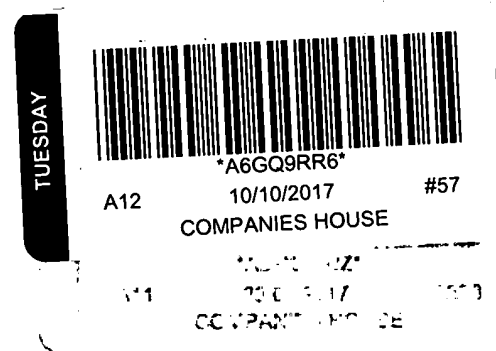


**Barrow Citizens Advice Bureau**  
**Financial Statements**  
**For the Year Ending**  
**31 March 2017**

Charity Number 1077427



**JANE ASCROFT ACCOUNTANCY LIMITED**

Chartered Accountants & Statutory Auditor

Enterprise House  
Harmire Enterprise Park  
Barnard Castle  
County Durham  
DL12 8XT

# **Barrow Citizens Advice Bureau**

## **Financial Statements**

**Year Ended 31 March 2017**

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# **Barrow Citizens Advice Bureau**

## **Trustees Annual Report**

**Year Ended 31 March 2017**

The trustees, who are also directors for the purposes of company law, present their report and the financial statements of the company for the year ended 31 March 2017.

### **Objectives and Activities**

The Charity's objects are to promote any charitable purpose for the benefit of the community in Barrow and district by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The trustees confirm that in reviewing and planning the charity's aims and objectives they have paid due regard to Charity Commission guidance on Public Benefit and have complied with the duty in section 4 of the Charities Act 2006.

Barrow CAB's aims are:

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

The Bureau provides free, confidential, impartial and independent advice and information to anyone regardless of personal circumstance. Barrow CAB values diversity, promotes equality and challenges discrimination.

### **Achievements and Performance**

#### **Objectives, Strategies and Activities for the Year**

Whilst maintaining high quality, person centred advice services, our primary objectives for the year were

- to extend our services to reach an even greater number of Barrow residents through increased provision of telephone, email and webchat advice and at outreach locations and
- to further develop our advice and support model to focus on improving the financial and personal resilience of our service users.

In large part these objectives were achieved. We helped 2663 individuals with more than 15,000 separate problems. 26% of these people returned for help more than once, a sure sign not only of their trust in our organisation but also of the complex challenges facing some of the most disadvantaged people in our community. We also provided information and signposted a further 1117 people who were assessed as being able to help themselves.

The main problems for which people sought advice and support continued to be about money – 39% of enquiries were about welfare benefits, 41% about debt and managing money. 5% of enquiries concerned housing. These, along with debt enquiries evidence an increasing trend of people being unable to afford their rent and/or mortgages and of private landlords seeking eviction when tenants complain about repairs. 4% of enquiries concerned employment problems, again evidencing a noticeable growth in employers dismissing workers before they are eligible to take cases to employment tribunal. 3% of enquiries were about family and relationship problems, particularly access to children.

44% more people were helped for 10% fewer worker hours following further development of our advice service model, with 68% of those helped using telephone, email and services at outreaches. We did not however introduce webchat after considering evidence from email and telephone enquiries which strongly indicated this would not be cost effective. We successfully established outreaches working in Barrow Foodbank, Mind in Furness and Women's Community Matters premises and continue to discuss options with GP surgeries, although a major barrier to this is limited space to house even clinical services.

# **Barrow Citizens Advice Bureau**

## **Trustees Annual Report *(continued)***

### **Year Ended 31 March 2017**

Trustees are acutely aware that these outcomes were only achieved because of the ongoing commitment of our workers, paid and unpaid. Their positive approach to changes in practise, making full use of training opportunities, and, most importantly to delivering the best possible service to our service users is remarkable. The trustees extend their gratitude and appreciation to all of the team.

#### **Charitable Activities**

The key achievements in the year were:

- successful investment of reserves to grow and develop the First Contact service; partially funded by the Big Lottery's Help through Crisis Fund and the Cumbria County Council's housing advice contract, Trustees agreed to use reserves to employ an additional three full time workers. This enabled our telephone Adviceline to be staffed at all times by two paid workers, face to face advice to be provided both at dedicated drop in sessions at our office and four outreach locations, as well as providing an additional 15 face to face appointments for generalist casework each week. The impact for clients has been overwhelmingly positive as advice about their problem can often be given in full at First Contact. Where the problem is ongoing, such as with benefit appeals, the client is usually able to work with the same worker until their problem is resolved. Feedback from clients about the quality of help and support given is uniformly positive with 99% rating the service as very satisfactory.

- improved, effective partnership work both with other local Citizens Advice across Cumbria and with Barrow Advice Hub's (BAH) fellow partner organisations; our aim was to develop coherent district and countywide services. Along with other local Citizens Advice across Cumbria we successfully bid for a 4 year contract from Cumbria County Council to deliver a low level housing advice and guidance service to people who are homeless or at risk of homelessness. This included developing a group learning programme to enable people to find and maintain a home. We continue to work together to deliver on money advice contracts from the County Council and the Money Advice Service and to provide a specialist welfare benefits service to people who have cancer funded by Macmillan Cancer Support.

Having secured funding from the Big Lottery's Help through Crisis fund, the BAH worked to establish our First contact service model in two partner organisations, Mind in Furness and Project John, with front line workers from each sharing training and experiential learning from Barrow CAB's workers. This project serves the most disadvantaged groups in Barrow (people who have enduring mental health problems, young people and those on low incomes) so joint working is of particular importance to make sure they receive the support they need in the most timely way. Our joint working and co-ordinated approach has meant fewer people fall "between the cracks" or bounce between different agencies. Of particular importance is the sharing of intelligence amongst the partnership and the wider advice sector about the chronic problems these groups face and how we can work to solve some of the issues in the long term.

The BAH partners also worked closely with Barrow's Foodbank and Disability Association to agree criteria for appropriate use of the project's emergency fund. This has led to individuals having emergency items paid for, including rucksacks, gas stoves and warm clothes for homeless people, train tickets for people who cannot afford to get to work or to visit their sick children in hospital, and fees for Debt Relief Orders to secure a fresh start from debt.

- continued focus on the professional development of our front line workers: we commissioned expert training for the whole staff team throughout the year not only to maintain workers knowledge and skills but also to encourage our workers' feeling of being valued by the organisation. Workers received an average of 1 day's formal training per month this year. In addition, we offered places on courses to frontline workers in other local Citizens Advice and our BAH partner organisations. This has resulted in improved partnership working to benefit greater numbers of people seeking advice.

- Exceeding targets for all contracted services, with high levels of user satisfaction reported in feedback surveys.

# **Barrow Citizens Advice Bureau**

## **Trustees Annual Report *(continued)***

### **Year Ended 31 March 2017**

· We seized the opportunity to be part of a variety of pilots and to test new tools introduced by national Citizens Advice in advance of a new membership agreement. These offered useful methods to critically assess the financial stability of our organisation, and via a confidential, independent survey, the morale and trust of our workforce in our organisation. Our results were encouraging across the board. 99% of those responding to the staff survey agreed they would recommend Barrow CAB as a place to work or volunteer. Our financial stability was given the highest rating.

· We also continued to achieve the highest ratings for the quality of advice and customer care provided, independently verified by national Citizens Advice. We successfully used the audit process and reports produced to inform individual performance reviews and appraisals and to identify advice trends, training needs and implement team development plans.

· Successful upgrading ICT systems so our organisation has up to date technology; substantial investment in hardware means our systems are future proofed, ready for the government's digital inclusion strategy and are compatible with technology used by clients, statutory agencies and national Citizens Advice. Efficiency improvements to our working practices have also been realised.

### **Financial Review**

#### **Financial Position**

The trustees are satisfied that the Charity has adequate reserves to continue its work for the next twelve months.

#### **Reserves policy**

The charity follows the guidance issued by the Charity Commission and seeks to maintain adequate reserves to meet the charity's commitments. This amounts to the equivalent of five months running costs, currently £150,000. The trustees have also designated £77,806 to meet the cost of contractual commitments to staff, £15,000 for ICT upgrades and building works, and £114,000 investment in staffing costs for the First Contact service for three years until 2020. Reserves are currently £163,322 which is £13,322 above that required by the reserves policy.

#### **Investment policy**

The recommended level of resources which the charity carries in its current account is maintained at not more than is required for a normal month's activity. A proportion of remaining monies are held in an interest bearing account giving as high a rate of return as possible whilst retaining flexibility to be able to draw down monies as and when required. The funds designated for the local government pension liability were placed in fixed term bonds to achieve maximum interest. These funds will now be placed in fixed term bonds to achieve maximum returns whilst allowing strategic development plans to be achieved.

#### **Donations policy**

The policy of the charity is not to give grants / donations to other charities or organisations.

# **Barrow Citizens Advice Bureau**

## **Trustees Annual Report *(continued)***

**Year Ended 31 March 2017**

### **Plans for Future Periods**

We are particularly fortunate that Barrow Borough Council confirmed this year its continued support for Barrow CAB with the current level of annual grant agreed until 2021. This has enabled Trustees to agree long term investment in the First Contact service, with a focus on enhancing the support provided to welfare benefit claimants, especially those facing arduous appeals. We will be seeking funding additional to this core grant to enable workers to represent the most vulnerable people at appeal hearings – a service that at the moment we are only able to offer to the very few.

We will also be working to secure ongoing and increased funding for the specialist welfare benefits service we offer to people who have cancer. In part this is because of the high incidence of cancer in our district but also to extend the service to people who have other serious life threatening health conditions.

We intend to carry out extensive alterations to Ramsden Hall so that it is more welcoming and accessible for those using our services, has an improved layout for workers to carry out their duties and to become a more integral part of our local community. Having discovered that Ramsden Hall was gifted to the people of Barrow to be used for charitable purposes, trustees are determined to take our custodial responsibilities seriously and make the building useful to other local charities. A much needed, free training/meeting space will be created and available to other charitable organisations.

We plan to further strengthen our partnerships with other advice and support providers to respond to the full service roll out of Universal Credit scheduled to take place in 2018. We anticipate this will result in more people needing help to prevent a slide into debt, poverty and homelessness. Only by working with others will we be able to target our services to those who are most vulnerable to the known deficiencies of the systems used to administer Universal Credit.

We will continue to press for better conduct by bailiffs used for the collection of council tax arrears as the evidence from our service users this year shows little regard for regulation and agreed standards.

As always, our priority remains to make sure the services we provide are relevant, accessible and of the highest quality possible over the coming year.

# **Barrow Citizens Advice Bureau**

## **Trustees Annual Report *(continued)***

**Year Ended 31 March 2017**

### **Structure, Governance and Management**

Barrow Citizens Advice Bureau (Barrow CAB) is a company limited by guarantee, governed under Memorandum and Articles of Association.

#### **Appointment of trustees**

Trustees are elected at the annual general meeting, are appointed to the Board following nomination by member organisations or are co-opted by the Trustee Board. Appointment of nominated or co-opted Trustees is agreed at any ordinary meeting of the Board. Barrow Borough Council is entitled to nominate or appoint two members to attend Trustee board meetings.

#### **Recruitment, induction and training of trustees**

The Trustee Board conducts an annual skills audit of Board members and actively seeks out new Trustees as appropriate to ensure the Board has the most useful skill mix possible and is representative of the local community.

All trustees are expected to be committed to the aims and principles of Citizens Advice and be willing to take an active role in the governance of Barrow CAB. Potential Trustees are selected on the basis of the expertise and experience they might bring to the organisation. Induction for all new Trustees covers the structure, aims and principles of Citizens Advice, legal obligations under charity and company law, the objectives and activities of Barrow CAB and current business and development plans.

#### **Organisational structure & networks**

Barrow CAB is governed by the Board of Trustees. The Board is responsible for setting the strategic direction of the organization and has ultimate responsibility for the conduct of Barrow CAB and for ensuring that the charity satisfies its legal and contractual obligations. Board meetings are held quarterly with additional meetings as necessary. The trustees meet twice yearly to carry out a full review of the current business plan and to determine future strategic direction of the organization. Non Trustee members may be co-opted to attend meetings for a specific expertise they bring for time limited periods.

Operational management of Barrow CAB is delegated to the Chief Executive Officer.

Barrow CAB is a member of the national Citizens Advice organisation. Barrow CAB actively participates in the development, planning and delivery of county wide services as part of the consortium of Citizens Advice Bureau in Cumbria.

Services are delivered by a committed team of paid workers and volunteers. It is calculated that the contribution made by volunteers equates to £76,000 per annum (based on pay costs only).

#### **Risks Policy**

The Trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place so timely action is taken to mitigate exposure to those risks.

The major risk to the organisation is financial and consists mainly of loss of funding and redundancy liability towards employees. The level of liability is carefully monitored and funds set aside to ensure these costs can be met. All new bids for funding include an element to address potential similar liabilities. The trustees examined the ongoing costs and liability risk posed by continued membership of the Local Government Pension Scheme and following consultation with existing members, terminated membership as of the 31st March 2014. This action removes uncertainty about a fluctuating, unpredictable liability and enables trustees to agree a sustainable business and development plan for the organisation.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed by the trustees and staff to ensure they still meet the needs of the charity.

# Barrow Citizens Advice Bureau

## Trustees Annual Report *(continued)*

Year Ended 31 March 2017

### Reference and Administrative Details

<b>Registered Charity Name</b>	Barrow Citizens Advice Bureau
<b>Charity Registration Number</b>	1077427
<b>Company Registration Number</b>	3765728
<b>Principal Office</b>	Ramsden Hall Abbey Road Barrow In Furness Cumbria LA14 5QW

### **The Trustees**

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

Mr P A Sharp  
Ms V Robinson  
Ms C Henderson  
Mr W McEwan

Mrs S L Hazeldine was appointed as a trustee on 24 April 2017.

<b>Secretary</b>	Ms M C McKinlay
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<b>Barrow Borough Council Members</b>	Cllr F G Murray Cllr D Barlow
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<b>Auditor</b>	Jane Ascroft Accountancy Limited Chartered Accountants & Statutory Auditor Enterprise House Harmire Enterprise Park Barnard Castle County Durham DL12 8XT
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<b>Bankers</b>	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
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# Barrow Citizens Advice Bureau

## Trustees Annual Report *(continued)*

Year Ended 31 March 2017

### Trustees' Responsibilities Statement

The trustees (who are also the directors of Barrow Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the income and expenditure of the company for that period.

In preparing these financial statements, the trustees are required to:

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

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

### **Auditor**

Jane Ascroft Accountancy Limited are deemed to be re-appointed under section 487(2) of the Companies Act 2006.

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

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

Registered office:  
Ramsden Hall  
Abbey Road  
Barrow In Furness  
Cumbria  
LA14 5QW

Signed by order of the trustees



Ms M C McKinlay  
Company Secretary

Date: 22/9/17

# **Barrow Citizens Advice Bureau**

## **Independent Auditor's Report to the Members of Barrow Citizens Advice Bureau**

**Year Ended 31 March 2017**

We have audited the financial statements of Barrow Citizens Advice Bureau for the year ended 31 March 2017 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) [including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"].

This report is made solely to the 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 company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

### **Respective Responsibilities of Trustees and Auditor**

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

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

### **Scope of the Audit of the Financial Statements**

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

### **Opinion on Financial Statements**

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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.

### **Opinion on Other Matter Prescribed by the Companies Act 2006**

In our opinion 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.

# Barrow Citizens Advice Bureau

## Independent Auditor's Report to the Members of Barrow Citizens Advice Bureau *(continued)*

Year Ended 31 March 2017

### 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 in preparing the Trustees Annual Report.



JANE ASCROFT (Senior Statutory Auditor)  
For and on behalf of  
JANE ASCROFT ACCOUNTANCY LIMITED  
Chartered Accountants & Statutory Auditor

Enterprise House  
Harmire Enterprise Park  
Barnard Castle  
County Durham  
DL12 8XT

Date: 22/9/17

# Barrow Citizens Advice Bureau

## Statement of Financial Activities (Incorporating the Income and Expenditure Account)

Year Ended 31 March 2017

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £	Total Funds 2016 £
<b>Income and Endowments</b>					
Donations and legacies	4	1,659	–	1,659	518
Income from charitable activities	5	219,271	107,731	327,002	317,658
Investments	6	1,314	–	1,314	3,945
Other income	7	3,000	–	3,000	2,000
<b>Total Income</b>		<b>225,244</b>	<b>107,731</b>	<b>332,975</b>	<b>324,121</b>
<b>Expenditure</b>					
Expenditure on charitable activities	8	(237,094)	(90,177)	(327,271)	(360,539)
<b>Total Expenditure</b>		<b>(237,094)</b>	<b>(90,177)</b>	<b>(327,271)</b>	<b>(360,539)</b>
<b>Net Income/(Expenditure) Before Transfer</b>	9	<b>(11,850)</b>	<b>17,554</b>	<b>5,704</b>	<b>(36,418)</b>
Transfer between funds	10	18,690	(18,690)	–	–
<b>Net Income/(Expenditure) for the Year</b>		<b>6,840</b>	<b>(1,136)</b>	<b>5,704</b>	<b>(36,418)</b>
<b>Reconciliation of Funds</b>					
Total funds brought forward		366,543	1,136	367,679	404,097
<b>Total Funds Carried Forward</b>		<b>373,383</b>	<b>–</b>	<b>373,383</b>	<b>367,679</b>

The Statement of financial activities includes all gains and losses in the year.

All of the above amounts relate to continuing activities.

The notes on pages 12 to 21 form part of these financial statements.

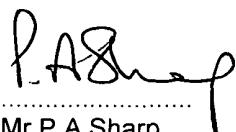
# Barrow Citizens Advice Bureau

## Balance Sheet

31 March 2017

	Note	2017 £	2016 £
<b>Fixed Assets</b>			
Tangible assets	12	3,255	—
<b>Current Assets</b>			
Debtors	13	7,079	1,430
Cash at bank and in hand		<u>377,626</u>	<u>380,049</u>
		<b>384,705</b>	<b>381,479</b>
<b>Creditors: Amounts Falling due Within One Year</b>	14	<u>(14,577)</u>	<u>(13,800)</u>
<b>Net Current Assets</b>		<b>370,128</b>	<b>367,679</b>
<b>Total Assets Less Current Liabilities</b>		<u><b>373,383</b></u>	<u><b>367,679</b></u>
<b>Net Assets</b>		<u><b>373,383</b></u>	<u><b>367,679</b></u>
<b>Funds of the Charity</b>			
Restricted funds	16	—	1,136
Unrestricted funds	17	<u><b>373,383</b></u>	<u><b>366,543</b></u>
<b>Total Charity Funds</b>		<u><b>373,383</b></u>	<u><b>367,679</b></u>

These financial statements were approved by the members of the committee and authorised for issue on the 22/9/17 and are signed on their behalf by:



Mr P A Sharp



Ms V Robinson

Company Registration Number: 3765728

The notes on pages 12 to 21 form part of these financial statements.

# **Barrow Citizens Advice Bureau**

## **Notes to the Financial Statements**

**Year Ended 31 March 2017**

### **1. General Information**

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Ramsden Hall, Abbey Road, Barrow In Furness, Cumbria, LA14 5QW.

### **2. Statement of Compliance**

These accounts have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

### **3. Accounting Policies**

#### **Basis of Accounting**

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investments measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

The entity is a Public Benefit Entity.

#### **Income**

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity, being the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market.

Investment income is included when receivable.

Income from charitable trading activity is accounted for when earned.

Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

# Barrow Citizens Advice Bureau

## Notes to the Financial Statements

Year Ended 31 March 2017

### 3. Accounting Policies *(continued)*

#### **Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated between the 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, as set out in the notes to the accounts.

#### **Fund Accounting**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the purposes of the charity.

Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

#### **Transition to FRS 102**

The entity transitioned from previous UK GAAP to FRS 102 as at 1 April 2015. No transitional adjustments have been necessary.

#### **Judgements and Key Sources of Estimation Uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. There are no significant estimates and judgements affecting the financial statements.

#### **Fixed Assets**

All fixed assets are initially recorded at cost.

#### **Depreciation**

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Computer Equipment	-	Over 3 years straight line
Office Equipment	-	Over 3 years straight line

# **Barrow Citizens Advice Bureau**

## **Notes to the Financial Statements**

**Year Ended 31 March 2017**

### **3. Accounting Policies *(continued)***

#### **Operating Lease Agreements**

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

#### **Pension Costs**

Up until 31st March 2014 retirement benefits for staff who were employed up to 31st December 2003 were provided by the Cumbria Local Government Pension Scheme. This was a defined benefit scheme. Contributions to the scheme are charged to the income and expenditure account in accordance with contributions due. The contributions are determined by qualified actuaries. Since 1st January 2004 the scheme has been closed to new entrants. On 31st March 2014 Barrow CAB exited from the scheme.

Employees not in the defined benefit scheme are offered a contribution into a personal stakeholder pension.

#### **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.

#### **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.



# Barrow Citizens Advice Bureau

## Notes to the Financial Statements

Year Ended 31 March 2017

### 3. Accounting Policies *(continued)*

#### Financial Instruments

The charity only has financial assets and 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.

#### 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 for any trade discounts due.

#### 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.

### 4. Donations and Legacies

	Unrestricted Funds £	Total Funds 2017 £	Unrestricted Funds £	Total Funds 2016 £
<b>Donations</b>				
Donations	<u>1,659</u>	<u>1,659</u>	<u>518</u>	<u>518</u>

### 5. Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £
Barrow Borough Council	99,822	–	99,822
Barrow Borough Council - Preventing Homelessness	6,962	–	6,962
MAS Face-to-Face Debt Advice project	–	70,013	70,013
Barrow Borough Council - Universal Credit support	2,652	–	2,652
Cita Energy Best Deal	–	22,500	22,500
Cumbria County Council - Money Advice project	57,060	–	57,060
Big Lottery Advice Services Transition Fund	–	–	–
Pension Wise	–	–	–
Macmillan/CAB welfare benefits	27,424	–	27,424
Big Lottery Fund - Help Through Crisis	–	15,218	15,218
Cumbria County Council - Housing Support	22,416	–	22,416
Other income from charitable activities	<u>2,935</u>	<u>–</u>	<u>2,935</u>
	<u>219,271</u>	<u>107,731</u>	<u>327,002</u>

# Barrow Citizens Advice Bureau

## Notes to the Financial Statements

Year Ended 31 March 2017

### 5. Income from Charitable Activities (continued)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £
Barrow Borough Council	99,280	–	99,280
Barrow Borough Council - Preventing Homelessness	6,721	–	6,721
MAS Face-to-Face Debt Advice project	–	70,512	70,512
Barrow Borough Council - Universal Credit support	5,250	–	5,250
Cita Energy Best Deal	–	5,250	5,250
Cumbria County Council - Money Advice project	56,488	–	56,488
Big Lottery Advice Services Transition Fund	–	37,361	37,361
Pension Wise	–	6,500	6,500
Macmillan/CAB welfare benefits	27,423	–	27,423
Big Lottery Fund - Help Through Crisis	–	–	–
Cumbria County Council - Housing Support	–	–	–
Other income from charitable activities	2,873	–	2,873
	<u>198,035</u>	<u>119,623</u>	<u>317,658</u>

### 6. Investments

	Unrestricted Funds £	Total Funds 2017 £	Unrestricted Funds £	Total Funds 2016 £
Bank interest receivable	<u>1,314</u>	<u>1,314</u>	<u>3,945</u>	<u>3,945</u>

### 7. Other Income

	Unrestricted Funds £	Total Funds 2017 £	Unrestricted Funds £	Total Funds 2016 £
Employment allowance	<u>3,000</u>	<u>3,000</u>	<u>2,000</u>	<u>2,000</u>

### 8. Costs of Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £
Direct costs (See page 24 for more details)	149,624	62,563	212,187
Support costs (See page 24 for more details)	87,470	27,614	115,084
	<u>237,094</u>	<u>90,177</u>	<u>327,271</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £
Direct costs (See page 24 for more details)	143,645	121,458	265,103
Support costs (See page 24 for more details)	75,752	19,684	95,436
	<u>219,397</u>	<u>141,142</u>	<u>360,539</u>

# Barrow Citizens Advice Bureau

## Notes to the Financial Statements

Year Ended 31 March 2017

### 9. Net Income/(Expenditure) Resources for the Year

This is stated after charging:

	2017	2016
	£	£
Staff pension contributions	14,218	14,244
Depreciation	1,627	410
Auditors' remuneration:		
- audit of the financial statements	<u>2,400</u>	<u>2,370</u>

### 10. Fund Transfers

During the year £18,690 was transferred from restricted to unrestricted funds. This comprised:

	2017
	£
Surplus on MASDAP fund	12,422
Surplus on EBDX fund	14,069
Match funding for Help Through Crisis	<u>(7,801)</u>
	<u>18,690</u>

# Barrow Citizens Advice Bureau

## Notes to the Financial Statements

Year Ended 31 March 2017

### 11. Staff Costs and Emoluments

Total staff costs were as follows:

	2017 £	2016 £
Wages and salaries	254,460	249,151
Social security costs	18,145	21,569
Other pension costs	14,218	14,244
Other post-retirement benefit costs	713	23,023
	<u>287,536</u>	<u>307,987</u>

#### Particulars of employees:

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

	2017 No.	2016 No.
Advice and information	<u>13</u>	<u>13</u>

No trustee has received any remuneration during the current or previous year. Trustees were reimbursed expenses of £92 during the year (2016 - £62).

Key management were paid £30,699 during the year.

No employee received remuneration of more than £60,000 during the year (2016 - Nil).

### 12. Tangible Fixed Assets

	Computer Equipment £	Office Equipment £	Total £
<b>Cost</b>			
At 1 April 2016	29,336	5,956	35,292
Additions	4,882	-	4,882
Disposals	(10,000)	-	(10,000)
<b>At 31 March 2017</b>	<u>24,218</u>	<u>5,956</u>	<u>30,174</u>
<b>Depreciation</b>			
At 1 April 2016	29,336	5,956	35,292
Charge for the year	1,627	-	1,627
On disposals	(10,000)	-	(10,000)
<b>At 31 March 2017</b>	<u>20,963</u>	<u>5,956</u>	<u>26,919</u>
<b>Net Book Value</b>			
<b>At 31 March 2017</b>	<u>3,255</u>	<u>-</u>	<u>3,255</u>
At 31 March 2016	<u>-</u>	<u>-</u>	<u>-</u>

# Barrow Citizens Advice Bureau

## Notes to the Financial Statements

Year Ended 31 March 2017

### 13. Debtors

	2017	2016
	£	£
Accrued income	5,710	542
Other debtors	468	-
Prepayments	901	888
	<u>7,079</u>	<u>1,430</u>

### 14. Creditors: Amounts falling due within one year

	2017	2016
	£	£
Taxation and social security	5,667	4,570
Pension creditor	11	596
Deferred income	5,296	5,296
Accruals	3,603	3,338
	<u>14,577</u>	<u>13,800</u>

### 15. Commitments under Operating Leases

At 31 March 2017 the company had annual commitments under non-cancellable operating leases as set out below.

#### Land and buildings

	2017	2016
	£	£
<b>Operating leases which expire:</b>		
Within 1 year	6	10
Within 2 to 5 years	24	-
After more than 5 years	6	-
	<u>36</u>	<u>10</u>

### 16. Restricted Funds

	Balance at 1 Apr 2016	Income	Expenditure	Transfers	Balance at 31 Mar 2017
	£	£	£	£	£
MAS Face to Face Debt project	1,136	70,013	(58,727)	(12,422)	-
Cita Energy Best Deal	-	22,500	(8,431)	(14,069)	-
Big Lottery Fund - Help Through Crisis	-	15,218	(23,019)	7,801	-
	<u>1,136</u>	<u>107,731</u>	<u>(90,177)</u>	<u>(18,690)</u>	<u>-</u>

# Barrow Citizens Advice Bureau

## Notes to the Financial Statements

Year Ended 31 March 2017

### 16. Restricted Funds *(continued)*

The Money Advice Service project is funded by the Money Advice Service in partnership with Citizens Advice. The contract funds debt caseworker hours at Barrow CAB.

The grant from the Big Lottery Fund for Help Through Crisis is a Barrow Advice Hub project led by Mind In Furness. The project focuses on improving the financial resilience of people from target groups so they are better able to manage their lives and make positive choices.

The Energy Best Deal funding is to deliver energy advice sessions to consumers. It is funded by the National Association of Citizens Advice Bureaux.

### 17. Unrestricted Funds

	Balance at 1 Apr 2016 £	Income £	Expenditure £	Transfers £	Balance at 31 Mar 2017 £
Contractual commitments to staff	70,337	—	—	7,469	77,806
ICT upgrades and building works	—	—	—	15,000	15,000
First Contact Service	—	—	—	114,000	114,000
Capital fund	—	—	(1,627)	4,882	3,255
General Funds	296,206	225,244	(235,467)	(122,661)	163,322
	<u>366,543</u>	<u>225,244</u>	<u>(237,094)</u>	<u>18,690</u>	<u>373,383</u>

Contractual commitments to staff represents the cost of paying staff for redundancy and a notice period.

The trustees have also designated £15,000 for ICT upgrades and building works and £114,000 investment in staffing costs for the First Contact service for three years until 2020.

### 18. Analysis of Net Assets Between Funds

	Tangible fixed assets £	Net current assets £	Total £
<b>Unrestricted Funds:</b>			
Designated Funds	3,255	206,806	210,061
General Funds	—	163,322	163,322
	<u>3,255</u>	<u>370,128</u>	<u>373,383</u>
<b>Total Funds</b>	<u>3,255</u>	<u>370,128</u>	<u>373,383</u>

# **Barrow Citizens Advice Bureau**

## **Notes to the Financial Statements**

**Year Ended 31 March 2017**

### **19. Company Limited by Guarantee**

The company is limited by guarantee. At 31st March 2017 there were 4 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

The company is under the control of the board of trustees as a body and as such is not controlled by any individual.

### **20. Transactions With Connected Charities**

During the year Ms M C McKinlay (Company Secretary) was also a trustee of Citizens Advice Cumbria (CAC), a consortium of the Citizens Advice Bureaux in Cumbria. The following funding has been received through CAC during the year:

	<b>2017</b>
	<b>£</b>
Cumbria County Council - Housing Support	<b>22,416</b>
PCT Macmillan	<b>27,424</b>
	<b><u>49,840</u></b>

# **Barrow Citizens Advice Bureau**

## **Management Information**

**Year Ended 31 March 2017**

**The following pages do not form part of the statutory financial statements which are the subject of the independent auditor's report on pages 8 to 9.**