REGISTERED COMPANY NUMBER: 03191085 (England and Wales)
REGISTERED CHARITY NUMBER: 1056102

# REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016 FOR

### CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Staffords
Chartered Accountants
& Statutory Auditors
CPC1
Capital Park
Fulbourn
CAMBRIDGE
Cambridgeshire
CB21 5XE



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#### **REPORT OF THE TRUSTEES** FOR THE YEAR ENDED 31 MARCH 2016

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 2016. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

The report of the Trustees incorporates a Directors' Report as required by Company Law.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

#### **OBJECTIVES AND ACTIVITIES**

#### Objectives and aims

The principal activities of the bureau are to provide free, confidential and independent advice without discrimination.

The principal aims of the organisation are twofold:

- 1. To provide the advice people need for the problems they face
- 2. To improve the policies and practices that affect peoples' lives

The main objectives and activities for the year continued to focus on the provision of advice and guidance to the local population. The strategies in place to assist the charity to meet these objectives included the following:

- engaging a large number of volunteers as generalist advisers. (They are required to complete CitA certificated training which takes 6-9 months, attend regular legal update training and also to keep themselves abreast of issues by reading regular bulletins, newsletters, emails and 'Cablink' news).
- providing access to the charity's resource through a variety of mechanisms including dropin face-to-face sessions, outreaches, telephone, email response and other virtual resources including a network of touch screen kiosks.
- working in partnership with other agencies to ensure that the widest range of services is available that best matches the needs of the clients.
- achieving financial stability through the generation of our own income e.g. renting space in the Advicehub.

The majority of the work of the bureau is generalist advice work which is primarily carried out by its volunteer advisers. The Bureau could not function without these volunteers and we thank them for all that they do for the bureau but more importantly the difference they make to the lives of our thousands of clients every year. The generalist work consists of 'one off' advice in the 14 key areas of benefits, consumer issues, debt, education, employment, finance, health, housing, immigration and nationality, legal, relationships, tax, travel and utilities.

Additional services - pro bono solicitor appointments- Free Legal Advice Group (FLAG) twice a month, outreach work (currently based at Girton Community House, John Huntingdon's Charity in Sawston and Papworth Trust), and virtual advice services through touch screen kiosks at various locations serviced by our user friendly advice website; and casework in debt, welfare rights, and housing plus financial capability education work.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

#### **ACHIEVEMENT AND PERFORMANCE**

#### Charitable activities

In last year's trustees' report, we identified specific future activities to be undertaken by the bureau.

Progress against those is summarised below:

1) To be recognised as the most comprehensive local advice service by concentrating on helping as many people as possible and getting clients to the most effective help in the shortest time.

Our advisers logged 14,709 clients and 23,204 contacts with clients through a combination of face-to-face drop-in sessions at the main Bureau every weekday morning, outreach services at, Girton, East Barnwell GP practice and Sawston, and via phone and email advice.

During the year we dealt with 23,676 issues, the top ones being:

Benefits and Tax credit 25%
Debt/money advice 22%
Housing 10%
Employment 9%
Relationship & family 7%

During the period the specialist team gained income of £3,044,974 for clients and had over £3.5 million in debts and overpayments written off and helped to prevent 381 individuals and families from being made homeless.

215 food vouchers were issued plus 44 fuel vouchers.

We seek feedback from our clients to a) determine satisfaction levels and b) to find out what the outcomes of our advice has been. We do this via a survey monkey (sent 6 weeks after the interaction), client comment cards in reception, internal and external evaluation of our projects and work. Levels of satisfaction with the quality of our work remain very high (90%+). The key criticism is about our inability to answer the demand for phone advice and our opening hours.

2) To continue to develop outreach services via face-to face and virtual access.

During the year we set up a new Outreach at East Barnwell GP practice funded by Cambridge City Council Sharing Prosperity fund and promoted through the Local Health Partnership. In 2016 we plan to extend this work to 3 more GP surgeries around the city. We continued to deliver outreach at Wintercomfort until the beginning of 2016 when we moved the outreach to the Customer Contact centre in the city into their "Advicehub" project (NB: We have lent them our logo and hope that it will be used at more locations around the city)

Our network of touch screen self-help kiosks, continue to be popular. We keep these under regular review and if we identify any that are not being well used we move them to alternative sites for example we have moved the kiosk from Wintercomfort to ARU Student Services. In November a unit was unveiled by the leader of the council at South Cambridgeshire District Council office in Cambourne.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

### ACHIEVEMENT AND PERFORMANCE Charitable activities

3) To continue to develop partnership projects which will enable groups in the community to deliver CAB advice locally.

Through our Smart Money Lottery funded project amongst other things, we have continued to develop partnership working, often delivering training to frontline staff and volunteers on topics such as energy best deal, personal budgeting support for people starting on Universal Credit (which came to Cambridge in February 2016). Our Financial Education Manager qualified as a Citizens Advice Energy Champion early in 2016, and she supports other organisations to develop their staff and resources to work with their clients and customers on switching providers to save money. Frequently this work is about giving people the confidence that nothing untoward will happen during the "switch".

The Training Manager has produced materials and a training plan to create Information Assistants and this has been delivered to various organisations such as libraries, community centres etc. In future we will be recruiting volunteers as form fillers.

4) To use ICT to bridge the digital divide and enhance the delivery of advice and training. In September we successfully bid for funding from the Impactful Foundation to build a new more interactive website which was launched in spring 2016. This will provide easy access to basic information and improve our email advice services.

The scams app was developed and is now available in several formats. We have promoted it to groups like the Community Navigators who in turn can make sure the people they are in daily contact with get early warnings about the latest scams circulating in the community and on the internet.

During the year we reviewed and retendered our internal IT support services and concluded with a simpler and more cost efficient solution.

5) To add value through the use of highly trained and professional volunteers.

133 volunteers gave over 30,000 hours to the organisation this year - valued at £499,263. Retention rates have improved year on year, although we still struggle to maintain a full advice rota (the ideal number at the main office would be 75 fully trained advisers. Currently we have 56).

The training has been reviewed and streamlined in order to get more people onto the rota whilst not compromising the quality of what we do and offer to clients. 36 volunteers were recruited to training programmes during the year and 25 made it to the rota.

Whilst we have made, and continue to make, improvements to our courses, training volunteers still represents a considerable investment for us at approximately £6000 per adviser trained. We are investigating how we can introduce a short training course that would suit a higher turnover of volunteers e.g. students.

We have increased the level of advice supervision by adding an extra post and this in turn has enabled us to raise the quality of what we do (evidenced from the new quarterly Quality of Advice Assessments introduced as part of the review of the CiTA audit process and membership criteria. Previously this was once every 3 years).

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

### ACHIEVEMENT AND PERFORMANCE Charitable activities

6) To continue to expand our financial education and to offer comprehensive and preventative money advice services.

Delivering financial education/capability alongside our other debt/money advice is essential to helping clients to take more control and responsibility over their budgets. Our aim is to equip them with the tools they need to take a more realistic view of their circumstances. In some instances clients are not receiving all that they are owed or they have over paid things they should not have at a time when their cash flow is critical. One client was on the brink of potentially needing a Debt Relief Order (a way of writing all debts off) when our adviser discovered that she had a credit on her electricity account of over £800. This was retrieved for her and we also set up a more realistic and affordable payment schedule with the utility company for the future.

This is year 2 of a 3 year Lottery funded project - "Smart Money". In addition the City Council continues to support our financial capability work which has been invaluable in "levering" Lottery Help Through Crisis funding.

Our key Financial Capability worker, has helped 109 people switch provider and save on average £200 pa per person, and in one notable case over £2,600.

The team have again been successful in bidding for and winning, funding for the Energy Saving week and Energy Best Deal Extra.

7) Extend our policy and campaigning work to involve more people and generate more evidence to effect change.

Our Research and Campaigns Officer produced an excellent piece of work exploring the reasons for issuing food and fuel vouchers to our clients. This has been used by many organisations and was the subject of a newspaper feature showing how, despite its wealth, Cambridge has many very needy people.

A major concern for the future is what will happen with the roll out of Universal Credit. People will be expected to manage for up to 6 weeks before their first payment and thereafter be in control of a monthly payment. Most have never had to manage their money for more than 2 weeks at a time.

During the period we have responded to multiple consultations - local, regional and national - and achieved significant media coverage.

#### Research and Campaigns (R&C)

An important part of CCAB work and ethos of the Citizens Advice movement, is to influence change and we do this through R&C work. We continue to be one of the few bureaux that fund a full time R&C Officer although we will not be able to maintain that position into the future. Our trustee lead on this topic has reported that his quarterly audits of R&C work indicate a considerable increase in quality. The R&C Group meet quarterly to support the R&C Co-ordinator and to influence the direction of the work.

### <u>ADVICE BUREAU</u>

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

### ACHIEVEMENT AND PERFORMANCE Quality

During the year we maintained and improved our Quality of Advice score. We continue to work to the Advice Quality Standard mark and for the first time became individually licenced to the Financial Conduct Authority (previously this was group membership via Citizens Advice). We retained our status as a Travel for Work employer, the Gold Level Go Green standard, and Living Wage Foundation accreditation. We are members of the British Quality Foundation. All our money advisers are members of the Institute of Money Advisers. The Financial Education Manager qualified as an Energy Champion and all our of our specialist money advisers have qualified as Debt Relief Order intermediaries.

#### Internal and external factors

The Board has identified external factors affecting the charity which are outside of its control as including: current economic climate; changes to the welfare rights system; changes in funding streams and changes at Citizens Advice.

Factors within control have been: effective cost management; high level of satisfaction with the service provided; good partnership working and successful bids for grant funding.

#### **COMPLAINTS**

The CCAB complies with the formal complaints procedure as set out by the Citizens Advice membership standards.

We can report that there were:

3 formal/written complaints brought against the bureau during the period. None of these were upheld.

Informal complaints primarily related to client frustrations about the difficulty in getting through to us on the phone. CCAB is trying to address this and has succeeded in increasing the number of calls answered however the demand still outstrips capacity. We are investigating stream lined training that would enable us to get volunteers onto phone work more quickly and we hope to work with BBP Law School on this project.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

#### **FINANCIAL REVIEW**

#### **Financial Review and Chairman's Statement**

This has been another challenging year, with efforts made on all fronts to raise funds for the bureau.

Several fixed term projects came to an end during the year and to that effect we put considerable effort into bidding for new funding streams. In previous periods we have had a successful track record of achieving 6 out of every 10 bids made. An indicator of how competitive and hard the climate is, that is now reduced to about 3 out of 10. We observed that funders have a much greater call on their funds than ever before and also an increasing requirement for match funding.

Our key local authority funders - Cambridge City and South Cambridgeshire councils - continue to be major supporters of our work even though they face tough economic times. The City Council is especially important to us this year as they are funding additional work to support more outreach at GP surgeries - work that is proving to be extremely effective in supporting people locally.

Against stiff competition, we won a 5 year Lottery 'Help Through Crisis' grant worth nearly £500,000 (only 70 out of 670 bids were successful). Through this project we will continue to develop close partnerships with key agencies who work with people in immediate crisis. In addition, the Financial Capability Team successfully bid for Energy Best Deal and Energy Champion funding via Citizens Advice UK.

The bureau has been particularly successful at generating funds from rental income. Our Advicehub space, available to outside organisations for short and longer term lets, are at full capacity and our large meeting room, the David Livesey Room is used by a range of charities for training purposes. The bureau finances have also been boosted by events organised by the Patrons Circle headed by Lady Cass and Lady Chadwyck-Healey. Lady Cass and her team have demonstrated considerable expertise in, not only organising events, but also securing some meaningful donations for the bureau, all from within the Cambridge community, and we are very grateful for their support. A legacy from Hazel Wardle had been held in probate for three years, but we received an interim payment of £20,000 at the very end of the year and we currently await confirmation of any residual amount.

Income from generated funds is used to pay the outstanding mortgage on the building. This is currently financed at 4% but we will review the situation if interest rates change. To provide further security, we have funds held across five banks and regularly review our cash balances to ensure they stay within the FSCS compensation threshold of £75,000.

### <u>ADVICE BUREAU</u>

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

#### **FINANCIAL REVIEW**

#### **Financial Review and Chairman's Statement**

This was the first year for us to be audited under the new SORP accounting for charities rules. One of the new requirements has been to value any investment property separately and to state this correctly for the past three years. A revaluation of our Advicehub space has generated a £60k gain this year (as well as adjustments in the previous two years). This has also reduced the cost of depreciation on this part of the building and, as a result, we are showing net income this year of £84,118. Neither the gain on investment nor the associated depreciation are cash items, but it is reassuring to know that the property, purchased in 2011, has already increased in value. Our location, in close proximity to the main line station and key bus routes, was chosen for its ease of access for clients. Within the last three years, the station and surrounding area have been part of a major redevelopment known as 'CB1' and our property is now within a prime location in the city.

#### **Principal funding sources**

The principal funding sources of our core funding were Cambridge City Council and earned income, between them making up 39% of the income of the charity. Grant funding from the BIG Lottery makes up a further 20%.

#### Investment policy and objectives

The charity has no long term funds to invest, but ensures that any surplus funds are either invested in interest-bearing deposit accounts or used to make early repayments on our mortgage, thereby reducing associated interest charged..

Detailed targets for rental income are set and agreed by the trustees in advance of the financial year and results monitored on a quarterly basis.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

#### **FINANCIAL REVIEW**

#### Reserves policy

The trustees believe that the bureau should hold unrestricted reserves to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances. The trustees consider that it is prudent to aim to set aside an amount equivalent to the liabilities of the core operating costs of the organisation which should include any close down costs should the organisation need to wind up (redundancy, legal and other professional fees, contracts such as equipment hire). It is noted that a 25 year loan for the premises currently under operation should be met by the sale of the asset it is attached to. In addition to this, some contingency should be built in if at all possible but not at the risk of the failure to deliver the core business. To this end the trustees review the level of necessary reserves on at least an annual basis.

The total funds held by the charity at the year end were £786,351. Of these funds £545,724 are related to functional fixed assets, investments and debt associated with the property, £16,633 is in respect of unspent restricted funds not held as fixed assets. Restricted funds not available for general use totalled £92,216 at the year end.

The reserves policy is to hold total cash reserves of £200,000. At the year end total unrestricted reserves were £694,135 comprising £82,050 General fund £40,000 Equipment reserve, £46,000 Contractual Commitment reserve, £30,000 Building Maintenance reserve, £10,000 Donald Porteous reserve and £25,000 Development reserve. The remaining £461,085 was held in the Devonshire Road fund and relates to the property and associated debt.

#### **FUTURE PLANS**

Plans for future periods:

- 1) Continue to be recognised as the most comprehensive local advice service by concentrating on helping as many people as possible and getting clients to the most effective help in the shortest time;
- 2) To continue to develop outreach services in particular at GP surgeries and growth areas in the City and South Cambridgeshire;
- 3) To engage with more young people make our services more accessible to this group;
- 4) To use ICT to bridge the digital divide and enhance the delivery of advice;
- 5) To add value through the use of highly trained and professional volunteers in particular to develop additional volunteering opportunities via Form Fillers and Digital "buddies";
- 6) To continue to expand our financial education and to offer comprehensive and preventative money advice services.

### <u>ADVICE BUREAU</u>

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

### STRUCTURE, GOVERNANCE AND MANAGEMENT Governing Document

The bureau was originally set up as a charity in September 1939 but subsequently changed its status to a charitable company limited by guarantee by incorporation on 26 April 1996 and was registered under a new charity number on 13 June 1996. The company is established under a Memorandum of Association which identifies its objects and powers and is governed under its Articles of Association. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

The Charity's objects are to promote any charitable purpose for the benefit of the community in the area of the City of Cambridge, South Cambridgeshire District Council and elsewhere ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

#### **Recruitment and Appointment of New Trustees**

The maximum number of trustees is 21 and the minimum is 4. Trustees are either elected at the annual general meeting, or nominated by member organisations or co-opted by the trustee board (provided that the number of co-opted trustees does not exceed one third of the total number of trustees). All elected and nominated trustees shall retire from office at the third annual general meeting following their election or appointment respectively but may be re-elected or reappointed for a further term.

In addition to the above trustees, the following attend the board meetings as non-voting members:

Rachel Talbot - Chief Executive
John Elliott - representing the volunteers
Gill Parrott- representing the volunteers
Cllr Lynda Harford - representing South Cambridgeshire District Council
Cllr Lucy Nethsingha - representing Cambridgeshire County Council
Jackie Hanson - observer from Cambridge City Council
Debbie Preston - Network Development Manager from Citizens Advice

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

### STRUCTURE, GOVERNANCE AND MANAGEMENT Organisational Structure

Governance

The organisation has role descriptions for the trustees, the chairman, the vice chairmen, the honorary treasurer and the company secretary and these are reviewed from time to time.

Good governance is achieved through the following subcommittee and group structure. The organisation has an Operations Committee, a Staff/Personnel Committee, an Appeals Committee, a Research and Campaigns Group and a Strategy and Finance Group. Each of these report to the trustee board. The Chief Executive attends all meetings of the sub committees and some of the working groups.

#### 1 Operations Committee

Functions: Monitoring, challenging and approval of all budgets/end of year accounts/projects/contracts, strategic and business planning/salaries.

There is a standing invitation to all Board Members to attend the meetings of this committee if they so wish.

#### 2 Staff/Personnel Committee

Functions: Annual review of HR matters and review of changes in staff and volunteer issues as and when needed. In future this committee will lead on salary and remuneration reviews.

#### 3 Appeals Committee

Functions: To process disciplinary and grievance issues at the appropriate stage of the procedure.

#### 4 Research and Campaigns Group

Functions: To determine the Research and Campaigns strategy and to oversee the quality of this work.

5 Strategy and Finance Group

Functions: to support the CEO with strategy, business planning and funding.

The Chief Executive is responsible to the Board:

- for management, development and strategic planning
- to show vision and leadership in the continuing development of CCAB
- to serve and advise the trustee board of Directors in carrying out their responsibilities, in maintaining an overview of the organisation and in making appropriate strategic, policy and financial decisions.

#### Regulation

CCAB is regulated by the Financial Conduct Authority FRN: 617537 CCAB is a qualified Living Wage employer.

### <u>ADVICE BUREAU</u>

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

### STRUCTURE, GOVERNANCE AND MANAGEMENT Organisational Structure

#### **Induction and Training of New Trustees**

New trustees are provided with an 'Induction Pack' covering such topics as legal status and governance, structure, organisation and staffing, finances, policy and strategy. In addition, to familiarise themselves with the charity and the context within which it operates, new trustees are invited and encouraged to attend training courses organised by Citizens Advice and to attend specialised training where it is considered to be appropriate.

#### **Citizens Advice**

The charity is a member of Citizens Advice (CitA) and conforms with its membership requirements and to its aims, principles and policies.

### <u>ADVICE BUREAU</u>

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

### STRUCTURE, GOVERNANCE AND MANAGEMENT Risk management

The Trustee Board has approved the risk management strategy and reviews the risk assessment regularly. CCAB has identified high and medium level operational level risks in IT, HR and Finance.

#### Risks are identified and evaluated in the following ways:

Regular reviews are performed by the Trustee Board in order to assess the likelihood and impact, relevance of risks, current strategies applied and the strength of the strategies. The residual risk is identified and action plans are created to further mitigate risk. During the year 180 Degree Consulting (pro bono students) worked with the CEO to further analyse risks to the organisation. They have created a tool that will help to classify level and type of risk internally and externally and more actively involve staff and volunteers in the process (previously this was only carried out at CEO and Board level).

The Trustee Board is responsible for monitoring external developments that may impact on the organisation.

Comprehensive budgeting systems and financial reporting, which indicate financial performance against the budget, and forecasts are reviewed and agreed by the Operations Committee and the Trustee Board.

The most significant risks faced by CCAB have been identified by the Trustee Board and relate to the following:

- CEO on long term sickness, dies, leaves (partially mitigated by the introduction of a Deputy CEO Post).
- Cuts to Local Authority funding
- Lack of the right quality of volunteers to fill advice rotas
- Information Breach

#### Information assurance

An Information Assurance Accounting Officer at Board level has been identified as George Reid to ensure that the confidentiality, integrity and availability of all our sensitive data assets are maintained to a level which is consistent with the requirements of our clients and our funding/strategic partners.

In addition to the internal risk analysis, CCAB has taken an active part in the CiTA membership scheme review which has involved new Financial Health Monitoring, Leadership Self-Assessment, Quality of Advice Assessment.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

### STRUCTURE, GOVERNANCE AND MANAGEMENT Public Benefit

The trustees have complied with the duty in Section 4 of the 2006 Charities Act to have due regard to guidance published by the Charity Commission. CCAB provides free advice services to the general public of Cambridge and surrounding areas by the means of face-to-face, phone, email and remote (web based) systems. The issue of public benefit was reviewed at the trustees meeting on 27 July 2015.

During the year and the previous year a qualifying third party indemnity provision was in force for the benefit of the Trustees.

REFERENCE AND ADMINISTRATIVE DETAILS
Registered Company number
03191085 (England and Wales)

Registered Charity number 1056102

Registered office 66 Devonshire Road CAMBRIDGE Cambridgeshire CB1 2BL

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

#### REFERENCE AND ADMINISTRATIVE DETAILS

**Trustees** 

Dr N W Brown OBE

Chairman

Dr A R Baker

Ms J C Belman

Mr S J Gummer

- resigned 25/1/2016

Ms L L Holland

Mr B Humphrey

Vice Chairman

Dr D A Livesey

Mrs C Lloyd-Evans

Dr G A Reid

Vice Chairman

Hon Treasurer

Dr D I Skinner

- resigned 25/4/2016

Mr K Stonell

Ms A Tamakloe

- deceased 23/7/2015

Mr G E D Wilson

Mr C A Smith

- appointed 8/2/2016

Mrs E Sneade

- appointed 8/2/2016

Cllr Lucy Nethsingha is nominated by Cambridgeshire County Council, Cllr Lynda Harford is nominated by South Cambridgeshire District Council and Dr George Reid is nominated by the University of Cambridge.

#### **Company Secretary**

Ms S A Wells

#### **Senior Statutory Auditor**

Matthew Pettifer FCA

#### **Auditors**

**Staffords** 

**Chartered Accountants** 

& Statutory Auditors

CPC1

Capital Park

**Fulbourn** 

**CAMBRIDGE** 

Cambridgeshire

**CB21 5XE** 

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

#### REFERENCE AND ADMINISTRATIVE DETAILS

#### **Bankers**

Barclays Bank plc 11 St Andrews Street CAMBRIDGE CB2 3AA

#### **Solicitors**

Tees Law
Titan House
Castle Park
Castle Street
Cambridge
CB3 0AY

#### **Bankers**

Barclays Bank plc 15 Bene't Street Cambridge CB2 3PZ

#### **PATRONS**

Lady Cass Lady Chadwyck-Healey

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

#### STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Cambridge & District Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Report of the Trustees 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 those financial statements, the trustees are required to

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

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They 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 so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

#### **AUDITORS**

In line with due diligence, the Trustees have decided to tender the audit process after 7 years with the same auditor. This process is being undertaken during 2016/17.

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

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

Approved by order of the board of trustees on 15 August 2016 and signed on its behalf by:
Dr N W Brown OBE - Trustee

## REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

We have audited the financial statements of Cambridge & District Citizens Advice Bureau for the year ended 31 March 2016 on pages twenty one to fifty one. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, 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 charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable 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

As explained more fully in the Statement of Trustees Responsibilities set out on page seventeen, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

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, including APB Ethical Standard - Provisions Available for Small Entities (Revised), in the circumstances set out in note 28 to the financial statements

#### 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 charitable 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 Report of the Trustees to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. 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 2016 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;

## REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

#### Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns;
   or
- certain disclosures of trustees' remuneration specified by law are not made; 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 from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

pe pa

Matthew Pettifer FCA (Senior Statutory Auditor) for and on behalf of Staffords
Chartered Accountants
& Statutory Auditors
CPC1
Capital Park
Fulbourn
CAMBRIDGE
Cambridgeshire
CB21 5XE

Date:	28/416	

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2016

INCOME AND ENDOWMENTS	Notes	Unrestricted funds	Restricted funds	2016 Total funds £	2015 Total funds £
Donations and legacies  Charitable activities	3 6	42,675	-	42,675	38,316
Advice Services		27,112	648,186	675,298	858,075
Other trading activities Investment income	4 5	84,026 1,245		84,026 1,245	62,965 1,219
Total		155,058	648,186	803,244	960,575
EXPENDITURE ON Raising funds Charitable activities	7 8	7,916	45,920	53,836	43,082
Advice Services		88,397	638,243	726,640	788,033
Total	· •	96,313	684,163	780,476	831,115
Net gains/(losses) on investments	3	_60,000		60,000	_70,000
NET INCOME/(EXPENDITURE)		118,745	(35,977)	82,768	199,460
RECONCILIATION OF FUNDS					
Total funds brought forward		575,390	128,193	703,583	504,123
TOTAL FUNDS CARRIED FORWARD		694,135	92,216	786,351	703,583

#### **CONTINUING OPERATIONS**

All income and expenditure has arisen from continuing activities.

### CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU (Company number: 03191085)

### BALANCE SHEET AT 31 MARCH 2016

**COMPANY NUMBER: 03191085** 

	Notes	Unrestricted funds	Restricted funds	2016 Total funds £	2015 Total funds £
FIXED ASSETS Tangible assets	16	607,041	79,754	686,795	708,647
Investments		•		·	•
Investments	17	500	-	500	500
Investment property	18	700,000		700,000	640,000
		1,307,541	79,754	1,387,295	1,349,147
CURRENT ASSETS					
Debtors	19	24,428	33,817	58,245	34,013
Cash at bank		<u>241,001</u>	6,918	247,919	247,095
		265,429	40,735	306,164	281,108
CREDITORS Amounts falling due within one year	ar 20	(93,083)	(28,273)	(121,356)	<sup>'</sup> (119,562)
NET CURRENT ASSETS		172,346	12,462	184,808	161,546
TOTAL ASSETS LESS CURRENT LIABILITIES	Т	1,479,887	92,216	1,572,103	1,510,693
CREDITORS Amounts falling due after more that one year	n 21	(785,752)	-	(785,752)	(807,110)
NET ASSETS		694,135	92,216	786,351	703,583

### CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU (Company number: 03191085)

#### **BALANCE SHEET - CONTINUED**

**COMPANY NUMBER: 03191085** 

#### **AT 31 MARCH 2016**

		2016	2015
		Total	Total
		funds	funds
	Notes	£	£
FUNDS	25		
Unrestricted funds		694,135	575,390
Restricted funds		92,216	128,193
TOTAL FUNDS		786,351	703,583

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.

The financial statements were approved by the Board of Trustees on 15 August 2016 and were signed on its behalf by:

Mr G E D Wilson -Trustee

Dr N W Brown OBE -Trusteé

### CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2016

	Notes	2016 £	2015 £
Cash flows from operating activitie Cash generated from operations Interest paid	<b>s:</b> 1	66,694 (35,595)	240,805 (49,055)
Net cash provided by (used in) operating activities		31,099	191,750
Cash flows from investing activities Purchase of tangible fixed assets Interest received	s:	(10,159) <u>1,245</u>	(1,148) 1,219
Net cash provided by (used in) investing activities		<u>(8,914</u> )	71
Cash flows from financing activities Loan repayments in year	s:	(21,361)	(154,036)
Net cash provided by (used in) financing activities		_(21,361)	(154,036)
Change in cash and cash equivalents in the reporting period Cash and cash equivalents at the		824	37,785
beginning of the reporting period		247,095	209,310
Cash and cash equivalents at the end of the reporting period		247,919	247,095

### NOTES TO THE CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2016

### 1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2016 £	2015 £
Net income/(expenditure) for the reporting period (as	~	<i>د</i>
per the statement of financial activities)	82,768	199,460
Adjustments for:		
Depreciation charges	26,674	26,212
Gain on investments	(60,000)	(70,000)
Interest received	(1,245)	(1,219)
Interest paid	35,595	49,055
(Increase)/decrease in debtors	(24,232)	14,370
Increase in creditors	<u>7,134</u>	22,927
Net cash provided by (used in) operating activities	66,694	240,805

### <u>ADVICE BUREAU</u>

#### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

#### 1. LEGAL FORM

The charity is incorporated as a company limited by guarantee, registered in England and Wales company number 03191085, registered charity number 1056102.

Its registered office and principal place of business is 66 Devonshire Road, Cambridge, Cambridgeshire, CB1 2BL.

#### 2. ACCOUNTING POLICIES

#### Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

There are no material uncertainties about the charity's ability to continue as a going concern.

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 2. ACCOUNTING POLICIES - continued

#### Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donations are recognised on receipt. Gift Aid is recognised in the same period as the donation to which it relates.

Legacy income is recognised in full when the amount and timing can re quantified with reasonable accuracy. This is the earlier of the receipt of an interim distribution or the grant of probate.

Grant income is recognised in full on receipt unless there are unfulfilled performance conditions that do not allow the income to be recognised. In this case the grant is accounted for as a liability until the performance conditions have been met. Grant income is only deferred if the grant is time-related and relates partly or wholly to a post year-end time period.

Income is shown net of VAT where applicable.

#### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. 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.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

#### Allocation and apportionment of costs

All costs are allocated between expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, for example, estimated usage.

The trustees are of the view that the charity has only one main Activity, that of the provision of Citizens Advice services.

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 2. ACCOUNTING POLICIES - continued

#### Tangible fixed assets

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

Freehold property

- 2% on cost

Fixtures and fittings

- 33% on cost and 25% on reducing balance

Payments on account of fixed

- not provided

assets

Computer equipment

- 33% on cost

Any tangible fixed asset or software costing £1,000 or less is written off in the financial statements in the year it is acquired. For any such asset costing more than £1,000 depreciation is provided to write off the costs over its estimated economic life.

#### **Investment property**

Investment property is shown at most recent valuation. Any aggregate surplus or deficit arising from changes in market value is transferred to a revaluation reserve.

The property was valued by Clare Sale (RICS Registered Valuer) of Bidwells LLP, Trumpington Road, Cambridge CB2 9LD on a fair value basis as at 31 March 2016.

#### **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.

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 2. ACCOUNTING POLICIES - continued

#### Pension costs and other post-retirement benefits

The charitable company contributes to employees' personal pension schemes (defined contribution scheme). Contributions are charged to the Statement of Financial Activities in the period to which they relate.

#### **Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

#### Cash and bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

#### **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be estimated or measured reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

#### Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

3.	DONATIONS AND LEG	GACIES		
	Legacies Donations		2016 £ 20,000 22,675	2015 £ 10,000 28,316
			42,675	<u>38,316</u>
	A legacy of £20,000 wa	s received from the Estate of H	lazel Wardle.	
	Donations were receive Foundation.	ed from The Chadwyck-Healey	/ Charitable Trust a	nd the Pye
4.	OTHER TRADING AC	TIVITIES	•	
	Trading and other incor Rents received Meeting room income	me	2016 £ 1,300 72,592 10,134 84,026	2015 £ 6,528 43,681 12,756 62,965
5.	INVESTMENT INCOM	E		
	Deposit account interes	st	2016 £ <u>1,245</u>	2015 £ 1,219
6.	INCOME FROM CHAR	RITABLE ACTIVITIES		
	Grants, contracts &	Activity	2016 £	2015 £
	fees	Advice Services	675,298	858,075

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 6. INCOME FROM CHARITABLE ACTIVITIES - continued

Grants received, included in the above, are as follows:		0045
	2016	2015
	£	£
Cambridge City Council - Core	200,000	200,000
South Cambridgeshire District Council - Core	63,254	63,800
Cambridgeshire County Council - Core	20,914	20,914
Girton Town Charity Outreach	19,226	25,971
John Huntingdon Charity, Sawston - Specialist Debt		
Advice	10,120	9,996
Cambridge City Council - Specialist Benefits Advice	30,000	30,000
Cambridge City Council - Homelessness Prevention	31,320	31,320
Debt Relief Order Fees	698	1,053
Citizens Advice - Energy Best Deal	8,925	10,900
South Cambs District Council - Specialist Debt and	•	•
Housing Advice	8,520	17,040
Citizens Advice - Consumer Empowerment Partnership	5,0_0	,
(CEP)	10,171	30,000
BIG Lottery - Reaching Communities	74,840	76,244
BIG Lottery Advice Services Transition Fund (ASTF)	41,885	168,665
South Cambridgeshire Care Network (BIG Lottery ASTF)	24,318	53,422
Cambridge City Council Financial capability work	20,000	20,000
Papworth Trust - Outreach	1,500	5,550
Scottish Power - Make it Count	4,800	43,200
J P Getty Jr Charitable Trust	<del>-</del> ,000	50,000
Chadwyck-Healey Charitable Trust	10,000	30,000
Citizens Advice - Branding	700	-
Citizens Advice - Branding Citizens Advice - Energy Best Deal Extra	13,875	-
	•	-
Citizens Advice - Energy Champion	22,500	-
Citizens Advice - Energy Saving Week	3,000	-
Citizens Advice - Pension Wise	9,000	-
Citizens Advice - Rural Energy Project	910	-
Cambridge City Council - East Barnwell GP Project	25,000	-
Impactful Foundation	18,000	-
South Cambridgeshire District Council - Personal	4	
Budgeting	1,822	
	675,298	858,075

The charity has also benefitted from Charitable Rate Relief on the part of the property used by the charity for charitable purposes.

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

7.	RAISING FUNDS				
	Raising donations and legacies				
	Staff costs Fundraising & publicity costs			2016 £ 32,669 19,382	2015 £ 32,220 10,823
		,		52,051	43,043
	Other trading activities				
				2016 £	2015 £
	Trustees' expenses Bad debts			80 <u>1,705</u>	39 
	•			1,785	39
	Aggregate amounts			53,836	43,082
8.	CHARITABLE ACTIVITIES COST	тѕ			
		costs (See note 9)	Grant funding of activities (See note 10)	Support costs (See note 11)	Totals
	Advice Services	£ 538,824	£ 11,084	£ 176,732	£ 726,640

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

9.	DIRECT COSTS OF CHARITABLE	ACTIVITIES	5		
				2016 £	2015 £
	Staff costs			427,099	438,733
	Staff, volunteer and other direct cos	sts		21,769	31,478
	Subcontractor costs			17,030	24,915
	Other direct costs			30,592	38,526
	Legal & professional fees			-	4,366
	Service publicity costs	-		21,377	16,348
	Website		•	20,400	
	AGM			557	807
	·			538,824	555,173
10.	GRANTS PAYABLE				
				2016	2015
	Advice Services			£ 11,084	£ 11,084
	Advice del vides			11,004	11,004
<del>-</del> .	The total grants paid to institutions of	during the yea	ar was as foll		0045
				2016	2015
	Pural Cambridgeshire CAR /from To	radina Standa	arda)	£ 11,084	£
	Rural Cambridgeshire CAB (from To	rading Standa	arus)	11,004	11,084
11.	SUPPORT COSTS				
			(	Sovernance	
		Finance	Other	costs	Totals
		£	£	£	£
	Advice Services	37,095	132,547	7,090	176,732

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 11. SUPPORT COSTS - continued

Support costs, included in the above, are as follows:

Finance		
	2016	2015
	Advice	Total
	Services	activities
	£	£
Accountancy & payroll costs	1,500	838
Bank charges	84	70
Mortgage interest	34,011	46,667
Mortgage Arrangement Fees	1,500	2,318
Mortgage Arrangement i ees		2,310
	37,095	49,893
Other		
	2016	2015
	Advice	Total
	Services	activities
	£	£
Other operating leases	101	-
Rent & rates	4,158	1,740
Insurance	6,354	5,279
Light and heat	7,135	8,454
Telephone	10,355	9,740
Postage and stationery	6,835	7,795
Sundries	239	3,225
Other premises costs	37,973	35,294
Reference materials, subs	-	298
IT costs	17,586	45,888
Irrecoverable VAT	16,637	22,558
Legal and professional	(1,500)	_
Depreciation of tangible fixed assets	26,674	26,212
	132,547	166,483

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 11. SUPPORT COSTS - continued

#### **Governance costs**

	2016	2015
	Advice	Total
	Services	activities
	£	£
Auditors' remuneration	4,725	4,400
Auditors' remuneration for non audit work	1,015	1,000
Property valuation fee	<u>1,350</u>	
	7,090	5,400

### 12. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2016	2015
	£	£
Auditors' remuneration	4,725	4,400
Depreciation - owned assets	26,672	26,212
Other operating leases	101	-
Defined contribution pension	17,808	19,348

#### 13. TRUSTEES' REMUNERATION AND BENEFITS

During the year no Trustees received remuneration. No donations were received in 2016 or 2015 from trustees.

### Trustees' expenses

During the year one Trustee (2015: one trustee) was reimbursed a total of £80 (2015:£39) of entertaining expenses.

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 14. STAFF COSTS

	2016 £	2015 £
Wages and salaries	409,791	419,712
Social security costs	32,169	31,893
Other pension costs	<u> 17,808</u>	19,348
	459,768	470,953
	400,700	<del>-170,000</del>

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

	2016	2015
Chief executive	1	1
Advisers and specialists	11	11
Administration and support	5	5
Project Staff	2	2
	<u>19</u>	19

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

In addition to the paid staff the charity has the use of highly trained and professional volunteers. 133 volunteers gave over 30,000 hours this year - valued at £499,263. This cost has not been recognised in the accounts.

### 15. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	31,764	6,552 <sup>-</sup>	38,316
Charitable activities			
Advice Services	71,967	786,108	858,075
Other trading activities	62,965	-	62,965
Investment income	1,219		1,219
Total	167,915	792,660	960,575

## <u>CAMBRIDGE & DISTRICT CITIZENS</u> <u>ADVICE BUREAU</u>

# NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

15.	COMPARATIVES FOR THE STATEMENT continued	OF FINANCIAL	ACTIVITIES -	•
		Unrestricted funds	Restricted funds	Total funds
		£	£	£
	EXPENDITURE ON			
	Raising funds Charitable activities	5,508	37,574	43,082
	Advice Services	42,957	745,076	788,033
	Total	48,465	782,650	831,115
	Net gains/(losses) on investments	70,000		70,000
	NET INCOME/(EXPENDITURE)	189,450	10,010	199,460
	Transfers between funds	95,694	(95,694)	
	Not movement in founds	205 444	(05 694)	400.460
	Net movement in funds	285,144	(85,684)	199,460
	RECONCILIATION OF FUNDS			
	Total funds brought forward	290,246	213,877	504,123
	TOTAL FUNDS CARRIED FORWARD	<u>575,390</u>	<u>128,193</u>	703,583

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

### 16. TANGIBLE FIXED ASSETS

	Freehold	Fixtures and	Payments on account of fixed	Computer equip-	
	property £	fittings £	assets	ment £	Totals £
COST	_	_	-	~	~
At 1 April 2015	741,770	130,861	5,339	156,456	1,034,426
Additions	-	-	-	4,820	4,820
Disposals	-	-	-	(15,761)	(15,761)
Reclassification	·	5,339	(5,339)	· •	
At 31 March 2016	741,770	136,200		145,515	1,023,485
DEPRECIATION					
At 1 April 2015	70,073	101,083	-	154,623	325,779
Charge for year Eliminated on	14,833	8,782	-	3,057	26,672
disposal		<u> </u>		(15,761)	<b>(15,761</b> )
At 31 March 2016	84,906	109,865		141,919	336,690
At 31 Walch 2010		109,003		141,515	330,090
NET BOOK VALUE					
At 31 March 2016	656,864	26,335	_	3,596	686,795
71. 01 Walter 2010		20,000			
At 31 March 2015	671,697	29,778	5,339	1,833	708,647

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 17. FIXED ASSET INVESTMENTS

Unlisted investments

£

MARKET VALUE

At 1 April 2015 and 31 March 2016

500

**NET BOOK VALUE** 

At 31 March 2016

500

At 31 March 2015

500

There were no investment assets outside the UK.

The investment comprises 500 Ordinary £1 shares in Allia Limited.

#### 18. INVESTMENT PROPERTY

	£
MARKET VALUE	

At 1 April 2015	640,000
Revaluation	60,000

**NET BOOK VALUE** 

At 31 March 2015 640,000

Investment property comprises the let part of 66 Devonshire Road.

# NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

### 19. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2016	2015
	£	£
Trade debtors	15,379	26,397
Other debtors	1,097	1,176
Prepayments and accrued income	41,769	6,440
	58,245	34,013

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

### 20. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2016	2015
	£	£
Other loans (see note 22)	55,369	55,370
Trade creditors	32,279	13,248
Social security and other taxes	8,791	9,051
VAT	3,760	. 5,561
Other creditors	3,325	2,299
Accruals and deferred income	17,832	34,033
	<u>121,356</u>	119,562

Trade creditors, VAT, other creditors and Social security and other taxes are payable generally within 30 days. Other loans are repayable by monthly instalments - see note 22 for full details of the terms of the loan.

Accruals and payable within the credit terms of the associated invoices, when received. Deferred income is recognised as income in the following financial year.

Deferred income movements are as follows:

	Deferred 2015 £	Received in year £	Income 2016 £	Deferred 2016 £
Rental income				
South Cambs Care Network				
(ASTF)	5,000		5,000	-
Citizens Advice CEP Funding Concert advertising & sponsorship income for concert taking place in next financial	6,771	,	6,771	<del>-</del> .
year		5,800		5,800
	13,121	5,800	13,121	5,800

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 21. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

2016 2015 £ £
Other loans (see note 22) 785,752 807,110

The loans due in more than one year are owed to Unity Trust Bank. All is secured against the property on Devonshire Road and is repayable over 25 years, and commenced in July 2014. It was refinanced at that date from a loan from the Social Investment Business.

#### 22. LOANS

An analysis of the maturity of loans is given below:

Amounts falling due within one year on demand: Other loans	2016 £ 55,369	2015 £ 55,370
Amounts falling between one and two years: Other loans - 1-2 years	55,370	55,369
Amounts falling due between two and five years: Other loans- instalments due in 2 to 5 years	221,477	221,477
Amounts falling due in more than five years:		
Repayable by instalments: Other loans - instalments due after 5 years	508,905	530,264

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 23. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid:

	Other operating		
	leas		
	2016	2015	
Evolution	£	£	
Expiring: Within one year	-	2,518	
Between one and five years	1,428	_2,142	
· .	1,428	4,660	

The annual cost included within expenditure is £1,438 (2015: £1,438) for leases expiring within one year and £714 (2015: £NIL) for leases expiring between 1 and 5 years.

#### 24. SECURED DEBTS

The following secured debts are included within creditors:

-		•	-	 	•	•	•		2016	2015
									£	£
Other loan	S							=	841,121	862,480

The mortgage is secured by a fixed charge over the property at 66 Devonshire Road, Cambridge. Repayments of capital and interest are made on a monthly basis. Interest is payable at 4% per annum calculated on a daily basis.

The carrying value of the assets secured in the accounts are £1,356,864 (2015: £1,311,697).

# NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

### 25. MOVEMENT IN FUNDS

Unrestricted funds General fund Equipment Reserve Contractual Commitment Reserve Building maintenance reserve Devonshire Road Donald Porteous Fund Development Reserve (JP Getty Jr)	At 1/4/15 £ 22,452 30,000 45,000 20,000 397,938 10,000 50,000	Net movement in funds £ 76,910	Transfers between funds £ (17,312) 10,000 1,000 21,312 - (25,000)	82,050 40,000 46,000 30,000 461,085 10,000 25,000 694,135
Restricted funds Investing in Communities BIG Lottery Advice Plus Cambridge City Council One Off Funding	71,347 713 7,119	(1,638) (178) (1,780)		69,709 535 5,339
South Cambs District Council Debt Advice Citizens Advice Energy Best Deal BIG Lottery Advice Plus Reaching	3,400	1,562 (3,400)	:	1,562 -
Communities BIG Lottery Advice Plus Transition	11,969	(1,383)	-	10,586
Fund South Cambridgeshire Care Network (ASTF Lottery) Cambridge City Council - Core funding Scottish Power - Make it Count	9,362 16,150	(9,362) (16,150)	-	-
	1,832 6,301	1,953 (6,301)	-	3,785
Citizens Advice - Branding	128,193	700 (35,977)	-	<u>700</u> 92,216
TOTAL FUNDS	703,583	82,768		786,351

# NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

### 25. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Gains and losses	Movement in funds
Unrestricted funds				
General fund	155,058	(78,148)	-	76,910
Devonshire Road		(18,165)	60,000	41,835
		<u> </u>		
	155,058	(96,313)	60,000	118,745
Restricted funds				
Cambridge City Council -				
Homelessness Prevention	31,320	(31,320)	_	_
Girton Town Charity Outreach	19,226	(19,226)	_	_
•	19,220	(15,220)	-	-
John Huntingdon Charity -	40.400	(40.400)		
Sawston Outreach	10,120	(10,120)	-	-
Cambridge City Council -				
Specialist Benefits Advice	30,000	(30,000)	-	-
South Cambs District Council -				
Core	63,254	(63,254)	-	-
South Cambs District Council Debt	· · · · ·	· · ·		
Advice	10,342	(8,780)	-	1,562
Citizens Advice Energy Best Deal	8,925	(12,325)	_	(3,400)
Citizens Advice - CEP	10,171	(10,171)		_
BIG Lottery Advice Plus Reaching	,	(,,		
Communities	74,840	(76,223)	_	<b>(1,383</b> )
	74,040	(10,223)	-	(1,303)
BIG Lottery Advice Plus Transition	44 005	(54.047)		(0.000)
Fund	41,885	(51,247)	-	<b>(9,362</b> )
South Cambridgeshire Care				
Network (ASTF Lottery)	24,318	(40,468)	-	(16,150)
Cambridge City Council - Core				
funding	200,000	(198,047)	•	1,953
Cambridge City Council - Financial				
Capability	20,000	(20,000)	_	-
Scottish Power - Make it Count	4,800	(11,101)	_	(6,301)
Chadwyck-Healey Charitable Trust	•	(,,		(-,,
Chadwyok Flodicy Charkable Hust	6,000	(6,000)		
Carried forward	•	•	•	- (22.004\
Carried forward	555,201	(588,282)	-	(33,081)

# NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

### 25. MOVEMENT IN FUNDS - continued

	Incoming resources £	Resources expended £	Gains and losses	Movement in funds £
Restricted funds				
Brought forward	555,201	(588,282)	-	(33,081)
Citizens Advice - Branding Citizens Advice - Energy Best Deal	700	•	-	700
Extra Citizens Advice - Energy	13,875	(13,875)	-	-
Champion Citizens Advice - Energy Saving	22,500	(22,500)	-	-
Week	3,000	(3,000)	_	-
Citizens Advice - Pension Wise Citizens Advice - Rural Energy	9,000	(9,000)		-
Project Cambridge City Council - East	910	(910)	-	-
Barnwell GP Project	25,000	(25,000)	-	-
Impactful Foundation	18,000	(18,000)		-
Investing in Communities	-	(1,638)	-	(1,638)
BIG Lottery Advice Plus Cambridge City Council One Off	-	(178)	-	(178)
Funding		(1,780)		<u>(1,780</u> )
	648,186	(684,163)	-	(35,977)
TOTAL FUNDS	803,244	<u>(780,476</u> )	60,000	82,768

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 25. MOVEMENT IN FUNDS - continued

**BIG Lottery Advice Plus Reaching Communities Fund** - To deliver financial capability training over 3 years.

**BIG Lottery Advice Services Transition Fund (ASTF)** - funding to improve access to advice and information, and develop a joint model for measuring advice outcomes and use evidence of impact to generate sustainable income from new sources for future years.

**Cambridge City Council - Core Funding** - to deliver core CAB services to the people of Cambridge. The closing fund balance consists only of undepreciated fixed assets purchased with the funding.

Cambridge City Council - East Barnwell GP Outreach - funding to set up an outreach generalist service at the GP surgery.

**Cambridge City Council - Financial Capability** - to support the training of groups and individuals to help them better understand how to manage their money.

Cambridge City Council - Homelessness Prevention - Funded by Cambridge City Council Homelessness Department to provide help to people without legal representation and to also provide debt advice work.

Cambridge City Council - Special One-off funding - Funding to support the provision of touch screen kiosks in the City. All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased with the funding.

Cambridge City Council - Specialist Benefits Advice - Funding towards the provision of a specialist Benefits Adviser post for the people of Cambridge.

Chadwyck-Healey Charitable Trust - a bursary to fund the training of a volunteer adviser.

**Citizens Advice - Consumer Empowerment Partnership (CEP) - Project funding to investigate how to market and promote CABs as the new face of consumer advice.** 

**Citizens Advice - Branding -** contribution towards the costs of applying the new national branding materials.

Citizens Advice - Energy Best Deal - to deliver training on "switching" utilities to 10 frontline workers

### <u>ADVICE BUREAU</u>

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 25. MOVEMENT IN FUNDS - continued

Citizens Advice - Energy Best Deal Extra - funding to deliver 1:1 advice on energy awareness and savings.

**Citizens Advice - Energy Champion -** funding for the appointment and training of an Energy Champion working on a regional basis.

Citizens Advice - Energy Savings Week - to promote energy efficiency during energy savings week.

**Citizens Advice - Pensionwise -** to promote and make appointments for pensionwise advice.

Citizens Advice - Rural Energy Project - to create web content around rural energy savings schemes.

Girton Outreach - service funded by Girton Town Charity one day a week in Girton.

(Greater Cambridge Partnership) Investing in Communities - Finance for capital funding towards the ICT investment of the Advicehub project. All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased with the funding.

**Impactful Foundation** - funding to develop a new website.

**John Huntingdon Charity, Sawston** - providing specialist debt casework for the residents of Sawston and the surrounding areas.

**Papworth Outreach** - funding to provide advice under the back to work assessment contract.

Scottish Power - Make it Count - to provide 1:1 and group training on energy efficiencies and savings

**South Cambridgeshire District Council Core Funding -** Grant to deliver core CAB services to the people of South Cambridgeshire.

**South Cambridgeshire Care Network (ASTF Lottery)** - funding to improve access to advice and information, and develop a joint model for measuring advice outcomes.

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 25. MOVEMENT IN FUNDS - continued

**South Cambridgeshire District Council (SCDC) Debt Advice** - to provide 1 day a week specialist debt advice at Cambourne to SCDC Benefits department.

**South Cambridgeshire District Council Homelessness Prevention -** to provide specialist debt services 1 day a week to support the Council's Homelessness Strategy.

Note that a fund balance may consist of fixed assets still being depreciated, as well as unspent funds at the year end.

Designated funds have also been created:

The Donald Porteous fund of £10,000 has been created from a legacy from the estate of former volunteer Donald Porteous. This has been earmarked to be spent on volunteer expenses.

The Development reserve (J P Getty Jr) of £50,000 has been created to provide development opportunities. £25,000 of this money was spent in the year.

#### **Transfers between funds**

The trustees have made a transfer as follows:

A transfer of £21,312 from the General Fund to the Devonshire Road fund to reflect the capital repaid on the mortgage in the year.

#### 26. CONTINGENT LIABILITIES

There is a potential VAT liability under the Capital Goods Scheme, due over the next 5 years estimated at a present value of £7,000 (2015: £7,000). This has arisen due to the level of taxable supplies falling in comparison to those levels made when the Devonshire Road building project was being undertaken.

### <u>ADVICE BUREAU</u>

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

#### 27. RELATED PARTY DISCLOSURES

Total remuneration paid to Key Management Personnel in the year was £103,952 (2015: £99,413).

During the year the charity received funding of £20,914 (2015: £20,914) from Cambridgeshire County Council. Cllr Lucy Nethsingha is nominated to attend Board meetings in a non-voting capacity by the Council.

During the year the charity received funding of £73,596 (2015: £80,840) from South Cambridgeshire District Council. Cllr Lynda Harford is nominated to attend Board meetings by the Council.

#### 28. APB ETHICAL STANDARD - PROVISIONS AVAILABLE FOR SMALL ENTITIES

In common with many other businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the financial statements.

#### 29. FIRST YEAR ADOPTION

On first year adoption of FRS 102 and the FRS 102 SORP the property at 66 Devonshire Road has been treated as a mixed use property. The majority of the second floor is let out. FRS 102 does not permit mixed use properties being accounted for at historical cost. Where the let part is identifiable and it is not unduly difficult to value it separately FRS 102 requires accounting for the let part on an open market value basis, as valued by a professional valuer.

The balance sheets as at the transition date of 1/4/14 and 31/3/15 have been adjusted to show the mixed use property separated out into its investment and functional fixed assets element and the Statement of Financial Activities for the year ended 31 March 2015 has been adjusted to show the new accounting basis. A comparison of the adjusted versions with the published versions under UK GAAP is shown below.

There have been no other material changes in accounting policy.

#### **Transitional relief**

No advantage has been taken of transitional reliefs on transition to FRS 102.

# RECONCILIATION OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 31 MARCH 2015

	UK GAAP	Effect of transition to FRS 102	FRS 102
INCOME AND ENDOWMENTS	£	£	£
FROM Donations and legacies	38,316	_	38,316
Charitable activities	858,075	-	858,075
Other trading activities	62,965	-	62,965
Investment income	1,219		1,219
Total	960,575	-	960,575
EXPENDITURE ON			
Raising funds	43,043	39	43,082
Charitable activities	793,625	(5,592)	788,033
Governance costs	7,084	<u>(7,084</u> )	
Total	843,752	(12,637)	831,115
Net gains/(losses) on investments	<del>-</del>	70,000	70,000
NET INCOME/(EXPENDITURE)	116,823	82,637	199,460

# RECONCILIATION OF FUNDS AT 1 APRIL 2014 (DATE OF TRANSITION TO FRS 102)

•			
		Effect of transition	
	UK GAAP	to FRS 102	FRS 102
FIXED ASSETS	£	£	£
Tangible assets Investments	1,313,196	(584,824)	728,372
Investments Investment property	500	570,000	500 570,000
	1,313,696	(14,824)	1,298,872
CURRENT ASSETS			
Debtors	48,383	-	48,383
Cash at bank	209,310		209,310
	257,693	-	257,693
CREDITORS Amounts falling due within one year	(130,846)	<u>-</u>	(130,846)
NET CURRENT ASSETS	126,847		126,847
TOTAL ASSETS LESS CURRENT LIABILITIES	1,440,543	(14,824)	1,425,719
CREDITORS Amounts falling due after more than one year	(921,596)		(921,596)
	518,947	(14,824)	504,123

# RECONCILIATION OF FUNDS - CONTINUED AT 1 APRIL 2014 (DATE OF TRANSITION TO FRS 102)

	UK GAAP	Effect of transition to FRS 102	FRS 102
	£	£	£
FUNDS Unrestricted funds Restricted funds	290,246 228,701	(14,824)	290,246 213,877
TOTAL FUNDS	518,947	(14,824)	504,123

### RECONCILIATION OF FUNDS AT 31 MARCH 2015

•			
	UK GAAP	Effect of transition to FRS 102	FRS 102
	£	£	£
FIXED ASSETS Tangible assets Investments	1,280,834	(572,187)	~ 708,647
Investments Investment property	500	- 640,00 <u>0</u>	500 640,000
Total	1,281,334	67,813	1,349,147
CURRENT ACCETS			
CURRENT ASSETS Debtors	34,013	_	34,013
Cash at bank	247,095		247,095
	281,108	-	281,108
CREDITORS Amounts falling due within one year	(119,562)	<del>-</del>	(119,562)
NET CURRENT ASSETS	161,546		161,546
TOTAL ASSETS LESS CURRENT LIABILITIES	1,442,880	67,813	1,510,693
CREDITORS Amounts falling due after more than one year	(807,110)	<u>-</u>	(807,110)
NET ASSETS	635,770	67,813	703,583

# RECONCILIATION OF FUNDS - CONTINUED AT 31 MARCH 2015

	UK GAAP	Effect of transition to FRS 102	FRS 102
	£	£	£
FUNDS			
Unrestricted funds	507,577	67,813	575,390
Restricted funds	128,193		128,193
TOTAL FUNDS	635,770	67,813	703,583