

**Cambridge
& District**

**citizens
advice**

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

**REPORT OF THE TRUSTEES
AND FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31 MARCH 2017



**Registered Company Number: 03191085 (England & Wales)
Registered Charity No: 1056102**

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

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CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Chairman's Statement

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

We started the year with a bleak outlook as several grant funds had come to an end and no firm confirmation on any applications in the pipeline. However, shortly after the start of the financial year we were delighted to hear that we had been successful against high odds (only 70 of 670 bids got through) in winning a 5 year Help through Crisis Lottery bid. This is an important piece of work concentrating in particular on partnership working and supporting clients through longer transition periods to financial and social stability.

There have been some notable successes this year, including helping more people – an increase of 12% on the previous year; the amount of income gained and managed for clients – an increase of 55%; and the number of people we helped prevent from becoming homeless increased by 78%.

Our aspiration to increase outreach work grew rapidly during this period with the help of the City Council and The Evelyn Trust. From having four outreach sessions a week last year, we grew to twelve per week based at a variety of locations including GP surgeries, community centres and local authority contact centres.

The bureau continues to strive for financial security. We have been particularly successful at generating funds from rental income in the last year. Our Advicehub space, available to outside organisations for short and longer term lets, is at almost full capacity and our large meeting room is used by a range of charities for training purposes. Our target for supporting our investment property is to generate £75,000 per annum which equates to £25,000 for replacement of fixed assets (the amount depreciated each year) and £50,000 for capital repayment of the mortgage.

I would like to take this opportunity to thank those who have supported us throughout the year, especially those that funded us. I must also thank our staff, our highly valued team of volunteers who gave over 30,000 hours of their free time to give professional advice to clients, and our patrons who worked hard to secure valuable donations and raise our profile within the local community.

Dr N W Brown OBE - Chairman

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report – Objectives and Activities

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 2017. 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.

Objectives and aims

The principal activities of the bureau are to provide free, confidential and independent advice.

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 Citizens Advice certificated training, 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 drop-in face-to-face sessions, outreaches, telephone, email response and other virtual resources including a website and a network of touch screen self-help 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 include casework up to representation at court or tribunal in debt, welfare rights, and housing plus financial capability education work.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report – Objectives and Activities (continued)

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 16,450 clients and enquiries (14,709 in 2016) and 26,224 contacts (23,204 in 2016) with clients through a combination of face-to-face drop-in sessions and appointments at the main Bureau every weekday, outreach services at, Mandela House, Girton, East Barnwell GP practice, Nuffield Road GP, Meadows community centre, Cambourne, Trumpington and Sawston, and via phone and email advice.

During the year we dealt with 27,894 advice issues (23,676 in 2016), the top ones being:

- Benefits and Tax credit	28% (25% 2016)
- Debt/money advice	17% (22% 2016)
- Housing	12% (10% 2016)
- Employment	9% (9% 2016)
- Relationship & family	6% (7% 2016)

During the period gained income for clients was worth £2,842,379. The number of debts and overpayments dealt with were 3,754 with a value of £5,417,194 (last year £3.5 million). We helped to prevent 677 (381 in 2016) individuals and families from being made homeless. In addition, we helped 188 people with their on-line Homelink applications.

244 food vouchers (215 in 2016) were issued plus 20 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 although an on-going criticism is about our inability to answer the demand for phone advice and our opening hours.

2. To develop outreach services in particular at GP surgeries and growth areas in Cambridge and South Cambridgeshire:

During the year we continued to service the Outreach at East Barnwell GP practice which is proving to be very popular and producing impressive results. We opened more outreach services at Nuffield GP surgery and the Meadows community Centre (there was no room at Arbury GP surgery although this situation has changed and an outreach has now opened there too). We deliver a drop-in service 2 days a week at the Cambridge City Council customer contact centre in the centre of the city, along with appointments on a further half day there. In addition, we visit the South Cambridge District Council offices at Cambourne once a week. A further outreach takes place at Trumpington pavilion but is due to co-locate with the GP surgery in the new community centre which is being built there.

Our established outreaches in Girton and Sawston continue and are attracting more clients than the previous year. We are pleased that both Girton Town Charity and John Huntingdon's Charity continue to support this work.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report – Objectives and Activities (continued)

The success of the GP project has been noted by South Cambridgeshire District Council and they have approached us about setting up an outreach in the new community of Northstowe.

3. To engage with more young people - make our services more accessible to this group:

We have been unable to achieve anything significant due to a lack of success in sourcing the funding to do this although the financial capability team have worked with the Cambridge Regional College – delivering several budgeting and money management session to groups of students. We are also in talks with Anglia Ruskin University (ARU) student services about the possibility of delivering debt and money advice to their students. We worked with Lawworks and ARU law department to consider how they can set up a law clinic run by law students and pro bono support from local law firms and this is planned to open at the end of 2017/beginning of 2018. Additionally, we piloted the use of BBP Law School students as administrative support to the outreaches but this did not prove viable because of the variability of the commitment the students could give. Instead we are testing out the potential for them delivering their Streetlaw programme at our outreaches (the first session on consumer law was held at the Meadows in spring 2017).

4. To use ICT to bridge the digital divide and enhance the delivery of advice:

Our network of touch screen self-help kiosks, continue to prove they are a useful resource with nearly 30,000 users recorded in the period. We relocated one unit into the student advice services area of Anglia Ruskin University.

The new website platform has taken more time to get installed than originally thought but after initial learning and content review it has been well received. On average 2000 people visit each month with a low bounce rate meaning that people stay on the site to find information. We continue to look at the analytics to see what trending we can see from both the website and the kiosks.

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

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":

129 (133 in 2016) volunteers gave over 30,000 hours to the organisation this year - valued at nearly £500k. 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 63)

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. Now trainees can be used on basic phone advice enquiries after 4 weeks of training. Full training still takes many months and is dependent on the amount of time a volunteer can give to us. The new scheme means that if volunteers want to "fast track" by more home/e study and more time in bureau, they can get to their certificate faster.

We have found that other organisations like Cambridge On-Line are able to offer the digital "buddying" initiative and we are in talks on how we can take this forward in partnership.

6. To continue to expand our financial education and to offer comprehensive money and debt management services:

Delivering financial education/capability alongside our other debt/money advice is essential to helping clients to take more control and responsibility over their finances and lifestyles. Our aim is to equip them with the tools

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report – Objectives and Activities (continued)

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.

Cambridge City Council continues to support our financial capability work which has been invaluable in leveraging Lottery funding. The Project Manager has been especially working with people adversely affected by the benefit cap. In one notable case the cap meant that the client was in deficit to the tune of £304 per month. Working with her on a range of strategies the caseworker has turned this situation round to +£3.62 per month. The team have again been successful in bidding for and winning, funding for the Energy Saving week and the Energy Best Deal Extra switching initiative.

7. Research and campaigning (R&C) work to involve more people and generate more evidence to effect change:

An important part of CCAB work and ethos of the Citizens Advice movement is to influence change for the better. We do this through R&C work.

A major concern for the future is the impact of 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. We are already seeing clients that have got into severe debt as a result of moving onto Universal Credit.

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

Quality

During the year we maintained and improved our Quality of Advice score. We continue to work to the Advice Quality Standard mark and the Financial Conduct Authority. We retained our status as a Travel for Work employer, the Gold Level Go Green standard and Living Wage Foundation accreditation. All our money advisers are members of the Institute of Money Advisers, are qualified Debt Relief Order Intermediaries and all our advisors are fully trained to the appropriate levels of GGDA (Giving Good Debt Advice) as required by the Money Advice Service Quality Framework.

Internal and External Factors

The Board has identified external factors affecting the charity which are outside of its control such as changes to the welfare rights system and changes in funding streams, including changes to local authority funding and changes at Citizens Advice.

Factors within control have been: effective cost management; high levels of satisfaction with the service provided; good partnership working and increased income generation.

Complaints

The CCAB complies with the formal complaints procedure as set out by the Citizens Advice membership standards. We can report that there were:

- 9 formal complaints brought against the bureau during the period. 4 were upheld. The Advice Session Supervisors have looked at these in depth to consider training needs;
- 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. Our adviser training has been revised to allow trainees to answer phone calls after 4 weeks, which we hope will give us greater capacity to answer calls.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report – Future Plans

FUTURE PLANS

The bureau aims to continue meeting the following objectives:

1. To be recognised as the premier comprehensive/holistic local advice service - helping as many people as possible with high quality advice and working in partnership with key agencies and to meet the needs of the diverse communities in the locality;
2. To provide and further develop outreach services in particular at GP surgeries and growth areas in Cambridge and South Cambridgeshire and to fully engage with the devolution agenda;
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;
6. To expand our financial education and to offer comprehensive money and debt management services;
7. To use research and campaigning work to influence the policies and practices that affect peoples' lives, both locally and nationally.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report - Financial Review

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 2017. 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).

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 in order to meet its liabilities on a day-to-day basis in the event of any lapse in funding. 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 current reserves policy comprises:

- an aim to achieve a surplus (on property) of £75,000 each year (£25,000 set aside for replacement of fixed assets - the amount these depreciate each year and £50,000 for capital repayment of the mortgage);
- a property fund (66 Devonshire Road) that has at least £95,000 in it of liquid assets for large scale equipment and building maintenance (to be topped up each year) and a full year's depreciation;
- a fund in memory of Dr Donald Porteous to be used for volunteer expenses that will be used when funding is in shortfall of £10,000;
- a development reserve for new projects where funding is short of £25,000;
- a general fund that can provide cash flow for projects whilst waiting for grant instalments to come through, because not all grants are paid upfront, of at least £120,000.

This would give a total reserves policy target for liquid assets of £250,000.

The total funds held by the charity at the year-end were £863,557. Of these funds £705,168 are related to functional fixed assets, investments and debt associated with the property. There is £82,555 in respect of unspent restricted funds not available for general use.

Principal Funding Sources

The principal funding sources of our core funding were Cambridge City Council 38% (35% in 2016) and earned income 18% (15% in 2016). Grant funding from the BIG Lottery makes up a further 18% (20% in 2016).

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.

The structure, governance and management and the reference and administration pages of the Trustees' Report are continued on pages 28 – 30.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT – 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:

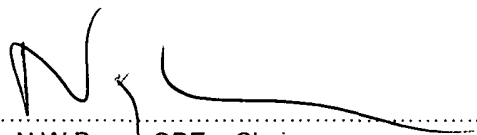
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

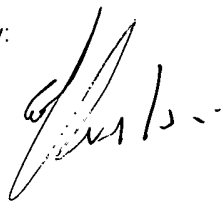
AUDITORS

In line with due diligence, the Trustees decided to tender the audit process after 7 years with the same auditor. This process was concluded in October 2016 and a new auditor – Price Bailey – was appointed.

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

Approved by the trustees on 30/10/17 and signed on its behalf by:


Dr N W Brown OBE – Chairman


Mr G E D Wilson - Honorary Treasurer

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Independent Auditor's Report to the Members of the Cambridge & District Citizens Advice Bureau

We have audited the financial statements of Cambridge & District Citizens Advice Bureau for the year ended 31 March 2017 on pages 11 to 27. 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 auditor

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 2017, 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.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Independent Auditor's Report to the Members of the Cambridge & District Citizens Advice Bureau (continued)

Opinion on other matter prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees Annual Report has been prepared in accordance with applicable legal requirements.

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.

.....
Helena Wilkinson
Price Bailey LLP
Tennyson House
Cambridge Business Park
Cambridge
CB4 0WZ

Date: 3 November 2017

Price Bailey LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Statement of Financial Activities (including Income and Expenditure Account) For the Year Ended 31st March 2017

	Note	Unrestricted Funds General £	Designated £	Restricted funds £	2017 Total funds £	Restated 2016 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations	2	46,603	0	7,000	53,603	52,175
Legacies	3	6,318	0	0	6,318	20,000
Charitable activities						
Grants & Contracts	4	7,321	0	703,067	710,388	645,798
Other trading activities	5	2,110	0	0	2,110	1,300
Investment Income	6					
Property Rent & Hires		0	92,604	0	92,604	82,726
Bank Interest		907	0	0	907	1,245
Total income		63,259	92,604	710,067	865,930	803,244
EXPENDITURE ON						
Raising funds	7					
Investment Property		0	15,789	0	15,780	15,670
Other Fundraising		0	844	55,350	56,194	52,844
Charitable activities	7					
Advice Provision		51,981	0	609,641	661,630	700,878
Partner Funding		0	0	55,120	55,120	11,084
Total expenditure		51,981	16,633	720,110	788,724	780,476
Net gains/(losses) on investments		0	0	0	0	60,000
NET INCOME/(EXPENDITURE) FOR THE YEAR		11,278	75,971	(10,043)	77,206	82,768
Transfers between funds		(17,494)	17,112	382	0	0
Net Movement in Funds		(6,216)	93,084	(9,661)	77,206	82,768
RECONCILIATION OF FUNDS						
Total funds brought forward		82,050	612,085	92,216	786,351	703,583
TOTAL FUNDS CARRIED FORWARD		75,834	705,168	82,555	863,557	786,351

All income and expenditure has arisen from continuing activities.

The notes to the accounts are shown on pages 14 to 27.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Balance Sheet As at 31 March 2017

	Notes	2017 Total funds £	Restated 2016 Total funds £
FIXED ASSETS			
Tangible fixed assets	10	664,149	686,795
Investments	11	700,500	700,500
TOTAL FIXED ASSETS		1,364,649	1,387,295
CURRENT ASSETS			
Debtors	12	63,766	58,245
Cash at bank and in hand		338,264	247,919
TOTAL CURRENT ASSETS		402,030	306,164
LIABILITIES			
Creditors: amounts falling due within one year	13	(139,800)	(121,356)
NET CURRENT ASSETS		262,231	184,808
TOTAL NET ASSETS		1,626,880	1,572,103
Creditors: amounts falling due after more than one year	14	(763,322)	(785,752)
NET ASSETS		863,557	786,351
FUNDS			
Restricted Funds	15a	82,555	92,216
Unrestricted funds			
Designated Funds	15b	705,168	612,085
General Funds	16	75,834	82,050
TOTAL FUNDS		863,557	786,351

The notes to the accounts are shown on pages 14 to 27.

These financial statements have been prepared in accordance with 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 30/10/17 and signed on their behalf by:

Dr N W Brown OBE – Chairman

Mr G E D Wilson - Honorary Treasurer

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Cashflow Statement As at 31 March 2017

	2017 Total funds £	2016 Total funds £
Cash flows from operating activities:		
Cash generated from operations	51,974	(16,032)
Interest paid	(32,709)	(35,595)
Net cash provided by (used in) operating activities	19,265	31,099
Cash flows from investing activities:		
Purchase of tangible fixed assets	0	(10,159)
Interest received and rent from investments	93,511	83,971
Net cash provided by (used in) investing activities	93,511	73,812
Cash flows from financing activities:		
Loan repayments in year	(22,431)	(21,361)
Net cash provided by (used in) financing activities	(22,431)	(21,361)
Change in cash and cash equivalents in the reporting period.	90,345	824
Cash and cash equivalents at the beginning of the reporting period	247,919	247,095
Cash and cash equivalents at the end of the reporting period	338,264	247,919

These notes below form part of these financial statements.

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

	2017 £	2016 £
Net income/(expenditure) for reporting period (as per the statement of financial activities)	77,206	82,768
Adjustments for:		
Depreciation charges	22,646	26,674
Gain on investments	0	(60,000)
Interest received and rent from investments	(93,511)	(83,971)
Interest paid	32,709	35,595
Increase)/decrease in debtors	(5,521)	(24,232)
Increase in creditors	18,445	7,134
Net cash provided by (used in) operating activities	51,974	(16,032)

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements For the Year Ended 31 March 2017

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

The financial statements have been prepared in accordance with 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 2016) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Cambridge and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b) Reconciliation with previous Generally Accepted Accounting Practice

In preparing these accounts, the Trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 the restatement of comparative items was required.

c) Legal status of the Charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

d) Going concern

The trustees consider that there are no material uncertainties about Cambridge and District Citizens Advice Bureau's ability to continue as a going concern. The most significant areas of adjustment and key assumptions that affect items in the accounts are to do with a reallocation of assets into the property fund. With regard the following year, the most significant areas of uncertainty of Cambridge and District Citizens Advice Bureau are the level of grant funding which needs to be raised each and every year and is covered in more detail in the performance and risk sections of the trustees' annual report for more information.

e) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. The aim and purpose of each designated fund is set out in the notes to the financial statements. Restricted funds are for Cambridge and District Citizens Advice Bureau's work or projects being undertaken by the charity. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each material designated and restricted fund is set out in the notes to the financial statements. Investment income, gains and losses are allocated to the appropriate fund.

f) 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. Where income has related expenditure (as with fundraising or contract income and partner funding), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a grant is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax claims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Legacies are accounted for on a receivable basis.

Income received in advance for a future fundraising event or for a grant received relating to the following year are deferred until the criteria for income recognition are met.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the charity which is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio. Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

g) Expenditure and Irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis under the following headings:

Costs of raising funds comprise fundraising costs incurred in seeking donations, grants and legacies. This includes staff time as well as additional support and event costs.

Investment property income and expenditure relates to the first floor tenant accommodation and meeting room available for hire. An allocation based on floor area (36%), of premises and loan interest costs is charged to this as well as direct costs associated with external bookings and hires.

Expenditure on charitable activities includes the costs of providing specialist and generalist advice to clients, and the associated support costs.

Partner funding costs relate to those parts of an award due to a project partner. In those cases the bureau is the lead grantee.

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs are allocated to each of the activities on one of the following the basis: either floor space or staff time or staff headcount depending on the nature of the support costs, to best allocate the costs to each attributable heading.

h) Volunteers

The value of the services provided by volunteers is not incorporated into these financial statements. Further details of their contribution are provided in the Trustees' report.

i) 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 assets	- not provided
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.

The need for any impairment of a fixed asset write-down is considered if there is concern over the carrying value of an asset and is assessed by comparing that carrying value against the value in use or realisable value of the asset when appropriate.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

j) 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.

k) 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.

l) 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. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

m) Cash at 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.

n) Creditors

Creditors 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 measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing any trade discounts due.

o) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basis financial instruments. Basis financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p) Pensions

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.

q) Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

	Unrestricted General Funds £	Designated Funds £	Restricted Funds £	TOTAL £	Restated 2016 Total £
2 Donations & Charitable Trusts					
General donations	6,062	0	1,000	7,062	3,723
Batterson-Chivers Foundation	2,000	0	0	2,000	3,000
Chadwyck-Healey Trust	4,000	0	6,000	10,000	10,000
Hauser Raspe Foundation	10,000	0	0	10,000	0
Impactful Foundation	0	0	0	0	18,000
Papworth Trust	0	0	0	0	1,500
Pye Foundation	5,000	0	0	5,000	5,000
Staffordshire Water	6,500	0	0	6,500	0
Patron & Staff Fundraising Events	13,041	0	0	13,041	10,952
	46,603	0	7,000	53,603	52,175
<i>Prior Year</i>	<i>46,175</i>	<i>0</i>	<i>6,000</i>	<i>52,175</i>	
3 Legacies					
Legacies (Hazel Wardle)	6,318	0	0	6,318	20,000
	6,318	0	0	6,318	
<i>Prior Year</i>	<i>20,000</i>	<i>0</i>	<i>0</i>	<i>20,000</i>	
4 Income from Charitable Activities					
Grants received					
Big Lottery Advice Services Transition Fund	0	0	0	0	41,885
Big Lottery – Help through Crisis	0	0	96,319	96,319	0
Big Lottery – Reaching Communities	0	0	57,379	57,379	74,840
Cambridge City Council – Area Committees	0	0	10,605	10,605	0
Cambridge City Council – Specialist Benefits	0	0	30,000	30,000	30,000
Cambridge City Council – Core	300	0	200,000	200,300	200,000
Cambridge City Council – Financial Capability	0	0	20,000	20,000	20,000
Cambridge City Council – Homelessness Prevention	0	0	31,950	31,950	31,320
Cambridge City Council – Sharing Prosperity	0	0	35,000	35,000	25,000
Cambridgeshire County Council (Trading Standards)	6,242	0	7,038	13,280	20,914
Citizens Advice – Branding	0	0	0	0	700
Citizens Advice – Consumer Empowerment	0	0	0	0	10,171
Citizens Advice – DRO	579	0	0	579	698
Citizens Advice – Energy Best Deal	0	0	2,209	2,209	8,925
Citizens Advice – Energy Best Deal Extra	200	0	12,875	13,075	13,875
Citizens Advice – Energy Champion	0	0	45,000	45,000	22,500
Citizens Advice – Pensionwise	0	0	0	0	9,000
Citizens Advice – Rural Energy Project	0	0	0	0	910
Girton Town Charity – Outreach	0	0	28,151	28,151	19,226
Evelyn Trust	0	0	12,772	12,772	0
John Huntingdon Charity – Debt Advice	0	0	14,249	14,249	10,120
Scottish Power – Make it Count	0	0	0	0	4,800
South Cambridgeshire District Council – Core	0	0	85,000	85,000	63,254
South Cambridgeshire District Council – Housing Debt	0	0	8,520	8,520	8,520
Care Network- Big Lottery Advice Services Transition	0	0	0	0	24,318
South Cambridgeshire District Council – Personal Budget	0	0	0	0	1,822
	7,321	0	703,067	710,388	645,798
<i>Prior Year</i>	<i>27,112</i>	<i>0</i>	<i>618,686</i>	<i>645,798</i>	

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

Funding received from South Cambridgeshire District Council includes £29,750 paid out to other bureaux for partner projects (see also Note 7).

5	Income from Other Trading Activities	2017			TOTAL	2016
		General £	Designated £	Restricted £	£	£
	Casework training and consultancy	75	0	0	75	1,150
	Website advertising	1,750	0	0	1,750	150
	Miscellaneous	285	0	0	285	0
	Net income arising from other trading	2,110	0	0	2,110	1,300
	<i>Prior year</i>	<i>1,300</i>	<i>0</i>	<i>0</i>	<i>1,300</i>	
6	Investment income	2017			TOTAL	2016
		General £	Designated £	Restricted £	£	£
	Rental Income					
	Tenant rental	0	82,417	0	82,417	72,592
	Room hire	0	8,174	0	8,174	8,002
	Catering and other charges	0	2,013	0	2,013	2,132
	Total income from rental income	0	92,604	0	92,604	82,726
	<i>Prior year</i>	<i>0</i>	<i>82,726</i>	<i>0</i>	<i>82,726</i>	
7	Analysis of Total Expenditure – Current Year				2017	
		Direct Staffing	Other Direct Costs	Support Costs	Total	
	Cost of raising funds					
	Investment property	0	844	15,789		16,633
	Other fundraising	35,701	19,648	0		55,359
		35,701	20,492	15,789		71,982
	Charitable activities					
	Advice provision	366,727	50,077	244,817		661,621
	Partner costs	0	55,120	0		55,120
		366,727	105,197	244,827		716,741
	Total expenditure	402,428	125,689	260,607		788,724
	Analysis of Total Expenditure – Prior Year				2016	
		Direct Staffing	Other Direct Costs	Support Costs	Total	
	Cost of raising funds					
	Investment property	0	992	14,678		15,670
	Other fundraising	32,669	18,390	1,785		52,844
		32,669	19,382	16,463		68,514
	Charitable activities					
	Advice provision	371,845	72,369	256,664		700,878
	Partner costs	0	11,084	0		11,084
		371,845	83,453	256,664		711,962
	Total expenditure	404,514	102,835	273,127		780,476

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

Support costs include:

	2017	Restated 2016
Salaries	84,205	77,023
Training, travel, recruitment	21,992	17,030
Office administration	30,576	35,116
Premises costs	96,601	119,590
Audit	5,606	5,740
Legal and professional fees	2,324	(1,500)
Property valuation fee	0	1,350
Payroll and accounting fees	3,724	1,500
AGM	1,626	557
Bank charges	140	84
Irrecoverable VAT	13,822	16,637
	260,607	273,127

Included within support costs are governance costs as follows:

Audit	5,606	5,740
AGM	1,626	557
Property valuation fee	0	1,350
	7,232	7,647

Partner costs relate to joint projects where the bureau was lead for a group of organisations. Funding received was paid out directly to partners for their own project costs. £7,038 received from Cambridgeshire County Council went to Rural Cambridgeshire CAB. £29,750 received from South Cambridgeshire District Council went to North Herts CAB (£17,850), Suffolk West CAB (£5,950) and Uttlesford CAB (£5,950). £18,332 from Big Lottery (Help through Crisis) went to Headaway (£4,583 of £5,000 for a full year), Eddies Trust (£4,583 of £5,000 for a full year), Winter Comfort (£4,583 of £5,000 for a full year) and Cambridge Women's Resource Centre (£4,583 of £5,000 for a full year).

8. Analysis of staff costs and key management personnel

	2017	Restated 2016
Wages and salaries	431,881	409,791
Social security costs	31,885	32,169
Pension costs	23,054	17,808
	486,820	459,768

The charity trustees were not paid or received any other benefits from employment with the bureau. Social security costs above exclude the annual employment allowance of £3,000 from HMRC. The bureau pays a 5% contribution to all pension-holders (4% over the minimum required under auto-enrolment scheme rules). The average monthly number of employees during the year was as follows:

	2017	Restated 2016
Chief executive	1	1
Advisers and specialists	11	11
Administration and support	5	5
Project staff	3	2
	20	19

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

No employees whose total employee benefits excluding pension contributions earned over £60,000. In addition to the paid staff, the charity has the use of highly trained and professional volunteers. 129 volunteers gave over 30,000 hours this year - valued at £499,263. This cost has not been recognised in the accounts.

Total remuneration paid to Key Management personnel in the year was £113,705 (2016: £103,952).

9. Net incoming resources

	2017	Restated 2016
Net incoming resources are stated after charging:		
Depreciation	22,649	26,672
Auditor's remuneration:		
- For audit services	5,606	4,725
- For accountancy services	1,015	
Operating lease rentals	1,830	101
	31,585	31,498

10 Tangible Fixed Assets

	Freehold Property £	Fixtures and fittings £	Payments on account of fixed assets £	Computer equipment £	Totals £
COST					
At 1 April 2016	741,770	136,200	0	145,515	1,023,485
Additions	0	0	0	0	0
Disposals	0	0	0	0	0
Reclassification	0	0	0	0	0
As at 31 March 2017	741,770	136,200	0	145,515	1,023,485
DEPRECIATION					
At 1 April 2016	84,906	109,865	0	141,919	336,690
Charge for year	14,207	6,451	0	1,988	22,646
Eliminated on disposal	0	0	0	0	0
As at 31 March 2017	99,113	116,316	0	143,902	359,336
NET BOOK VALUE					
As at 31 March 2017	642,657	19,884	0	1,608	664,149
As at 31 March 2016	656,864	26,335	-	3,596	686,795

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

11 Investments

	£		
a) At start of the year	700,500		
Additions	0		
Disposals	0		
Unrealised gain on revaluation	0		
At the end of the year	700,500		
b) Analysis of investments	2017	2016	
	£	£	
Investment property	700,000	700,000	
Unlisted investments	500	500	
Total	700,500	700,500	

There were no investment assets outside the UK. The investment comprises 500 Ordinary £1 shares in Allia Limited. Investment property comprises the let part of 66 Devonshire Road.

12 Debtors

	2017	2016	
	£	£	
Trade debtors	51,832	15,379	
Other debtors	(34)	1,097	
Prepayments	8,761	41,769	
Accrued income	3,207	0	
	63,766	58,245	

13 Creditors: Amounts Falling Due Within One Year

	2017	2016	
	£	£	
Trade creditors	18,455	32,279	
Social security and other taxes	4,905	12,551	
Other creditors	778	3,325	
Other loans (see note 22)	55,139	55,369	
Accruals	26,631	12,032	
Deferred income	33,893	5,800	
	139,800	121,356	

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 relates to rental income billed in advance of the year. Movements are as follows:

	£	
Balance brought forward at 1 April 2016	5,800	
Amount released to the Statement of Financial Activity	(5,800)	
Amount deferred in the year	33,893	
Balance carried forward at 31 March 2017	33,893	

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

14 Creditors: Amounts Falling After More Than One Year

	2017 £	2016 £
Due in 1-2 years	52,604	55,370
Due in 2-5 years	210,412	221,477
Due in greater than 5 years	500,306	508,905
	<u>763,322</u>	<u>785,752</u>

Operating lease commitments

The following operating lease commitments are committed to be paid:

	2017 £	2016 £
Expiring in 1 year	1,830	0
Expiring in 2-5 years	1,424	1,428
	<u>3,254</u>	<u>1,428</u>

Secured Debts

The following secured debts are included within creditors:

	2017 £	2016 £
Other loans	818,460	841,121
	<u>818,460</u>	<u>841,121</u>

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.

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 3.5% per annum (reduced from 4% during the year) calculated on a daily basis.

The carrying value of the assets secured in the accounts is £1,364,149 (2016: £1,356,864).

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

15 Movement in Funds

15a Restricted Funds– current year

	At 1 April 2016 £	Income £	Expenditure £	Transfers £	At 31 March 2017 £
Restricted funds					
Donations	0	1,000	(1,000)	0	0
Chadwyck-Healey Trust	0	6,000	(6,000)	0	0
Evelyn Trust	0	12,772	(12,772)	0	0
Big Lottery:					
Advice Plus	535	0	(133)	0	402
Help Through Crisis	0	96,319	(88,293)	0	8,026
Reaching Communities	10,586	57,379	(68,347)	382	0
Cambridge City Council:					
Area Committees	0	10,605	(10,605)	0	0
Core Funding	3,785	200,000	(201,749)	0	2,036
Financial Capability	0	20,000	(20,000)	0	0
Homelessness Prevention	0	31,950	(31,950)	0	0
Sharing Prosperity (GP Outreach)	0	35,000	(35,000)	0	0
Specialist Benefits Advice	0	30,000	(30,000)	0	0
One-off Funding	5,339	0	(1,335)	0	4,004
Cambridgeshire County Council	0	7,038	(7,038)	0	0
Citizens Advice:					
Branding	700	0	(700)	0	0
Energy Best Deal	0	2,209	(2,209)	0	0
Energy Best Deal Extra	0	12,875	(12,875)	0	0
Energy Champion	0	45,000	(45,000)	0	0
Energy Savings Week	0	6,000	(6,000)	0	0
Girton Town Charity – Outreach	0	28,151	(28,151)	0	0
GCP Investing in Communities	69,709	0	(1,621)	0	68,088
John Huntingdon Charity	0	14,249	(14,249)	0	0
South Cambridgeshire District Council:					
Core Funding	0	85,000	(85,000)	0	0
Housing Debt Advice	0	8,520	(8,520)	0	0
Debt Advice	1,562	0	(1,562)	0	0
Total	92,216	710,067	(720,110)	382	82,555

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

Restricted Funds – prior year

	At 1 April 2015 £	Income £	Expenditure £	Transfers £	At 31 March 2016 £
Restricted funds					
Chadwyck-Healey Trust	0	6,000	(6,000)	0	0
Big Lottery:					
Advice Plus	713	0	(178)	0	535
Transition Fund	9,362	41,885	(51,247)	0	0
Reaching Communities	11,969	74,840	(76,223)	0	10,586
Cambridge City Council					
Core Funding	1,832	200,000	(198,047)	0	3,785
Financial Capability	0	20,000	(20,000)	0	0
Homelessness Prevention	0	31,320	(31,320)	0	0
Sharing Prosperity (GP Outreach)	0	25,000	(25,000)	0	0
Specialist Benefits Advice	0	30,000	(30,000)	0	0
One-off Funding	7,119	0	(1,780)	0	5,339
Care Network (ASTF Lottery)	16,150	24,318	(40,468)	0	0
Citizens Advice:					
Branding	0	700	0	0	700
Consumer Empowerment CEP	0	10,171	(10,171)	0	0
Energy Best Deal	3,400	8,925	(12,325)	0	0
Energy Best Deal Extra	0	13,875	(13,875)	0	0
Energy Champion	0	22,500	(22,500)	0	0
Energy Savings Week	0	3,000	(3,000)	0	0
Pensionwise	0	9,000	(9,000)	0	0
Rural Energy Project	0	910	(910)	0	0
Girton Town Charity – Outreach	0	19,226	(19,226)	0	0
GCP Investing in Communities	71,347	0	(1,638)	0	69,709
Impactful Foundation	0	18,000	(18,000)	0	0
John Huntingdon Charity	0	10,120	(10,120)	0	0
Scottish Power – Make it Count	6,301	4,800	(11,101)	0	0
South Cambridgeshire District Council:					
Core Funding	0	63,254	(63,254)	0	0
Debt Advice	0	10,342	(8,780)	0	1,562
Total	128,193	648,186	(684,163)	0	92,216

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

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

BIG Lottery Advice Plus – All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased within the funding.

BIG Lottery Help through Crisis – Five year fund to support individuals and key agencies via crisis casework and advocacy. Funding instalments span across the bureau's financial year.

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

Cambridge City Council – Area Committee Grants – Funding to support outreach work in the North, East and South of the city.

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 - 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 - To provide help to people without legal representation and to also provide debt advice work.

Cambridge City Council – Sharing Prosperity – Funding to deliver an outreach generalist service at GP surgeries around the city.

Cambridge City Council - Specialist Benefits Advice - Funding towards the provision of specialist benefits casework for the people of Cambridge.

Cambridge City Council - 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.

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

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

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 - Energy Best Deal - To deliver training on 'switching' utilities to 10 frontline workers.

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.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

Movement in Funds (continued)

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.

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 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 one day a week to support the Council's Homelessness Strategy.

15b Unrestricted Funds – current year

	At 1 April 2016 £	Income £	Expenditure £	Transfers £	At 31 March 2017 £
Designated funds					
66 Devonshire Road	461,085	92,604	(16,633)	133,112	670,168
Equipment Reserve	40,000	0	0	(40,000)	0
Contractual Commitments	46,000	0	0	(46,000)	0
Building Maintenance	30,000	0	0	(30,000)	0
Donald Porteous Fund	10,000	0	0	0	10,000
Development Reserve	25,000	0	0	0	25,000
Total Designated Funds	612,085	92,604	(16,633)	17,112	705,168

Unrestricted Funds – prior year

	At 1 April 2015 £	Income £	Expenditure £	Transfers £	At 31 March 2016 £
Designated funds					
66 Devonshire Road	397,938	60,000	(18,165)	21,312	461,085
Equipment Reserve	30,000	0	0	10,000	40,000
Contractual Commitments	45,000	0	0	1,000	46,000
Building Maintenance	20,000	0	0	10,000	30,000
Donald Porteous Fund	10,000	0	0	0	10,000
Development Reserve	25,000	0	0	0	25,000
Total Designated Funds	527,938	60,000	(18,165)	42,312	612,085

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2017

16 General Fund – current year

	At 1 April 2016 £	Income £	Expenditure £	Transfers £	At 31 March 2017 £
	82,050	63,259	(51,981)	(17,494)	75,834
Total unrestricted funds	694,135	155,863	(68,613)	(382)	781,002
<i>General Fund – prior year</i>	22,452	155,058	(78,148)	(17,312)	82,050
<i>Total unrestricted funds</i>	550,390	215,058	(96,313)	25,000	694,135

The 66 Devonshire Road Fund relates to the property purchased by the bureau when they moved out of rented premises. The fund transfers reflect the updated net book value of the property, including investment part, less mortgage outstanding. It also includes funds for building maintenance and infrastructure replacement in future years. The aim is to achieve surpluses on the investment property element to pay off the capital element of the annual mortgage until it is paid off.

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 which have been funded from other sources this year.

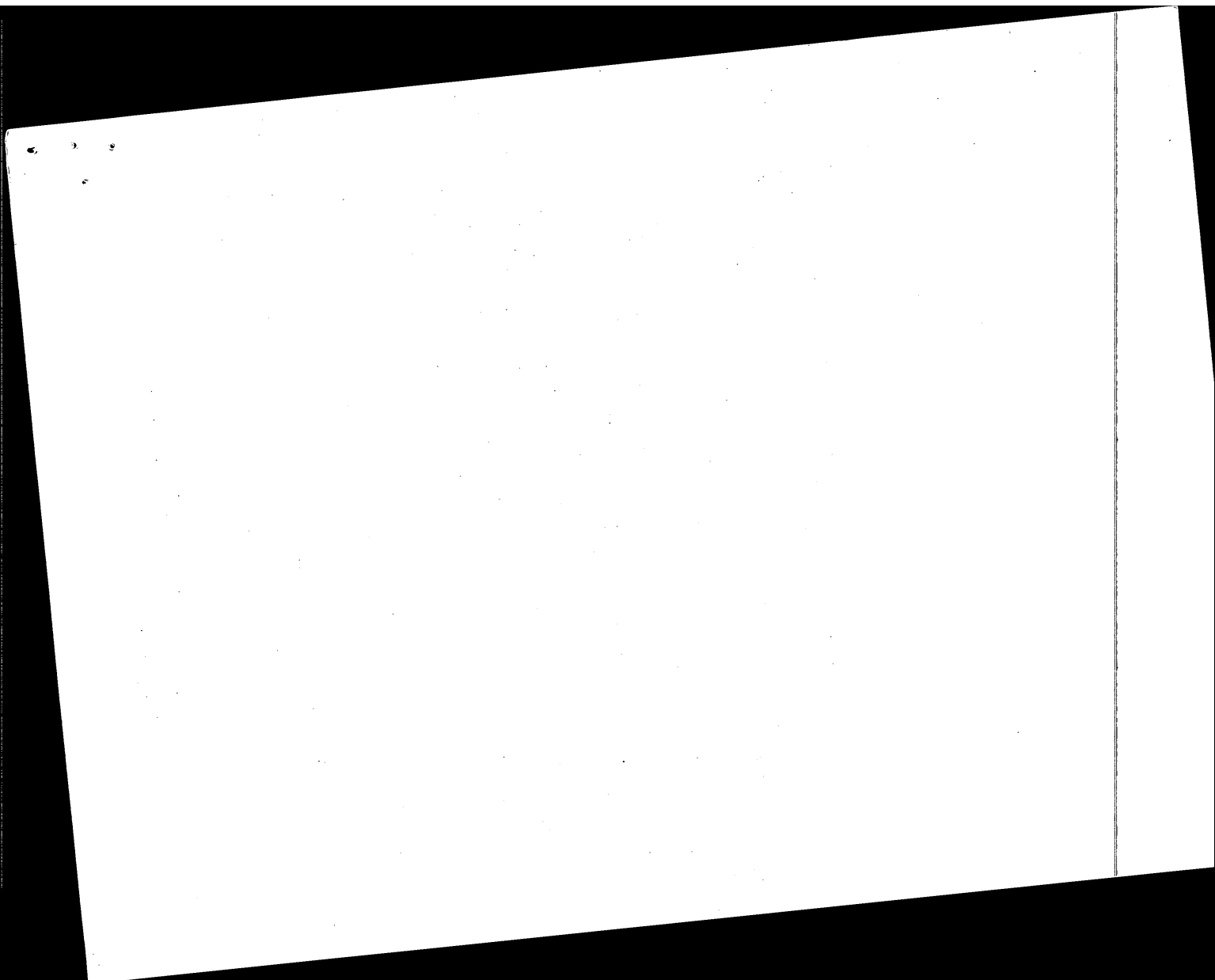
The Development Fund was created from an award from the JP Getty Foundation.

17 Related Party Transactions

During the year, the charity received funding of £7,038 (2016: £20,914) from Cambridgeshire County Council. Cllr Lucy Nethsingha is nominated to attend board meetings in a non-voting capacity by the Council.

18 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 (2016: £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.



CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT – Structure, Governance & 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 - Relationship Manager from Citizens Advice

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. This committee leads 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.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT – Structure, Governance & Management (continued)

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

CCAB is regulated under the Advice Quality Standard and the Money Advice Service quality framework

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. They are invited to attend the bureau and observe service delivery. 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 is regulated by its membership requirements and its aims, principles and policies.

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.

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 or dies (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 Dr 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 and Quality of Advice Assessment*.

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 24th July 2017. During this and the previous year a qualifying third party indemnity provision was in force for the benefit of the Trustees.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Reference & Administrative Details

COMPANY NUMBER	03191085 (England & Wales)																										
CHARITY NUMBER	1056102																										
TRUSTEES	<table><tr><td>Dr A R Baker</td><td></td></tr><tr><td>Ms J C Belman</td><td></td></tr><tr><td>Dr N W Brown OBE</td><td>Chairman</td></tr><tr><td>Ms L L Holland</td><td></td></tr><tr><td>Mr B Humphrey</td><td>Vice Chairman</td></tr><tr><td>Dr D A Livesey</td><td></td></tr><tr><td>Mrs C Lloyd-Evans</td><td></td></tr><tr><td>Dr G A Reid</td><td>Vice Chairman</td></tr><tr><td>Dr D I Skinner</td><td>Resigned 25/4/2016</td></tr><tr><td>Mr C A Smith</td><td></td></tr><tr><td>Mrs E Sneade</td><td></td></tr><tr><td>Mr K Stonell</td><td></td></tr><tr><td>Mr G E D Wilson</td><td>Hon Treasurer</td></tr></table>	Dr A R Baker		Ms J C Belman		Dr N W Brown OBE	Chairman	Ms L L Holland		Mr B Humphrey	Vice Chairman	Dr D A Livesey		Mrs C Lloyd-Evans		Dr G A Reid	Vice Chairman	Dr D I Skinner	Resigned 25/4/2016	Mr C A Smith		Mrs E Sneade		Mr K Stonell		Mr G E D Wilson	Hon Treasurer
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Mr G E D Wilson	Hon Treasurer																										

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

COMPANY SECRETARY	Mrs S A Wells
SENIOR STATUTORY AUDITOR	Helena Wilkinson
PRINCIPAL OFFICE	66 Devonshire Road Cambridge Cambridgeshire CB1 2BL
AUDITORS	Price Bailey LLP Tennyson House Cambridge Business Park Cambridge CB4 0WZ
BANKERS	Barclays Bank plc 11 St Andrews Street Cambridge CB2 3AA
SOLICITORS	Tees Law Titan House Castle Park Cambridge CB3 0AY
PATRONS	Lady Cass Lady Chadwyck-Healey Dr Pamela Raspe