

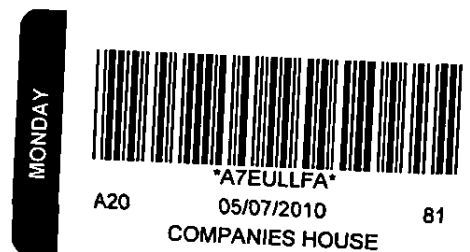
COMPANY REGISTRATION NUMBER 2715290

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE
BUREAU**

COMPANY LIMITED BY GUARANTEE

FINANCIAL STATEMENTS

31 MARCH 2010



Charity Number 01037480

HW

Chartered Accountants & Statutory Auditor
Old Station House
Station Approach
Newport Street
Swindon
SN1 3DU

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

CONTENTS	PAGE
Members of the Board and professional advisers	1
Trustees Annual Report	2
Independent auditor's report to the members	10
Statement of financial activities (incorporating the income and expenditure account)	12
Balance sheet	13
Notes to the financial statements	14
The following pages do not form part of the financial statements	
Detailed statement of financial activities	20

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

MEMBERS OF THE BOARD AND PROFESSIONAL ADVISERS

Registered charity name: South Gloucestershire Citizens Advice Bureau

Charity registration number: 01037480

Company registration number: 2715290

Registered office: South Gloucestershire Citizens Advice Bureau
Kennedy Way
Yate
BRISTOL
BS37 4DQ

Chair: Gary Wintle

Company Secretary: Christine Kenny

Bank: Barclays Bank plc

Auditor: HW
Chartered Accountants
& Statutory Auditor
Old Station House
Station Approach
Newport Street
Swindon
SN1 3DU

SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the audited financial statements for the year ended 31 March 2010. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP) issued in March 2005 have been adopted in preparing the annual report and financial statements of the charity.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Reference and administrative details are shown on page 1 of the financial statements.

THE TRUSTEES

The following people were directors/trustees of the charity on the date of approval of the report.

Director/Trustee	Role	Date Appointed
Brian Locke		24 March 2009
John Sellers	Hon Treasurer	24 March 2009
Linda Sellers		13 March 2007
John Whone		8 July 2008
Suzanne Wigmore		09 March 2010
Gary Wintle	Chair	23 June 2008
Peter York		13 March 2007

The following persons additionally served as director/trustee during the year.

Director/Trustee	Date Resigned
Sarah Cardy	9 March 2010
Barry Dewhurst	14 August 2009
Martin Powell	31 March 2010
Philip Simon	10 Nov 2009

Company Secretary Christine Kenny (appointed 2 February 2010)

2. STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

South Gloucestershire Citizens Advice Bureau is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound.

SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

At 31 March 2010 the company had 7 members (2009 10) South Gloucestershire Citizens Advice Bureau is governed by its Memorandum and Articles of Association

South Gloucestershire Citizens Advice Bureau has been registered as an independent charity since 13 May 1994, and incorporated as a company limited by guarantee on 15 May 1992

Recruitment, Appointment of Trustees

The Trustees are Directors of the Company The main procedure for the appointment of Trustees is described in the Memorandum of Association, as is the procedure for the election of the Chair The Trustees have an agreed procedure for co-options to the Board Training and support for the Trustees is primarily provided by Citizens Advice

Induction of Trustees

Newly appointed and co-opted Trustees are provided with a comprehensive induction to South Gloucestershire Citizens Advice Bureau through visits to the Bureau and appropriate training courses as well as written material summarising their duties as charity trustees and company directors

Organisational Structure

The bureau is managed by its Trustee Board drawn from the local community The members are charity trustees and company directors who have legal responsibility for the general control and management of the bureau The Board is responsible for ensuring that the bureau complies with the Citizens Advice Membership Scheme, charity legislation and company law Day-to-day management is delegated to the Chief Executive

Related Parties

South Gloucestershire Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards Operating policies are independently determined by the Trustee Board of South Gloucestershire Citizens Advice Bureau in order to fulfil its charitable objects and comply with the national membership requirements

The charity co-operates and liaises with a number of other advice services, local charities and local authorities, including South Gloucestershire Council, on behalf of clients It works with other partner agencies in the South Gloucestershire Welfare Advice Partnership, leading to improved communications and the sharing of goals and aspirations

Major risks

The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks To that end, the South Gloucestershire Citizens Advice Bureau is continually monitoring and managing its risk,

SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks

Included in external risks is that of the loss of funding. The Trustees are seeking to minimise the effects of this by seeking to secure finance from a wider variety of sources. The charity continues to seek to diversify its funding base. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

3. OBJECTIVES AND ACTIVITIES

Objects

The Bureau is established for the promotion of any charitable purpose for the benefit of the community in South Gloucestershire and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Aims, Objectives and Activities

As a member of Citizens Advice, South Gloucestershire Citizens Advice Bureau provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The key aims of Citizens Advice are

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

Our core advice services are delivered from each of our bureaux at Yate, Staple Hill and Thornbury. Bradley Stoke Town Council also commissions a weekly outreach service for their residents. Services were provided through face-to-face consultations, our telephone advice line, outreach sessions and home visits.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Volunteers play an extremely important part in the delivery of all our advice services. The Bureau has approximately 40 volunteers at any one time, the majority of whom are trained advisers or trainee advisers. Most volunteers spend at least 8 hours per week in the Bureau – altogether the equivalent of an additional 9 full time members of staff.

SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

4. CHAIRMAN'S OPERATING AND FINANCIAL REVIEW

Firstly and on behalf of our Board I would like to thank our staff and volunteers for all their hard work and efforts during the last twelve months. This has been a particularly difficult time with the implementation of new structures and much needed change. We are however moving forward and my colleagues on the board share the view that the standards of delivery and service are improving, leaving us very optimistic about the future.

I would also like to acknowledge and thank our Chief Executive Officer Christine Kenny, for all of the dedicated work, skill and expertise she has brought to the Bureau. Since joining us in April 2009, Christine has rolled up her sleeves and left no stone unturned as the bureau strives to move forward. This has been an excellent effort and we feel very fortunate to have Christine on board.

Advice Services

We are pleased to say that the improvements in service delivery noted in our 2008/9 report have been sustained throughout 2009/10. The bureau advised 3992 individuals, 25% more than in 2008/9, and dealt with 16,589 problems, a rise of 20% over the previous year. We can attribute this result to a number of causes over the year, primarily the bureau's adoption of the 'gateway' system of working and the effects of 'Additional Hours of Advice' funding. The gateway service model enables bureau staff and volunteers to rapidly assess a client's advice requirements, and offer an appropriate service – information resources (e.g. leaflets, websites), a telephone call-back or a face to face appointment with an adviser at a later time. This reduces waiting time and allows us to see more people. Our 'Additional Hours of Advice' funding (provided by the government and distributed by Citizens Advice to bureaux) enabled the bureau to recruit and train more volunteer advisers over the year and supported extended opening hours at each of the three outlets.

The recession has predictably brought more people to the bureau with debt problems, some 42% of all enquiries (6,984) were about debts. Of particular significance is a reduction in the proportion of unsecured credit debts, possibly a result of low interest rates and a climate of increased concern about indebtedness. We have seen a small increase in fuel and water debts which are, unfortunately, likely to increase as this past winter's bills arrive. There has been a substantial rise in enquiries about bankruptcy and the new Debt Relief Orders (DROs). In 2008/9, we handled 696 bankruptcy problems whereas in 2009/10, we dealt with 480 bankruptcy queries and 650 DRO enquiries.

Welfare benefits proved, as usual, to be a major problem area with 4,717 enquiries (28% of the total). Unsurprisingly, problems with the new Employment and Support Allowance (ESA), the replacement for Incapacity Benefit, rose over the course of its first full year of implementation and, together with Jobseekers Allowance, the other main 'out of work' benefit, constituted 14.2% (670) of all our benefit enquiries. Together with other members of Citizens Advice, the bureau shares concerns about the quality of decision making around the entitlement to benefit of people with long-term illnesses and disabilities.

We have seen, over the course of the year, a small increase in the number of employment queries, from 1,198 to 1,334. Problems around dismissal and redundancy have remained

SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

high (32%) but are now a smaller proportion of all employment queries (38% in 2008/9). However, more people sought our help in 2009/10 over issues concerning their terms and conditions of employment, including pay and entitlements – 33% of all employment queries in 2009/10 compared with 27% in 2008/9. This may be seen as a result of employers seeking to avoid further job losses but attempting to cut the cost of employing staff by reducing hours and other benefits.

Other activities

The bureau has continued to play an active role in the Welfare Advice Partnership (WAP) which brings together advice providers working in the South Gloucestershire area. The Chief Executive represents the bureau at the WAP meetings and has been working with other agencies to raise the profile of advice both with South Gloucestershire Council and with South Gloucestershire Partnership, the local strategic partnership.

A very considerable amount of effort has gone into preparing a bid to the Legal Services Commission (LSC) for a contract in 2010 – 2013. The LSC introduced a number of far reaching changes to its procurement and commissioning arrangements which have necessitated the bureau working much more closely with other advice agencies in the Bristol, North Somerset and South Gloucestershire area. In many ways, this was a very useful exercise that has built many bridges between advice agencies in the area. These negotiations resulted in a consortium bid being submitted to the LSC from the bureau together with North Somerset CAB for the delivery of debt, housing and welfare benefits advice in the North Somerset and South Gloucestershire areas.

The South Gloucestershire bureau has also been working with Bristol CAB and North Somerset CAB to improve access to telephone advice for residents right across the area. We had all reached the same conclusion that we would only be in a position to improve telephone access if we pooled our resources to do so. Citizens Advice has offered some support for this project which we hope will come to fruition in the summer of 2010.

Investment Activities

The charity does not currently hold any investments.

Factors Affecting the Achievement of Objectives

The bureau has made steady progress this year in reaching most of the objectives it set itself in 2008/9. There are, inevitably, some areas in which progress has been slower than desirable. In particular, our premises at Staple Hill continue to frustrate our plans to bring a better service to the South Gloucestershire residents in the area. Over a period of many years the property, owned by South Gloucestershire Council, has suffered from neglect and inadequate investment. It is now a major hindrance to the delivery of satisfactory services in the Staple Hill and Kingswood areas. The coming year will see us develop plans to improve the building or, if this is not feasible, reluctantly decide that we need to provide services on an outreach basis for the foreseeable future.

SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

FINANCIAL REVIEW

The financial results of the Charity are set out on pages 12 and 13

Incoming resources for the year ended 31 March 2010 were £289,235, an increase of £15,966 over the previous year's total due mainly to our participation in the CitA centrally funded "Additional Hours Project" which enabled us to provide more open client sessions to handle increased demand. Together with higher donation income from our Town and Parish Councils, these funds were able to offset reduced funding from the South Gloucestershire Council.

Total expenditure for the year was £294,145, this is similar to the prior year notwithstanding that we were able to deliver a significant increase in services.

Funds carried forward to 2010 / 2011 were £127,450 (of which £121,799 was cash), and the Trustees consider these funds as unrestricted, and compliant with our reserves policy as set out below.

Reserves Policy

South Gloucestershire Citizens Advice Bureau is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Trustees have kept under review the potential costs that could arise should a significant reduction in income be incurred and have decided that they should work towards the maintenance of a reserve equal to between 3 and 6 months normal operating expenditure. At 31 March 2010 free reserves were £116,641.

Principal Funding Sources

The Directors and Trustees extend their gratitude to South Gloucestershire Council which has continued to support many of the core activities of the charity, in particular the provision of debt and benefit advice to people living in the Council's priority areas. We are very appreciative of the donations, both large and small, of the Town and Parish Councils. Their donations are noted in full in the following pages. Our income from these councils is vital in enabling the bureau to provide a service to all South Gloucestershire's residents.

Bristol Water and Wessex Water have, for a number of years, given generous additional resources allowing the Bureau to provide extra money advice services for people with water debts, among others. Their investment has supported real and lasting change for many families. We have also benefitted greatly from the allocation of Additional Hours of Advice funding from Citizens Advice. This has allowed us to respond to the greater needs for advice in a time of economic recession.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

FUTURE PLANS

The general economic environment facing us is likely to continue to confront the CAB with increasing demand for our services. The Bureau's plans for 2010/11 include

- The introduction of a new telephone advice service, staffed jointly with bureaux in Bristol and North Somerset, which will greatly improve the ability of South Gloucestershire residents to obtain access to quality advice and information
- Working closely with North Somerset CAB to deliver Legal Service Commission funded Social Welfare Law advice in debt, housing and welfare benefits
- A successful bid to South Gloucestershire Council for funding to deliver advice services in the authority's area from 2011 to 2014
- Contributing to the achievement of the objectives of the South Gloucestershire Partnership's Local Area Agreement and Community Strategy through participation in the Welfare Advice Partnership and other partnership activities

We do still have some way to go on new funding, this is of key importance in the months ahead and the long term survival of the bureau

Finally, I would like to extend a big thank you also to all our board members, who along with volunteers, willingly give their free time and expertise which is much appreciated



Gary Wintle
Chair

SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

5. RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also the directors of South Gloucestershire Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice)

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to

select suitable accounting policies and then apply them consistently,

observe the methods and principles in the Charities SORP,

make judgements and estimates that are reasonable and prudent,

state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements,

prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

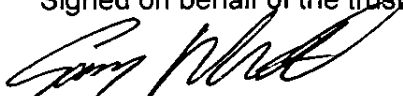
In common with many other businesses of our size and nature we use our auditors to prepare the annual financial statements

In so far as the trustees are aware

there is no relevant audit information of which the charitable company's auditor is unaware, and

the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

Signed on behalf of the trustees



Gary Wintle

Chairman

24 June 2010

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SOUTH
GLOUCESTERSHIRE CITIZENS ADVICE BUREAU**

YEAR ENDED 31 MARCH 2010

We have audited the financial statements of South Gloucestershire Citizens Advice Bureau for the year ended 31 March 2010 on pages 12 to 18, which have been prepared on the basis of the accounting policies set out on page 14

This report is made solely to the company's members, as a body, in accordance with sections 495 and 496 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

The responsibilities of the trustees (who also act as directors of South Gloucestershire Citizens Advice Bureau for the purposes of company law) for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and for being satisfied that the financial statements give a true and fair view are set out in the Statement of Responsibilities of the Trustees on page 9.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view, have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and have been prepared in accordance with the Companies Act 2006. We also report to you whether in our opinion the information given in the Trustees Annual Report is consistent with those financial statements.

In addition we report to you if, in our opinion, the charity has not kept adequate accounting records, if the charity's financial statements are not in agreement with the accounting records and returns, if we have not received all the information and explanations we require for our audit, or if certain disclosures of trustees' remuneration specified by law are not made.

We read the Trustees Annual Report and consider the implications for our report if we become aware of any apparent misstatements within it.

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SOUTH
GLOUCESTERSHIRE CITIZENS ADVICE BUREAU *(continued)***

YEAR ENDED 31 MARCH 2010

BASIS OF AUDIT OPINION

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

We have undertaken the audit in accordance with the requirements of APB Ethical Standards including APB Ethical Standard - Provisions Available for Small Entities, in the circumstances set out below.

OPINION

In our opinion:

- the financial statements give a true and fair view of the state of the charity's affairs as at 31 March 2010 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended,
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice,
- the financial statements have been prepared in accordance with the Companies Act 2006, and
- the information given in the Trustees Annual Report is consistent with the financial statements.



S Plumb
For and on behalf of
HW
Chartered Accountants & Statutory Auditor
Old Station House
Station Approach
Newport Street
Swindon
SN1 3DU

2 July 2010

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE
INCOME AND EXPENDITURE ACCOUNT)**

YEAR ENDED 31 MARCH 2010

	Note	Unrestricted Funds 2010 £	Restricted Funds 2010 £	Total Funds 2010 £	2009 £
INCOMING RESOURCES					
Incoming resources from generating funds					
Voluntary income	2	263,460	25,732	289,192	269,193
Investment income	3	43	-	43	4,086
TOTAL INCOMING RESOURCES		263,503	25,732	289,235	273,279
RESOURCES EXPENDED					
Charitable activities	4	(256,730)	(25,732)	(282,462)	(283,520)
Governance costs	5	(11,683)	-	(11,683)	(11,214)
TOTAL RESOURCES EXPENDED		(268,413)	(25,732)	294,145	(294,734)
NET OUTGOING RESOURCES FOR THE YEAR/NET EXPENDITURE FOR THE YEAR	6	(4,910)	-	(4,910)	(21,455)
RECONCILIATION OF FUNDS					
Total funds brought forward		132,360	-	132,360	153,815
TOTAL FUNDS CARRIED FORWARD		127,450	-	127,450	132,360

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared

All of the above amounts relate to continuing activities

SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE

BALANCE SHEET

31 MARCH 2010

	Note	2010 £	2009 £
FIXED ASSETS			
Tangible assets	8	10,809	7,031
CURRENT ASSETS			
Debtors	9	4,527	2,092
Cash at bank and in hand		<u>121,799</u>	<u>134,296</u>
		126,326	136,388
CREDITORS: Amounts falling due within one year	10	<u>(9,685)</u>	<u>(11,059)</u>
NET CURRENT ASSETS		116,641	125,329
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>127,450</u>	<u>132,360</u>
NET ASSETS		<u>127,450</u>	<u>132,360</u>
FUNDS			
Unrestricted income funds	11	<u>127,450</u>	<u>132,360</u>
TOTAL FUNDS		<u>127,450</u>	<u>132,360</u>

These financial statements were approved by the members of the committee on the 24th June 2010 and are signed on their behalf by


Mr J Sellers
Hon Treasurer

Company Registration Number 2715290

24 June 2010

The notes on pages 14 to 18 form part of these financial statements

SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with applicable United Kingdom accounting standards, the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in March 2005 (SORP 2005) and the Companies Act 2006

Cash flow statement

The trustees have taken advantage of the exemption in Financial Reporting Standard No 1 (revised) from including a cash flow statement in the financial statements on the grounds that the charity is small

Fixed assets and depreciation

All fixed assets are initially recorded at cost. Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows

Equipment	- 33% straight line basis
Fixtures & Fittings	- 25% reducing balance basis

Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease

2. VOLUNTARY INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2010 £	Total Funds 2009 £
Donations				
General donations	13,133	-	13,133	12,818
Town & Parish donations	13,344	-	13,344	8,583
Grants receivable				
Grant from South Gloucestershire Council	153,000	-	153,000	172,038
Grant from Bradley Stoke Town Council	12,000	-	12,000	9,000
South Gloucestershire and Thornbury Town Council rental grants	17,500	-	17,500	17,400
Other income				
Legal Services Commission	54,483	-	54,483	45,852
Additional Hours Project	-	25,732	25,732	3,502
	<u>263,460</u>	<u>25,732</u>	<u>289,192</u>	<u>269,193</u>

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

3. INVESTMENT INCOME

	Unrestricted Funds	Total Funds 2010	Total Funds 2009
	£	£	£
Bank interest receivable	<u>43</u>	<u>43</u>	<u>4,086</u>

4. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly	Total Funds 2010	Total Funds 2009
	£	£	£
Provision of advice	<u>282,462</u>	<u>282,462</u>	<u>281,178</u>

5. GOVERNANCE COSTS

	Unrestricted Funds	Total Funds 2010	Total Funds 2009
	£	£	£
Salaries and wages	9,486	9,486	9,428
Accountancy fees	1,197	1,197	—
Audit fees	1,000	1,000	1,095
Legal fees	—	—	691
	<u>11,683</u>	<u>11,683</u>	<u>11,214</u>

6. NET OUTGOING RESOURCES FOR THE YEAR

This is stated after charging

	2010	2009
	£	£
Staff pension contributions	5,537	6,734
Depreciation	2,848	1,882
Auditors' remuneration - audit of the financial statements	<u>1,000</u>	<u>1,095</u>

7. STAFF COSTS AND EMOLUMENTS

Total staff costs were as follows

	2010	2009
	£	£
Wages and salaries	200,038	201,794
Social security costs	16,983	14,928
Other pension costs	5,537	6,734
	<u>222,558</u>	<u>223,456</u>

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

Particulars of employees

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows

	2010	2009
	No	No
Number of administrative staff	3	3
Number of advice staff	5	6
	<u>8</u>	<u>9</u>

No employee received remuneration of more than £60,000 during the year (2009 - Nil)

In addition, the Charity utilised the services of up to 40 volunteer staff each providing 8 hours per week on average

8. TANGIBLE FIXED ASSETS

	Equipment	Fixtures & Fittings	Total
	£	£	£
COST			
At 1 April 2009	15,874	7,890	23,764
Additions	6,625	—	6,625
At 31 March 2010	<u>22,499</u>	<u>7,890</u>	<u>30,389</u>
DEPRECIATION			
At 1 April 2009	8,842	7,890	16,732
Charge for the year	2,848	—	2,848
At 31 March 2010	<u>11,690</u>	<u>7,890</u>	<u>19,580</u>
NET BOOK VALUE			
At 31 March 2010	<u>10,809</u>	<u>—</u>	<u>10,809</u>
At 31 March 2009	<u>7,032</u>	<u>—</u>	<u>7,032</u>

9. DEBTORS

	2010	2009
	£	£
Other debtors	3,341	—
Prepayments	1,186	2,092
	<u>4,527</u>	<u>2,092</u>

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

10. CREDITORS: Amounts falling due within one year

	2010	2009
	£	£
Taxation and social security	4,959	—
Accruals	4,726	11,059
	<u>9,685</u>	<u>11,059</u>

11. UNRESTRICTED INCOME FUNDS

	Balance at 1 April 2009	Incoming resources	Balance at 31 March 2010
	£	£	£
General Funds	<u>132,360</u>	<u>(4,910)</u>	<u>127,450</u>

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Net current assets	Total
	£	£
Unrestricted Income Funds	<u>127,450</u>	<u>127,450</u>
Total Funds	<u>127,450</u>	<u>127,450</u>

13. COMPANY LIMITED BY GUARANTEE

The Charity is a company limited by guarantee, not having a share capital. No Trustee has a financial interest in the Charity nor derives any financial benefit from the Charity.

14. COMMITMENTS UNDER OPERATING LEASES

At 31 March 2010 the charity had annual commitments under non-cancellable operating leases as set out below:

	2010	2009
	£	£
Operating leases which expire Within 1 year	<u>17,600</u>	<u>17,400</u>

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

15. TOWN AND PARISH DONATIONS AND GRANTS

	2010	2009
	£	£
Acton Turville	50	20
Alveston	200	100
Badminton	50	30
Bitton	100	0
Charfield	0	50
Cromhall	300	300
Dodington	1,500	1,500
Downend	1,500	300
Doynton	0	50
Dyrham & Hinton	50	0
Falfield	180	0
Frampton Cotterell	300	550
Hanham Abbots	500	500
Hawkesbury	100	100
Horton	0	30
Iron Acton	300	250
Mangotsfield	2000	0
Oldbury-on-Severn	50	50
Oldland	0	170
Olveston	75	50
Pilning	300	0
Pucklechurch	250	0
Rangeworthy	30	0
Sodbury Town	300	300
Thornbury Town Trust	550	550
Tormarton	0	50
Westerleigh	600	0
Wick & Abson	100	100
Wickwar	250	0
Yate Town Council	3,709	3,533
	<u>13,344</u>	<u>8,583</u>

Please see Note 2 to the financial statements - Voluntary Income

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

MANAGEMENT INFORMATION

YEAR ENDED 31 MARCH 2010

**The following pages do not form part of the statutory financial statements
which are the subject of the independent auditor's report on pages 10 to 11**

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

DETAILED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2010

	2010	2009
	£	£
INCOMING RESOURCES		
VOLUNTARY INCOME		
General donations	13,133	12,818
Town & Parish donations	13,344	8,583
Grant from South Gloucestershire Council	153,000	172,038
Grant from Bradley Stoke Town Council	12,000	9,000
South Gloucestershire and Thornbury Town Council rental grants	17,500	17,400
Legal Services Commission	54,483	45,852
Additional Hours Project	25,732	3,502
	289,192	269,193
INVESTMENT INCOME		
Bank interest receivable	43	4,086
TOTAL INCOMING RESOURCES	289,235	273,279
RESOURCES EXPENDED		
CHARITABLE ACTIVITIES		
Staff costs - Wages & Salaries	190,552	192,366
Staff costs - Employer's NIC	16,983	14,928
Staff costs - Pension costs	5,537	6,734
Establishment - Rent	18,666	17,400
Establishment - Rates & Water	1,632	1,192
Establishment - Light & heat	4,457	4,135
Establishment - Repairs & maintenance	1,309	8,621
Establishment - Insurance	3,502	2,417
Motor and travel costs - Other	11,714	6,177
Office expenses - Telephone	3,374	4,226
Office expenses - Other	15,931	17,036
Training	3,055	2,126
Subscriptions and reference materials	2,902	4,280
Depreciation	2,848	1,882
	282,462	283,520
GOVERNANCE COSTS		
Salaries and wages	9,486	9,428
Accountancy fees	1,197	-
Audit fees	1,000	1,095
Legal fees	-	691
	11,683	11,214

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

DETAILED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2010

	2010	2009
	£	£
TOTAL RESOURCES EXPENDED	<u>294,145</u>	<u>294,734</u>
NET OUTGOING RESOURCES FOR THE YEAR	<u>(4,910)</u>	<u>(21,455)</u>

**SOUTH GLOUCESTERSHIRE CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**

DETAILED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2010

	2010	2009
	£	£
CHARITABLE ACTIVITIES		
Provision of advice		
<i>Activities undertaken directly</i>		
Staff costs - Wages & Salaries	190,552	192,366
Staff costs - Employer's NIC	16,983	14,928
Staff costs - Pension costs	5,537	6,734
Establishment - Rent	18,666	17,400
Establishment - Rates & Water	1,632	1,192
Establishment - Light & heat	4,457	4,135
Establishment - Repairs & maintenance	1,309	8,621
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Motor and travel costs - Other	11,714	6,177
Office expenses - Telephone	3,374	4,226
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Training	3,055	2,126
Subscriptions and reference materials	2,902	4,280
Depreciation	2,848	1,881
	<u>282,462</u>	<u>283,520</u>