

COMPANY REGISTRATION NUMBER 2845028

BATH & DISTRICT CITIZENS ADVICE BUREAU

FINANCIAL STATEMENTS

31 MARCH 2014

Charity Number 1025392

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BATH & DISTRICT CITIZENS ADVICE BUREAU

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

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BATH & DISTRICT CITIZENS ADVICE BUREAU

MEMBERS OF THE BOARD AND PROFESSIONAL ADVISERS

Registered charity name Bath & District Citizens Advice Bureau

Charity number 1025392

Company registration number 2845028

Principal office 2 Edgar Buildings
Bath
UK
BA1 1EE

Registered office 2 Edgar Buildings
Bath
UK
BA1 1EE

Trustees R Samuel (Chairman)
A Jacklin (Vice Chairman)
S Callar (Treasurer)
R Wilkins
S Lindsay
R Appleyard
B Abercrombie
P Bailey (Former Chairman)

Auditor Moore Stephens
Chartered Accountants
& Statutory Auditor
30 Gay Street
Bath
BA1 2PA

Bankers Lloyds TSB
47 Milsom Street
Bath
BA1 1DN

BATH & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES ANNUAL REPORT

YEAR ENDED 31 MARCH 2014

The Trustees, who are also directors for the purposes of company law, present their report and the financial statements of the company for the year ended 31 March 2014.

REFERENCE AND ADMINISTRATIVE DETAILS

Reference and administrative details are shown in the schedule of members of the board and professional advisers on page 1 of the financial statements.

THE TRUSTEES

The Trustees who served the company during the period were as follows:

R Samuel (Chairman)
A Jacklin (Vice Chairman)
S Callar (Treasurer)
R Wilkins
H Warren
S Lindsay
A Dyson
R Appleyard
B Abercrombie
P Bailey (Former Chairman)
M Vagle (Former Vice Chairman)

R Samuel replaced P Bailey as Chairman on 21 November 2013
A Dyson resigned 19 December 2013
H Warren resigned 19 December 2013
A Jacklin replaced M Vagle as Vice Chairman on 13 February 2014
M Vagle resigned on 20 March 2014
P Bailey resigned 15 May 2014

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Bath and District Citizens Advice Bureau ("the Bureau") is a company limited by guarantee and is a registered charity, which is governed by its Memorandum and Articles of Association. It also aims to comply with the principles laid down by the National Association of Citizens Advice Bureaux. The directors of the charity, who are appointed by the members in a general meeting, or co-opted by the Trustee Board in advance, are its trustees for the purpose of charity law and are collectively referred to as "Trustees" throughout this report.

Recruitment and appointment of Trustee Board Members

The directors of the company are also charity Trustees for the purposes of charity law and, under the company's Articles of Association, are known as members of the Trustee Board.

Trustee Induction and Training

The structure and process of new Trustee induction and training continued to be developed throughout the year as part of the recruitment of new Trustees. Information packs of Annual Accounts, Short Form Accounts, a copy of each of the last two Board Meeting Minutes and Memoranda and Articles of Association are provided. An invitation is made to visit staff and volunteers together with the opportunity to meet existing Trustees. This process will be reviewed in the coming year.

BATH & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2014

Organisational Structure

The Bureau is governed by a Trustee Board, which makes decisions on the annual budget, formulates policy and considers strategic issues likely to affect the organisation. The Trustee Board employs a CEO and staff to manage and deliver services.

The CEO attends all Trustee Board meetings in an advisory capacity. Two representatives of the volunteer workforce and one elected by salaried staff also attend Trustee Board meetings.

Occasionally, the Trustee Board has used its powers to require these representatives and CEO to withdraw from meetings whenever confidential matters relating to staff are being discussed. A representative from the National Association of Citizens Advice Bureaux is also invited to attend all Trustee Board meetings.

At the first meeting of the Trustee Board after the Annual General meeting the Trustees elect the Chairman, Vice Chairman and Treasurer. The Board has used its powers to delegate certain of its functions to committees.

Oversight of strategic options is delegated to the Executive Committee, comprising the Chairman, Vice Chairman, Treasurer and additional Trustees as necessary. They work more closely with the CEO and report back when it is appropriate for any decisions made to be approved. Between meetings there is regular consultation between these parties to ensure the continued smooth running of the Bureau.

In August 2014, The CEO was replaced by an Interim Director.

Risk Management

The Trustees conduct reviews of the major risks to which the Bureau is exposed. Processes are underway to ensure that the appropriate systems are in place to mitigate those risks that can be mitigated.

The Trustee Board met six times during the twelve-month period to 31 March 2014.

Related Parties

S Lindsay is an employee of Wessex Water Services Ltd's group of companies, which provide funding to this Bureau.

Cllr R Appleyard is a councillor with BANES and also sits on the Board of Curo Housing Group, both of which provide funding to the Bureau.

Cllr H Warren is a councillor with Paulton Parish Council which supports the Bureau with a small grant.

BATH & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2014

OBJECTIVES AND ACTIVITIES

The Bureau has two principal objectives. The first of which is to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their needs effectively. Secondly the Bureau aims to exercise a responsible influence on the development of social policies and services, both locally and nationally.

The Bureau has been operating across all of BANES since November 2010, using the name "CAB BANES" to reflect the geographic reach of its support and advice services. It delivers these services from four main locations; opening Monday-Friday in at least one of these locations.

Public Benefit

The Trustees have paid due regard to the Charity Commission guidance on public benefit in deciding activities the charity should undertake. The focus of activities of the charity is to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their needs effectively; and equally to exercise a responsible influence on the development of social policies and services, both locally in the BANES area and nationally.

Every Citizens Advice Bureau is an independent, registered charity. Without funding from BANES, the Bureau could not continue to provide its services to the local community.

BATH & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2014

ACHIEVEMENTS AND PERFORMANCE

The Bureau gives advice on a wide range of issues to anybody who asks for it (although referrals will be made to other bureaux or advice agencies if they are in a better position to help a client with their problems). During 2013/14 the Bureau dealt with 8,412 individual clients who needed advice about 25,215 different problems. 3,029 of these clients stated that they were either disabled or were suffering from a long-term health condition.

The Bureau overwhelmingly serves vulnerable clients. Approximately 50% of our clients prefer not to disclose their household income to the Bureau. Of the clients that did agree to disclose their income, 61% had a household income of less than £1,500 month. Only 3% of clients have household incomes above £36,000 per year

When a client visits the CAB they receive advice and information to help resolve their problem(s). In some cases the advisor will know the outcome the client has achieved before the client leaves, but in most cases they will not. All advisors are encouraged to record advice outcomes where they are known or can be easily anticipated. In 2014/15 we recorded annualised income gains of £3,625,002 for individuals and their families as a result of our advice.

Benefits and tax credits generate the highest number of enquiries, both nationally for fellow bureaux and in BANES, reflecting the complexity of the current welfare system. Excluding clients supported by the Legal Services Team, Bureau staff and volunteers helped clients with 9,075 different benefit problems.

Debt issues are the second most regular enquiry that the team receive, with 7,613 requests for advice. Many of these enquiries involve specialist casework. Excluding clients supported by the Legal Services Team, the Bureau managed 12 bankruptcies, 119 debt relief orders and 120 other debt arrangements. £1,498,793 debts were written off and £64,110 repayments were rescheduled.

Whilst the majority of clients come to ask for help with benefit or debt problems, significant minorities also present with housing, employment and family issues. Although many clients will focus on one particular issue, there is invariably a network of interrelated issues (e.g. the loss of a benefit or employment may lead to an accumulation of debts which, in turn, may lead to housing difficulties).

The main areas of the Bureau's activities are set out below:

1) Generalist Services

The Bureau provides advice in consumer, money advice, welfare benefits, employment, housing, family & personal matters, taxes, immigration & nationality, health, education and discrimination related to any of these from its offices in Bath, Midsomer Norton and Keynsham.

It also operates an Information and Gateway/triage assessment and referral service from the BANES One Stop Shops in Bath and Midsomer Norton, offering a drop-in service alongside Council staff and other partner agencies. The Bureau plans to move into the new One Stop Shop in Keynsham once the building is completed in October 2014. Home visits continue for clients, where necessary.

The work is primarily funded by a grant from BANES, which owns all the premises, with further monies coming from Wessex Water, parish councils and donations from members of the public.

In a typical week there are 86 trained generalist advisors and gateway assessors (all of whom are volunteers) on the rota, frequently dealing with over 300 different client enquiries. Others help to support the IT network, office administration and receptionist duties or support the social policy and research teams. The volunteer workforce has provided more than 27,000 hours of support at minimal costs to the Bureau.

Behind the scenes, expected changes to major income streams mean that the Bureau is working hard to recruit new volunteers to help with a variety of roles.

BATH & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2014

2) Legal Services Commission

Until 31 March 2013 The Bureau was contracted by the Legal Services Commission to deliver specialist debt and welfare rights legal casework to clients who qualify financially, and on the merits of their case, for legal help. Work continued to finalise these cases for clients but, in future, these sort of problems will need to be dealt with by the generalist service.

3) Other Projects

In addition we have a further ten projects delivering specialist advice and two to improve our service delivery:

Hillview Lodge/Income Maximisation (Commissioned by BANES). This project provides benefits and basic debt advice throughout Bath & North-East Somerset for very vulnerable residents. Upon referral by Social Services, clients are visited by a caseworker in their own home. This aspect of the service is very important for clients who have mobility difficulties and gives them the opportunity to discuss their situation in detail and agree the necessary actions with an expert in income maximisation working alongside them. As part of this service, we also provide an outreach caseworker to Hillview Lodge. BANES originally served notice that this project would no longer be funded after 31 March 2014, but an alternative service is now provided out of the general commission by mutual agreement.

Children's Centres (Commissioned by BANES) - This project provided casework and training to all Children's Centres in BANES. Our advisor was on hand at 'Stay and Play' groups for drop in consultations and provided training for Centre front-line staff. Additionally we provided budgeting or financial management skill-training sessions to parents. Owing to sharp planned cuts in funding, the Children's Centres were not in a position to renew this contract for 2014/15.

Macmillan (Funded by Macmillan Cancer Support) - Our caseworkers liaise with the Royal United Hospital and Macmillan Cancer Support to support newly-diagnosed cancer patients. At a time when there are likely to be huge impacts on the circumstances of clients and their families, it is vital that they receive timely practical advice and support regarding welfare benefits and other related subjects to compliment the direct services of the health professionals. Funding for an expanded service is being made available for 2014/15.

Multiple Sclerosis (Funded by the MS Society) - funding enables caseworkers to help clients with Multiple Sclerosis in BANES and South-West Wilts, including advice on benefits and debt.

Practice Based Commission (Funded by a grant from the Medlock Charitable Trust) - The grant has enabled the Bureau to continue its outreach in doctor's surgeries, advising on a range of services. Doctors surgeries are a very good place to meet clients; they can either self-refer or be referred by their GP. We know that timely and sound advice has a significant and positive effect on health outcomes so it is really important that we find new sources of funding to enable us to continue with and develop this work.

Somer (Funded by Curo Places Ltd, formerly Somer Community Housing Trust, with a historic subsidy from EDF Trust) - The Bureau receives funding from Curo for a debt-referral scheme as part of Somer's anti-poverty strategy. Curo staff to make direct appointments for tenants with rent arrears and other debts and to receive detailed case summary and management reports on the work done for referred clients.

Wessex Water debt advice (Funded by Wessex Water Services Limited) - Wessex Water provides a fund to enable us to enhance our debt advice provision within our general service. We are able to introduce clients to the schemes run by Wessex to help clients to pay their water bills and reduce their arrears. We work with the clients to produce financial statements and realistic, affordable management plans. A further small grant is helping us to develop a financial literacy training programme for secondary school pupils, which we are planning to trial with a local Academy in Autumn 2014.

BATH & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2014

University of Bath - The Proving Our Value Study was one of five funded by the South West Forum, an agency supporting social purpose organisations throughout the region. As the name implies, the primary purpose was to show how the activities of the Bureau contribute value to society. The project interviewed a sample of clients in depth to understand the client experience, to understand the benefits of that advice (both from the client's perspective and other stakeholders -e.g. courts, creditors, and reduced costs to the NHS if the client is no longer depressed). Using a methodology called "Social Return on Investment" ("SROI") for the clients interviewed, the research team concluded that the Bureau had an SROI ratio of 1:50 over a 5-year period (i.e. for every £1 spent on dealing with clients problems generates £50 of value to all the stakeholders).

Big Lottery - Bath & District Advice Consortium (Funded by the Big Lottery Fund) - The consortium were delighted to have been awarded a grant from the Big Lottery that is enabling us all to invest in the infrastructure of a new service delivery model. The project started in June 2009 and continued until May 2014. The grant has enabled the Bureau to increase the number of trained volunteer advisors and increase the number of clients whose problems can be dealt with quickly by offering self-help information assistance and Gateway triage information service. This has enabled the Bureau to offer these services from the BANES One Stop Shops. The grant also enabled the Bureau to provide residents with a telephone gateway service.

Our experience of being a member of the Bath & District Advice Consortium has underscored the need for a service that offers a greater range of types of advice and support than we can provide on our own that also gives access to those sections of the community that the Bureau is historically poor at reaching.

Big Lottery - APEX Consortium (Funded by the Big Lottery Advice Services Transition Fund). The government and the Big Lottery have provided 2 years of funding for an advice consortium in each unitary authority to transform advice services in their region to vibrant cost-effective partnerships. The Bureau is the project lead in BANES and the project commenced 1 August 2013. The APEX consortium have commissioned, and are now using, a new web-based referral system which they hope to make available to other agencies in the future. The project is also investing heavily in training for partners' staff and volunteers, both existing and new, and investing in technology to make it quicker and easier for them to give advice. A volunteer research team is continuing with the University of Bath study to improve the client experience and measure the benefits of advice. A large proportion of the expenditure in the first year of the project was delayed until the next financial year of the Bureau.

BATH & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2014

FINANCIAL REVIEW

The Trustee Board sets the Bureau's budget before the beginning of each financial year. The budgets for each project are based on full cost recovery. Conservative budgets are set at the start of the financial year to take account of the ambitious plans to extend our opening hours and volunteer base.

The Legal Aid Sentencing and Punishment of Offenders Act 2012 has significantly reduced the areas of family and social welfare in scope for legal aid fundraising. The termination of the Bureau's contract, coupled with a further cut in funding from BANES prompted the Trustees to conclude that the Bureau needed to restructure. The changes came into effect on 31 March 2013.

Delivery of all the projects resulted in an overall surplus for the year of £70,382 (2013: £42,499 deficit). This surplus is primarily attributable to advance funding of planned expenditure by the APEX partnership. At the balance sheet date the Bureau was carrying a balance of cash at bank and in hand of £463,153 (2013: £329,440)

After adjusting for creditor balances and transfers as described below the funding carried forward at 31 March 2014 was £424,206 (2013: £353,824). Of this amount £338,270 (2013: £350,954) is for Restricted and Designated Projects use only (see notes 16 and 17 of the Accounts).

Principal funding sources

The amounts received for each project are given in notes 2 and 4.

The Trustees would like to thank all funders for their support and recognition that the work of the Bureau is more important than ever in this uncertain economic environment.

Reserves policy

As part of Risk Assessment the Board reviews its financial arrangements and reserves policy. When it has been possible to do so the Bureau has set aside funds or reserves to help it deal with exceptional or unplanned expenditure, thereby minimising the financial implications of such expenditure on our current services. These designated funds are summarised below:

- (1) a Building Fund for unbudgeted building and maintenance needs
- (2) an Employers Fund to meet the legal obligations as an employer
- (3) a Strategic Partnership Fund set aside by the Bureau to contribute to the funding of the Big Lottery Fund project
- (4) a Doctors Surgery Fund to enable the Bureau to develop this service even though the project no longer receives funding from the Primary Care Trust
- (5) a Staff Development Fund to support continuation of staff and volunteer development via training courses where it is not funded by other grants
- (6) an IT Development Fund to enable the Bureau to replace IT equipment
- (7) a Premises Lighting Fund to upgrade lighting as the offices expand
- (8) a Service Delivery Fund to support the continuation of the Bureau's services to clients
- (9) a Hillview/Income Maximisation fund to help us monitor the costs of providing caseworker outreach at Hillview and home visiting.

It is the Trustee's view that the Bureau should endeavour to maintain a minimum net current asset balance on Unrestricted Funds equivalent to at least three months' normal operating expenditure. This is to ensure that, in the event of a significant drop in funding, the Board would be able to continue most of the Bureau's current activities while additional funding is sought.

BATH & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2014

With the incredible uncertainty regarding funding from BANES the Bureau was very careful to manage its expenditure so that there was scope to bolster the Service Delivery Fund if the planned cuts of £25,000 were made to funding in 2014/15.

PLANS FOR FUTURE PERIODS

The Generalist service is very dependent on funding from BANES. In June 2014, the Bureau received news that the council now plan to maintain our funding at the current level until September 2015, having proposed a significant cut, but they confirmed that they intend to commission a new advice service after that. BANES adopted their Advice and Information Strategy in September 2014, which states that BANES will be working with the APEX partnership to develop the action plan to deliver the "new" service. Whilst the Bureau is waiting for greater clarity about what the new service might look like, it is planning to replace outdated systems and invest in new technology and training so that its volunteers can continue to provide "more for less".

Although the Bureau is fortunate to have healthy reserves it is unlikely that these will be capable of sustaining the service in its current format. We are optimistic that the Big Lottery funding will help us and our partners develop a more efficient advice service model that is less dependent on local government funding. The council decision to reverse the planned cuts will certainly give the Bureau much needed breathing-space to achieve this. Several new exciting projects are to be rolled out in 2014/15 as pilots, many of which focus on proactive intervention to prevent local residents from getting into trouble in the first place.

The current economic climate remains very uncertain, but clients need access to Bureau services more than ever. The Bureau predicts that there are a growing number of residents who will get into extreme debt as a result of the changes to the Housing Benefit system and the roll-out of Universal Credit. There is a real risk that these residents will represent a much bigger burden on health, welfare and housing services than might have been the case with early intervention and support.

It is the aspiration of the Board to extend the hours available to give advice. With this in mind we will continue to seek out and train additional volunteers while the Bureau can still afford to do so.

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also the directors of Bath & District 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 regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees 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 Trustees 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 the income and expenditure of the 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 accounting estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

BATH & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2014

TRUSTEES' RESPONSIBILITIES STATEMENT *(continued)*

The Trustees 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.

AUDITOR

Moore Stephens are deemed to be re-appointed under section 144 of the Charities Act 2011.

Each of the persons who is a trustee at the date of approval of this report confirms that:

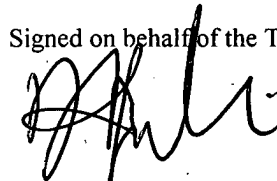
- so far as each trustee is aware, there is no relevant audit information of which the company's auditor is unaware; and
- each trustee has taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Registered office:
2 Edgar Buildings
Bath
UK
BA1 1EE

Signed on behalf of the Trustees



D Jacklin
Vice Chair

8/12/14

BATH & DISTRICT CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF BATH & DISTRICT CITIZENS ADVICE BUREAU

YEAR ENDED 31 MARCH 2014

We have audited the financial statements of Bath & District Citizens Advice Bureau for the year ended 31 March 2014 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITOR

As explained more fully in the Trustees Annual Report, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of financial statements and for being satisfied that they give a true and fair view.

The Trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2014 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

BATH & DISTRICT CITIZENS ADVICE BUREAU

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF BATH & DISTRICT CITIZENS
ADVICE BUREAU (continued)**

YEAR ENDED 31 MARCH 2014

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Trustees Annual Report.

10th December 2014

30 Gay Street
Bath
BA1 2PA

Moore Stephens

MOORE STEPHENS
Chartered Accountants
& Statutory Auditor

Moore Stephens is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

BATH & DISTRICT CITIZENS ADVICE BUREAU

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

YEAR ENDED 31 MARCH 2014

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
INCOMING RESOURCES					
Incoming resources from generating funds:					
Voluntary income	2	427,603	—	427,603	440,522
Investment income	3	1,063	—	1,063	1,390
Incoming resources from charitable activities	4	44,040	270,199	314,239	319,873
TOTAL INCOMING RESOURCES		472,706	270,199	742,905	761,785
RESOURCES EXPENDED					
Charitable activities	5/6	(411,427)	(252,573)	(664,000)	(762,162)
Governance costs	7	(6,685)	(1,088)	(7,773)	(13,919)
Other resources expended	8	(750)	—	(750)	(28,203)
TOTAL RESOURCES EXPENDED		(418,862)	(253,661)	(672,523)	(804,284)
NET INCOMING/(OUTGOING) RESOURCES BEFORE TRANSFERS					
	9	53,844	16,538	70,382	(42,499)
Transfer between funds	10	(20,074)	20,074	—	—
NET INCOME/(EXPENDITURE) FOR THE YEAR		33,770	36,612	70,382	(42,499)
RECONCILIATION OF FUNDS					
Total funds brought forward		234,666	119,158	353,824	396,323
TOTAL FUNDS CARRIED FORWARD		268,436	155,770	424,206	353,824

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.

The notes on pages 15 to 22 form part of these financial statements.

BATH & DISTRICT CITIZENS ADVICE BUREAU**BALANCE SHEET****31 MARCH 2014**

	Note	2014 £	2013 £
FIXED ASSETS			
Tangible assets	12	—	5,453
CURRENT ASSETS			
Debtors	13	13,392	59,305
Cash at bank		463,153	329,440
		<u>476,545</u>	<u>388,745</u>
CREDITORS: Amounts falling due within one year	14	<u>(52,339)</u>	<u>(40,374)</u>
NET CURRENT ASSETS		424,206	348,371
TOTAL ASSETS LESS CURRENT LIABILITIES		424,206	353,824
NET ASSETS		424,206	353,824
FUNDS			
Restricted income funds	16	155,770	119,158
Unrestricted income funds	17	268,436	234,666
TOTAL FUNDS		424,206	353,824


For the year ended 31 March 2014 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to audit under the Charities Act 2011.

Trustees' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The Trustees 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 with the Financial Reporting Standard for Smaller Entities (effective April 2008).

These financial statements were approved by the members of the Board and authorised for issue on the 27 November 2014 and are signed on their behalf by:

 8 December 2014
Susan Caffar (Treasurer)
Director

Company Registration Number: 2845028

The notes on pages 15 to 22 form part of these financial statements.

BATH & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

1. ACCOUNTING POLICIES

Basis of accounting

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), and the requirements of the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued in March 2005 (SORP 2005).

Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Contract and grant income is included as incoming resources in the period to which it relates;

When donors specify that donations or grants are for particular restricted purposes, the income is included as incoming resources of restricted funds when receivable. Grants received are deferred and recognised through the statement of financial activities in full when conditions for receipt are complied with;

Intangible income, including gifts in kind, is included at the trustees' valuation when known;

No amounts are included in the financial statements for services donated by volunteers.

Fund accounting

Funds held by the charity are either:

Unrestricted funds are donations and other income generated for the objects of the charity without further specified purposes. These can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds are certain unrestricted funds have been ear-marked by the trustees for specific future purposes or projects.

Restricted funds are amounts received that can only be used for particular restricted purposes by the charity as specified by the donor. Expenditure which meets such criteria is charged against the fund.

Resources expended

Expenditure is recognised when a liability is incurred, inclusive of any VAT where this cannot be recovered. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs relating to the category. Central charges are reappportioned on a staff hours basis.

Fixed assets

Tangible fixed assets costing more than £1,000 are capitalised and included at cost.

A fixed asset impairment review is undertaken annually and adjustments made as and when applicable.

BATH & DISTRICT CITIZENS ADVICE BUREAU**NOTES TO THE FINANCIAL STATEMENTS****YEAR ENDED 31 MARCH 2014****1. ACCOUNTING POLICIES (continued)****Depreciation**

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:

- Telephone & Equipment
 - 33% straight line
- Motor Vehicles
 - 33% straight line

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.

Pension costs

The company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the company. The annual contributions payable are charged to the statement of financial activities.

2. VOLUNTARY INCOME

	Unrestricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Donations			
Other	3,456	3,456	2,789
Other donations	2,583	2,583	3,684
Grants receivable			
B&NES - Core	345,064	345,064	378,959
Other Grants	43,000	43,000	30,000
Other income			
Gifts in kind	33,500	33,500	25,090
	<u>427,603</u>	<u>427,603</u>	<u>440,522</u>

The gifts in kind included above relate to office space provided by B&NES Council free of charge, the estimated market value is included as income and as a corresponding rental expense.

3. INVESTMENT INCOME

	Unrestricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Bank interest receivable	<u>1,063</u>	<u>1,063</u>	<u>1,390</u>

BATH & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Income Max	44,040	—	44,040	46,595
B&NES - Childrens' Centres	—	35,949	35,949	35,949
Somer/EDF	—	10,101	10,101	10,101
LSC	—	(9,831)	(9,831)	74,694
Macmillan	—	44,416	44,416	47,987
Big Lottery Fund	—	54,586	54,586	91,705
Other restricted contracts	—	7,748	7,748	12,842
APEX	—	127,230	127,230	—
	<u>44,040</u>	<u>270,199</u>	<u>314,239</u>	<u>319,873</u>

5. COSTS OF CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Operating Advice Centre	<u>411,427</u>	<u>252,573</u>	<u>664,000</u>	<u>762,162</u>

6. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly £	Total Funds 2014 £	Total Funds 2013 £
Operating Advice Centre	<u>664,000</u>	<u>664,000</u>	<u>762,162</u>

7. GOVERNANCE COSTS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Audit fees	4,552	1,088	5,640	5,430
Legal fees	1,891	—	1,891	8,166
Costs of trustees' meetings	242	—	242	323
	<u>6,685</u>	<u>1,088</u>	<u>7,773</u>	<u>13,919</u>

8. OTHER RESOURCES EXPENDED

	Unrestricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Redundancy payments	<u>750</u>	<u>750</u>	<u>28,203</u>

BATH & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

9. NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR

This is stated after charging:

	2014	2013
	£	£
Depreciation	5,453	7,955
Auditors' fees	5,640	5,430

10. FUND TRANSFERS

During the year a number of transfers were made from general funds to the restricted funds to provide for an overspend. There were also transfers between designated funds and general funds.

11. STAFF COSTS AND EMOLUMENTS

Total staff costs were as follows:

	2014	2013
	£	£
Wages and salaries	399,101	505,960
Social security costs	32,132	40,559
Other pension costs	16,596	25,934
	<u>447,829</u>	<u>572,453</u>

Particulars of employees:

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

	2014	2013
	No	No
Number of administrative staff	<u>16</u>	<u>21</u>

No employee received remuneration of more than £60,000 during the year (2013 - Nil).

12. TANGIBLE FIXED ASSETS

	Land and buildings £	Other plant & machinery etc. £	Total £
COST			
At 1 April 2013 and 31 March 2014	<u>3,819</u>	<u>63,659</u>	<u>67,478</u>
DEPRECIATION			
At 1 April 2013	3,819	58,206	62,025
Charge for the year	—	5,453	5,453
At 31 March 2014	<u>3,819</u>	<u>63,659</u>	<u>67,478</u>
NET BOOK VALUE			
At 31 March 2014	—	—	—
At 31 March 2013	—	5,453	5,453

BATH & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

13. DEBTORS

	2014 £	2013 £
Trade debtors	—	29,150
Other debtors	8	8
Prepayments	13,384	30,147
	<u>13,392</u>	<u>59,305</u>

14. CREDITORS: Amounts falling due within one year

	2014 £	2013 £
Other creditors	<u>52,339</u>	<u>40,374</u>

15. COMMITMENTS UNDER OPERATING LEASES

At 31 March 2014 the company had annual commitments under non-cancellable operating leases as set out below.

	Assets other than Land and buildings	
	2014 £	2013 £
Operating leases which expire:		
Within 1 year	812	—
Within 2 to 5 years	<u>2,170</u>	<u>2,972</u>
	<u>2,982</u>	<u>2,972</u>

16. RESTRICTED INCOME FUNDS

	Balance at 1 Apr 2013 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 31 Mar 2014 £
Somer/EDF	48,140	10,101	(11,939)	—	46,302
B&NES -					
Childrens' Centres	4,502	35,949	(30,187)	—	10,264
Macmillan	16,612	44,416	(55,337)	—	5,691
Legal Services	28,497	(9,831)	(24,287)	5,621	—
Additional Hours	2,149	—	—	—	2,149
Big Lottery Grant	—	54,586	(69,010)	14,424	—
Practice Based					
Comm	10,941	—	—	—	10,941
Quartet funding	5,480	—	—	—	5,480
Multiple Sclerosis	1,729	1,748	(1,575)	—	1,902
University of Bath	1,108	1,000	(2,137)	29	—
QCF Catalyst Fund	—	5,000	—	—	5,000
APEX	—	127,230	(59,189)	—	68,041
	<u>119,158</u>	<u>270,199</u>	<u>(253,661)</u>	<u>20,074</u>	<u>155,770</u>

Balance carried
forward

BATH & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

16. RESTRICTED INCOME FUNDS (*continued*)

The restricted funds relate to contracts for specific services. These represent grants and other funding received for on-going services provided by the charity which cannot be used for any other purposes. Where the end of the funding period differs from the charity's year-end any surplus or deficit is carried forward to future accounting periods.

Somer/EDF - Housing, debt and social services advice provided following contact via Somer Housing.

B&NES Childrens' Centres - Support advice to families for social services available, budgeting and debt guidance. This project came to an end on 31 March 2014 with any outstanding casework to be completed by the generalist service. Accordingly this reserve has been released.

Macmillan - Support advice to patients and their families in partnership with the Royal United Hospital, Bath.

Legal Services - Legal advice provided for welfare benefit and debt problems. This project is now complete and no further costs are envisaged.

Additional Hours - Extension of 'walk in' hours for greater direct access to the Bureau.

Big Lottery Grant - A project for co-ordinating advice across B&NES council area. This was a five year project ending in June 2014.

Quartet funding - This is funding received from the B&NES Recession Fund to alter, equip and refurbish additional interview rooms.

Practice Based Commission - Grants to offer debt services via doctors' surgeries. This was a one off grant.

Multiple Sclerosis - We have been retained by the Charity to provide advice and support to anyone affected by Multiple Sclerosis.

University of Bath - this was a two-year project to enable us to understand who we can engage more productively with people that need advice and calculate the Social Return on Investment to measure the value of the advice we give.

QCF Catalyst - Quartet Community Foundation provided us with funds to support the personal budgeting work we do with some of our clients with debt problems.

APEX - The Big Lottery Advice Services Transition Fund have funded a consortium of ten advice agencies in BANES, led by the Bureau. The partnership is using the funding to develop a more efficient advice service model that is less dependent on local government funding.

BATH & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

17. UNRESTRICTED INCOME FUNDS

	Balance at 1 Apr 2013 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 31 Mar 2014 £
Building Fund	30,500	—	—	(10,000)	20,500
Employers Liability Fund	68,420	—	(750)	—	67,670
Staff Development fund	41,672	—	—	—	41,672
IT Development fund	35,000	—	—	(5,000)	30,000
Service Delivery fund	42,658	—	—	—	42,658
Income Max	13,546	44,040	(27,540)	(30,046)	—
General Funds	2,870	428,666	(390,572)	24,972	65,936
	<u>234,666</u>	<u>472,706</u>	<u>(418,862)</u>	<u>(20,074)</u>	<u>268,436</u>

The above unrestricted funds have been set aside as designated funds for specific purposes as set out below:

The Building fund sets aside funds to cover future redecoration costs and repairs. £10,000 has been drawn down to pay for the refurbishment of the training room and recabling the office.

The Employers Liability fund sets aside funds to cover the Bureau's legal liabilities to staff should the Bureau be faced with a cut in funding or termination of a project.

The Staff Development fund is to support the continuation of staff development via training courses.

The IT Development fund was set aside to fund the replacement of the IT equipment used by the Bureau. £5,000 has been released to cover the majority of the IT costs incurred by the Bureau during 2013/14.

The Service Delivery fund to support the continuation of the delivery of the Bureau's services to its clients.

The Income Max grant funding from BANES has now ceased so this designated fund has been released in full.

BATH & DISTRICT CITIZENS ADVICE BUREAU**NOTES TO THE FINANCIAL STATEMENTS****YEAR ENDED 31 MARCH 2014****18. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Net current assets £	Total £
Restricted Income Funds:		
Somer/EDF	46,302	46,302
B&NES - Childrens' Centres	10,264	10,264
Macmillan	5,691	5,691
Additional Hours	2,149	2,149
Practice Based Comm	10,941	10,941
Quartet funding	5,480	5,480
Multiple Sclerosis	1,902	1,902
QCF Catalyst Fund	5,000	5,000
APEX	68,041	68,041
	<u>155,770</u>	<u>155,770</u>
Unrestricted Income Funds:		
Designated Funds	183,250	183,250
General Funds	94,350	94,350
	<u>277,600</u>	<u>277,600</u>
Total Funds	<u>433,370</u>	<u>433,370</u>

19. RELATED PARTY TRANSACTIONS

Cllr R Appleyard is a councillor with BANES who have provided funding to the Bureau of £407,335 (2013: £425,554). Cllr R Appleyard also sits on the Board of Curo Housing Group who have provided £10,101 (2013: £10,101).

S Lindsay is an employee of Wessex Water Services Ltd's group of companies, which have provided funding of £43,000 (2013: £30,000) during the year.

Cllr H Warren is a councillor with Paulton Parish Council which supported the Bureau with a small grant of £250 (2013: £nil).

BATH & DISTRICT CITIZENS ADVICE BUREAU

MANAGEMENT INFORMATION

YEAR ENDED 31 MARCH 2014

**The following pages do not form part of the statutory financial statements
which are the subject of the independent auditor's report on pages 11 to 12.**

BATH & DISTRICT CITIZENS ADVICE BUREAU
DETAILED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2014

	2014	2013
INCOMING RESOURCES		
VOLUNTARY INCOME		
Other	3,456	2,789
Other donations	2,583	3,684
B&NES - Core	345,064	378,959
Other Grants	43,000	30,000
Gifts in kind	33,500	25,090
	<u>427,603</u>	<u>440,522</u>
INVESTMENT INCOME		
Bank interest receivable	1,063	1,390
	<u>1,063</u>	<u>1,390</u>
INCOMING RESOURCES FROM CHARITABLE ACTIVITIES		
Income Max	44,040	46,595
B&NES - Childrens' Centres	35,949	35,949
Somer/EDF	10,101	10,101
LSC	(9,831)	74,694
Macmillan	44,416	47,987
Big Lottery Fund	54,586	91,705
Other restricted contracts	7,748	12,842
	<u>127,230</u>	<u>319,873</u>
TOTAL INCOMING RESOURCES	<u>742,905</u>	<u>761,785</u>
RESOURCES EXPENDED		
CHARITABLE ACTIVITIES		
Staff costs - Wages & Salaries	447,829	572,453
Establishment - Rent	53,415	35,193
Establishment - Other	28,200	32,505
Motor and travel costs - Other	16,959	24,316
Office expenses - Telephone	15,343	20,131
Office expenses - Other	16,089	18,534
Depreciation	5,453	7,955
Volunteers expenses	16,261	20,336
Sundry expenses	13,493	6,600
IT equipment and support	50,958	24,139
	<u>664,000</u>	<u>762,162</u>
GOVERNANCE COSTS		
Audit fees	5,640	5,430
Legal fees	1,891	8,166
Costs of trustees' meetings	242	323
	<u>7,773</u>	<u>13,919</u>
OTHER RESOURCES EXPENDED		
Redundancy payments	750	28,203

BATH & DISTRICT CITIZENS ADVICE BUREAU
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31 MARCH 2014

	2014	2013
	£	£
TOTAL RESOURCES EXPENDED	<u>672,523</u>	<u>804,284</u>
NET INCOMING/(OUTGOING) RESOURCES FOR THE YEAR	<u>70,382</u>	<u>(42,499)</u>

BATH & DISTRICT CITIZENS ADVICE BUREAU
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31 MARCH 2014

	2014	2013
	£	£
CHARITABLE ACTIVITIES		
Operating Advice Centre		
<i>Activities undertaken directly</i>		
Staff costs - Wages & Salaries	447,829	572,453
Establishment - Rent	53,415	35,193
Establishment - Other	28,200	32,505
Motor and travel costs - Other	16,959	24,316
Office expenses - Telephone	15,343	20,131
Office expenses - Other	16,089	18,534
Depreciation	5,453	7,955
Volunteers expenses	16,261	20,336
Sundry expenses	13,493	6,600
IT equipment and support	50,958	24,139
	<u>664,000</u>	<u>762,162</u>