling due within one year	10	<u>(28,411)</u>	<u>(126)</u>		<u>(28,537)</u>		<u>(19,665)</u>
NET CURRENT ASSETS		<u>41,187</u>	<u>62,083</u>		<u>103,270</u>		<u>64,900</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>42,666</u>	<u>62,083</u>		<u>104,749</u>		<u>67,637</u>
NET ASSETS		<u>42,666</u>	<u>62,083</u>		<u>104,749</u>		<u>67,637</u>
FUNDS	12						
Unrestricted funds					42,666		51,341
Restricted funds					<u>62,083</u>		<u>16,296</u>
TOTAL FUNDS					<u>104,749</u>		<u>67,637</u>

Balance Sheet - continued

At 31 March 2015

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2015.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2015 in accordance with Section 476 of the Companies Act 2006.

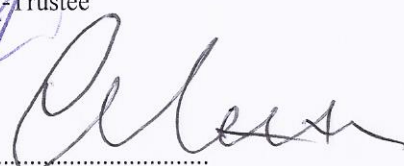
The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each 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 financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees on 28 August 2015 and were signed on its behalf by:


.....
P Evans -Trustee


.....
C Mottram -Trustee

NOTES to the Financial Statements
for the Year Ended 31 March 2015

1. ACCOUNTING POLICIES

Accounting convention

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

Incoming resources

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

Resources expended

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

Tangible fixed assets

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

Plant and machinery - 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. ACTIVITIES FOR GENERATING FUNDS

	2015	2014
	£	£
Fundraising events	<u>2,380</u>	<u>1,128</u>

3. INVESTMENT INCOME

	2015	2014
	£	£
Deposit account interest	<u>487</u>	<u>874</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2015

4. COSTS OF GENERATING VOLUNTARY INCOME

	2015	2014
	£	£
Support costs	<u>4,376</u>	<u>4,615</u>

5. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):

	2015	2014
	£	£
Depreciation - owned assets	2,138	2,327
Other operating leases	22,598	22,168
Independent examination	<u>1,380</u>	<u>1,320</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2015 nor for the year ended 31 March 2014.

Trustees' expenses

	2015	2014
	£	£
Trustees' expenses	<u>189</u>	<u>-</u>

7. STAFF COSTS

	2015	2014
	£	£
Wages and salaries	175,955	154,917
Social security costs	9,997	11,407
Other pension costs	<u>3,377</u>	<u>4,604</u>
	<u>189,329</u>	<u>170,928</u>

The average monthly number of employees during the year was as follows:

	2015	2014
	<u>13</u>	<u>10</u>
Charitable Activities		

No employees received emoluments in excess of £60,000.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2015

8. TANGIBLE FIXED ASSETS

Plant and
machinery
£

COST

At 1 April 2014

34,355

Additions

880

At 31 March 2015

35,235

DEPRECIATION

At 1 April 2014

31,618

Charge for year

2,138

At 31 March 2015

33,756

NET BOOK VALUE

At 31 March 2015

1,479

At 31 March 2014

2,737

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

2015

2014

£

£

Other debtors

1,571

943

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

2015

2014

£

£

Bank loans and overdrafts

126

-

Taxation and social security

2,973

3,795

Other creditors

25,438

15,870

28,537

19,665

11. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

2015

2014

£

£

Expiring:

Between one and five years

22,550

22,550

Notes to the Financial Statements - continued
for the Year Ended 31 March 2015

12. MOVEMENT IN FUNDS

	At 1.4.14 £	Net movement in funds £	Transfers between funds £	At 31.3.15 £
Unrestricted funds				
Designated Fund - Premises and Staff Costs	20,000	-	(20,000)	-
General Unrestricted	<u>31,341</u>	<u>(8,675)</u>	<u>20,000</u>	<u>42,666</u>
	51,341	(8,675)	-	42,666
Restricted funds				
Advice Services Transition Fund	10,775	16,166	-	26,941
Healthwatch	671	(797)	-	(126)
Energy Best Deal	4,850	1,538	-	6,388
IDMAP	-	4,855	-	4,855
Mental Health	-	3,777	-	3,777
Apprentice	-	12,530	-	12,530
Flood Defence	-	5,575	-	5,575
Ivybridge Town Council	<u>-</u>	<u>2,143</u>	<u>-</u>	<u>2,143</u>
	16,296	45,787	-	62,083
TOTAL FUNDS	<u><u>67,637</u></u>	<u><u>37,112</u></u>	<u><u>-</u></u>	<u><u>104,749</u></u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Unrestricted	81,765	(90,440)	(8,675)
Restricted funds			
South Hams District Council (Money Advice)	24,647	(24,647)	-
South Hams District Council (Outreach)	10,000	(10,000)	-
Advice Services Transition Fund	116,587	(100,421)	16,166
Healthwatch	6,584	(7,381)	(797)
Energy Best Deal	3,100	(1,562)	1,538
IDMAP	18,731	(13,876)	4,855
Mental Health	8,958	(5,181)	3,777
Apprentice	25,202	(12,672)	12,530
Flood Defence	13,000	(7,425)	5,575
Ivybridge Town Council	<u>3,500</u>	<u>(1,357)</u>	<u>2,143</u>
	230,309	(184,522)	45,787
TOTAL FUNDS	<u><u>312,074</u></u>	<u><u>(274,962)</u></u>	<u><u>37,112</u></u>

Transfers between funds

The Premises and Staff Costs designated fund has been released to the General Unrestricted funds, following the completion of the relocation of the office.

13. PURPOSE OF RESTRICTED FUNDS

South Hams District Council (Money Advice) - Provides funding for 3 days per week to offer debt and benefit advice to customers of South Hams District Council.

South Hams District Council - Outreach - this fund provides a face to face drop in service in Dartmouth, Ivybridge and Kingsbridge.

Advice Services - this fund was awarded by the Government because the bureau had seen a cut in public funding, in particular in relation to the Legal Services Commission contract. This fund will help to address the income shortfall on the contract.

Healthwatch - the independent consumer champion that gathers and represents the public's views on health and social care services in England.

Energy Best Deal - a partnership between the bureau and five energy companies to raise awareness of the savings that can be made by switching fuel providers.

IDMAP - Integrated Digital Money Advice Pilot - these funds enable the bureau to offer live web chat to clients with debt problems.

Mental Health - this fund provides general support for people affected by mental health conditions throughout South Hams (befriending, socialising, building self esteem etc.)

Apprentices - this fund provided 1 year funding for 3 apprentices, 4 days a week. Apprentices achieve an NVQ level 2 customer service qualification obtained through day release at South Devon College.

Flood Defence - funding for additional face to face, drop in outreach services at Modbury, Yealmpton, Holbeton, areas affected by 2014 floods.

Ivybridge Town Council - outreach at the Watermark Centre every Monday offering clients a face to face service both for drop in and advice sessions.

Detailed Statement of Financial Activities
for the Year Ended 31 March 2015

	2015 £	2014 £
INCOMING RESOURCES		
Voluntary income		
Donations	6,787	8,779
Grants	<u>302,420</u>	<u>253,515</u>
	309,207	262,294
Activities for generating funds		
Fundraising events	2,380	1,128
Investment income		
Deposit account interest	<u>487</u>	<u>874</u>
Total incoming resources	312,074	264,296
RESOURCES EXPENDED		
Charitable activities		
Wages	143,224	121,379
Social security	6,575	7,842
Pensions	1,740	2,927
Telephone	261	520
Postage and stationery	1,004	1,954
Publications & Subscriptions	116	268
Travel	13,961	12,798
Training	12,002	6,200
Software	908	1,899
Leases	656	358
Fundraising Costs	120	152
Support Costs	-	-
Recruitment	839	-
CRB Checks	-	88
Project Development	3,310	2,500
Chief Officers Forum	-	135
NVCO Young Devon	1,346	-
Redundancies and related costs	<u>-</u>	<u>(2,944)</u>
	186,062	156,076
Governance costs		
Accountancy	1,212	1,560
Other resources expended		
Trustees' expenses	189	-
Support costs		
Management		
Wages	32,731	33,538
Social security	3,422	3,565
Carried forward	36,153	37,103

South Hams Citizens Advice Bureau

Detailed Statement of Financial Activities
for the Year Ended 31 March 2015

	2015 £	2014 £
Management		
Brought forward	36,153	37,103
Pensions	1,637	1,677
Rent	22,598	22,168
Service Charges	8,922	9,181
Insurance	1,769	2,254
Postage and stationery	494	541
Advertising	(670)	3,062
Sundries	(43)	35
Publications & Subscriptions	4,391	6,085
Office Expenses	749	776
Repairs & Renewals	2,109	1,596
Accountancy	7,184	5,722
Disposal of Files	69	-
Depreciation of equipment	<u>2,137</u>	<u>2,108</u>
	87,499	92,308
Finance		
Bank charges	<u>-</u>	<u>12</u>
Total resources expended	274,962	249,956
Net income	<u><u>37,112</u></u>	<u><u>14,340</u></u>