

Trustees' Annual Report and Financial Statements

**Cardiff and Vale Citizens Advice Bureau Ltd
Formerly Vale of Glamorgan Citizens Advice Bureau
(A Company Limited by Guarantee)**

Company Registration Number 4291764

Registered Charity Number 1089294

For the year ended 31 March 2013

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Cardiff and Vale Citizens Advice Bureau Ltd Formerly Vale of Glamorgan Citizens Advice Bureau

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Cardiff and Vale Citizens Advice Bureau Ltd Formerly Vale of Glamorgan Citizens Advice Bureau

1 Trust information

1.1 Constitution

The Cardiff and Vale Citizens Advice Bureau formerly The Vale of Glamorgan Citizens Advice Bureau (name changed 8 August 2013) is a charitable company limited by guarantee. It was incorporated under the Companies Act 1985 on the 21st September 2001 (registration number 4291764) and registered as a Charity on the 12th November 2001 (Charity registration number 1089294). The Bureau is regulated by its Memorandum and Articles of Association that were amended by minutes of Special Resolution on the 14th February 2003 and further amended by minutes of Special Resolution on 13th March, 2007.

1.2 Addresses

The following are the addresses of the Principal Office of the Charity and its Bankers, Legal Advisers and Auditors

Principal (Registered) Office Cardiff and Vale Citizens Advice Bureau Ltd
119 Broad Street
Barry
CF62 7TZ

Bankers Untray Trust Bank plc
Nine Brindleyplace
Birmingham
B1 2HB

Solicitors Bates, Wells and Braithwaites
Cheapside House
138 Cheapside
London
EC2V 6BB

Auditors R H Jeffs & Rowe
27/28 Gelliwastad Road
Pontypridd
CF37 2BW

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1.3 Board of Trustees'

The directors of the charitable company (the charity) are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees

The Trustees and Directors acting during this financial year

Trustee	Member	Position
Peter Leech	None	Chair/Trustee/Director
Marcia Smythe	None	Vice Chair / Trustee/Director
Simon Berg	None	Treasurer/Trustee/Director
Peter McGahey	None	Trustee/Director
Janice Boland	None	Trustee/Director
Emlyn (Resigned Sep 2012)	Vale of Glamorgan Council	Trustee/Director
Tony (Resigned Sep 2012)	None	Trustee/Director
Robert Lynn	None	Trustee/Director
Chris Graham	None	Trustee/Director
Jane Clay	None	Company Secretary

1.4 Induction of Trustees

As charity trustees, members of the Bureau Trustee Board carry ultimate responsibility for the management of the bureau's assets, including volunteers and staff. Trustees are also volunteers themselves and the induction needs to give them a clear picture of the aims and work of the bureau and of expectations of their role in achieving those aims.

It is recognised that Trustees will have varied levels of knowledge of the roles and responsibilities of a charity trustee, of the work of a Citizens Advice Bureau, and of the advice needs of the local area and links with other organisations outside the bureau.

It is also recognised that Trustees will bring their own knowledge and experience to the Bureau Trustee Board. This provides the bureau with perspectives and contacts with different groups and communities, and widens the potential range of skills available.

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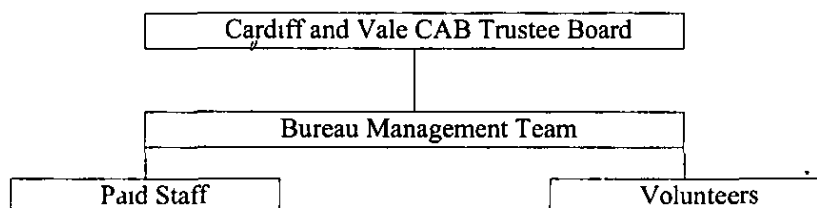
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The induction process aims to

- Inform the new trustee about the roles and responsibilities a trustee board member is expected to carry out
- Inform the new trustee about the current work of the bureau, the business and development plans, financial and staffing resources, quality and service requirements
- Identify the knowledge, skills and experience that the trustee brings to the Trustee Board
- Identify any further needs for information and possible sources of further support

An induction checklist is maintained for all Trustees as a way of recording that all activities have been undertaken

1.5 Organisational Structure



1.6 Conflict of Interest

The Trustee Board is mindful of the possibility of conflicts of interest. Although two members of the Board are connected with the Vale of Glamorgan Council which is a major funder to the Charity, the Board has procedures to ensure that no such conflicts exist. We also confirm that outside of the funding shown in note 2 of these accounts, and the provision of salary administration, there have been no related party transactions throughout the year.

1.7 Senior Staff

Chief Executive	Jane Clay
Vale Contracts Manager	Saz Willey
Advice Services Manager	Chris Lyndon

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1.8 Statutory Requirements

Trustees Responsibilities in Relation to the Financial Statements

Company law requires the Board of Trustees to prepare financial statements for each financial period which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure for the financial year. In preparing these financial statements, the Board of Trustees should follow best practice and

- select suitable accounting policies and apply them consistently,
- make judgements and estimates that are reasonable and prudent,
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business

The Board of Trustees is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company which enable it to ensure that the financial statements comply with the Companies Act 2006. It is responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

2 Aims and objectives

The objects of the Charity are set out in the Memorandum of Association,

'to promote any charitable purpose for the benefit of the community in the Vale of Glamorgan and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress'

The aims of the Charity are identical to the aims of Citizens Advice

'To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the service available to them or through an inability to express their needs effectively'

And equally

'to exercise a responsible influence on the development of social policies and services, both locally and nationally'

The Charity operates within the "Citizens Advice Quality Assurance Standards - Membership Agreement Version 3.0 (January 2008)". This document sets out the procedures and policies relating to the achievement of these objectives.

2.1 Public Benefit

By providing the services set out in the aims and objectives of the Charity, it is hoped that all members of society will benefit both from access to free advice, and the long term impact on social policy.

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3 Trustees Annual Report

3.1 Introduction

The bureau was successfully audited in March 2013 and has retained Citizens Advice Membership until June 2016

3.2 Service provided

The work of the Advice Bureau during 2012/13 was based around the office in Barry, with outreach services concentrated in Llantwit Major and Penarth and Cardiff with outreach services in twelve different locations. Since the advent of Adviceline Cymru - the telephone advice service run by Citizens Advice Cymru - we have continued to expand our telephone provision. We continued to deliver debt and welfare benefits advice across Bridgend and via the LSC contracts. The Money Adviser service was delivered by us across the Vale, Cardiff & Bridgend. We also continued to deliver the Better Advice Better Health Service, the LSC Money Advice and Welfare Benefits contracts and the Face to Face Debt Advice service out of the Barry office. In addition we delivered new services funded by the Families First contract with the Vale of Glamorgan Council.

We recognised the need to increase staff flexibility and increase the number of our volunteers. To this end we increased the staff resources applied to recruitment and training and also considered the further development of our casework unit.

All our staff have been involved in social policy campaigning and in this year we used some unrestricted funds to pay for a part-time Social Policy Co-ordinator to progress local campaigns and raise our profile. Regular meetings are held, regular newsletters circulated and monthly written reports were made to the Trustee Board.

This year saw us stepping in to provide an interim service across Cardiff following the unfortunate closure of Cardiff CAB. We formed a consortium with Rhondda Taff, Caerphilly & Newport CABx called CAB 4 Cardiff. We agreed to lead the consortium and contract with the main funders. We were able to start deliver telephone services to Cardiff residents within two weeks of Cardiff CAB closure and face to face advice services within four weeks.

The advice given in the Vale of Glamorgan during the 2012-2013 period was

5,688 enquiries and 18,126 different issues

The advice given in Cardiff during the 2012-2013 period was

9,933 enquiries and 34,517 different issues

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3.3 Volunteers

Voluntary workers contribute a considerable amount of time and expertise to the Bureau. They provide front line advice, casework, reception services and administrative work. Volunteers have sent a representative whenever possible to Trustee Board Meetings to ensure that they have the opportunity to contribute to the development of the service.

Although the numbers of hours vary, it is estimated that volunteer hours in Bureau this year have amounted to approximately 12.1 Full time Equivalent posts and this volunteer input greatly increases the Bureau's capacity to provide a service. The monetary value of volunteers has been calculated as £239,648 for the year 2012/13.

3.4 Future Funding & Service Delivery

Funding for 2012-2013 from the Vale of Glamorgan Council was £162,000. This was the first year of a three year service level agreement securing funding at that level until 31st March 2015. Although it was hard without an increase in funding to maintain the same service delivery given rising costs, the stability this SLA gives us is very much welcomed.

The Legal Services Commission funding ended this financial year due to much of the work we do being deemed "out of scope". The Welsh Assembly Fund for 'Better Advice, Better Lives' is likely to continue for 2013/14 but securing it again is dependent on our good performance. We hope to have funding for Face to Face debt advice provision for 2013/14 and further funding from this income stream is also dependent on performance.

Our contract to deliver the Money Advice Service face to face service across the Vale, Bridgend and Cardiff continues until 31st March 2014. We have received notification of a new one year contract. We received money at the end of 2011/12 from the Vale Council to help prepare for the Families First programme which launched in 2012/13 and we are hopeful of further funding for this in the next financial year. The Bureau is committed to fundraising to increase service delivery and is working to develop several social enterprise projects including marketing of training courses.

The bureau is hopeful that money from the Welsh Government Communities First Outcomes Fund will be available to allow advice, casework and financial capability services to be delivered in the Communities First Clusters in the Vale and Cardiff before the end of this year. In addition the bureau has been delivering some interesting projects on utilities work and gender violence and the link to debt this year.

In 2012/13 we continued to deliver services across Cardiff leading the CAB 4 Cardiff consortium. In 2013/14 we have made the decision to rename as Cardiff and Vale CAB and by the end of the year to be delivering all the core services in Cardiff. The move to the new Advice Hub in the centre of Cardiff is also an exciting development for the service. Additional funding from the Council in 2013/14 in recognition of the demands welfare reform will put on the service is very much welcomed, particularly as it allows us to work in partnership with Diverse Cymru and Speakeasy Advice.

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3.5 The future

- Continued development of a strategic partnership with other key bureaux on project work
- Expansion of our financial capability work to the wider community
- Increased flexibility of job roles
- Increase in diverse volunteer recruitment, particularly in Cardiff
- An extension of our Home Visiting Service where resources allow
- Extending our Cardiff Service and strengthening our city centre presence
- Expansion of our external Training Programme

4 Financial Review

4.1 Financial Review of the Year

The statement of financial activities (SOFA) together with the relevant notes, show what the charity has done in the past year, together with how these activities are financed. Incoming resources, detailing the type of income raised, together with the funds brought forward constitute the resources available to be spent. The resources expended section details what the charity does, and how much was spent carrying out these activities.

The SOFA also shows the split of resources between Restricted and Unrestricted. Restricted resources are funds received by the charity that can only be spent providing a specific service. Often these types of funds will have specific requirements as to how the money is to be spent, and will have claw back clauses for unspent money. The charity is simply acting as an agent in these circumstances on behalf of the funder. Full details of the restricted projects being undertaken by the charity can be seen in note 13 of these accounts.

Unrestricted funds are those funds provided to the charity that the management and trustees can spend as they wish, within the confines of any services required for the money, and the requirements of the objectives of the charity. Often this will be resources for providing a service, with the charity being able to decide how best to complete the task.

The Balance sheet shows the cash value of the charity as at the close of business 31 March 2013 and 31 March 2012. This value is broken down into its constituent parts, which for the Cardiff and Vale Citizens Advice Bureau is primarily money in the bank.

This year has seen an increase in the level of incoming resources from £626,448 generated last year to £986,730 generated this year.

This increase has come mainly from an increase in grants and contracts received by the charity. The full details of this can be seen in note 2 of these accounts on page 17. The largest element of this increase has been as a result of the charity now running a number of services in the Cardiff area. The trustees would like to thank all the funders for their support over the last twelve months. This support is especially valuable in the current economic conditions where our services are so badly needed.

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The resources expended also reflect the additional work being undertaken in Cardiff with money spent on charitable activities increasing from £612,599 last year to £892,611. The extra complexity faced by the charity this year is also reflected in an increase in the governance costs incurred by the charity.

The full details of how the charity resources have been expended are shown in notes 3, 4 and 5 on pages 18 - 20.

Note 3 shows the costs incurred by the activities the charity has undertaken during the year, with general advice to the public costing the charity £395,243. The charity also undertook more specific advice services. Funding for specific legal advice has been cut this year, and as a consequence the level of legal advice provided dropped in cost from £173,037 last year to £143,023. However, the Bureau has increased the level of service provided with regards to financial and health advice with costs incurred this year being £197,034 and £145,409 up from £120,623 and £53,738 last year.

These costs are also shown as being either direct costs, that being costs incurred specifically for providing advice, or support costs which are costs incurred to help the charity provide the direct advice.

The direct costs are mostly the costs of providing relevantly trained staff to the public. There was also £236,400 (LY £97,320) paid to Caerphilly County, Rhondda Taff, and Newport Citizens Advice Bureaus for their roles in providing advice in Cardiff.

Support costs are normally the provision of an office, relevant equipment and other help for those staff members providing advice to the public. These support costs also include management and financial costs.

This year therefore has seen an increase in the level of service provided by the charity, together with an increase in funding for these services. The charity has generated a surplus of £94,119 (LY £13,889) of which £51,112 is restricted money unspent, with the remaining £42,927 being unrestricted. This means that the charity has increased in size from the £172,477 cash worth at the end of 31 March 2012 to £266,596 at the end of 31 March 2013.

This £266,596 is broken down into its constituent parts in the balance sheet on page 15. This shows that the charity owned £29,822 worth of fixtures and equipment at the end of March.

The charity had £432,302 in the bank as at 31 March 2013, but was committed to pay £195,528 of that out to various creditors at that time. The full break down of the creditors figure is shown in note 9, but the largest element of the creditors figure was £126,604 owed to the Vale of Glamorgan County Borough Council for wage services provided for the quarter January 2013 to March 2013.

The Charity is now firmly in place providing services not only for the Vale area but now also for Cardiff. This has resulted in significant increases in both income, but also costs and the Trustees are very aware of the additional complications this has brought in financial management.

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**Trustees' Annual Report
for the year ended 31 March 2013**

The Trustees are confident that sufficient systems and controls are in place to help the Bureau manage these additional responsibilities. The financial health of the Charity remains good and the Trustees remain committed to continuing to provide easy access to advice for the public, at a time when life is becoming more complicated.

4.2 Risk Assessment

The bureau had undertaken a review of the financial risks it might face. The results of this review indicate that although the bureau is unlikely to face a sudden and major loss of funding, there remains a risk of one of the major funders' withdrawing funding. The bureau believes that the reserve policy needs to reflect the level of resources required to give the bureau time to either renegotiate other funding, or to withdraw services in a timely manner, causing as little damage as possible.

4.3 Reserves Policy

Because of the work undertaken in the Risk assessment, the bureau's reserves policy is to hold between three and six months running costs. Currently unrestricted cash reserves stand at £162,283. This represents a reserve of three months worth of expenditure at current levels. Close monitoring and a service review will be undertaken to ensure that activities do not deplete this level of reserves and to ensure timely fundraising takes place.

4.4 Investment Policy

The bureau holds a current account which provides us with a better rate of interest than the one held previously with our former bankers. We are considering options for opening a higher interest reserve account.

This report was approved by the trustees on the 1 November 2013 and signed on its behalf by


Jane Clay - Company Secretary

Independent auditors' report to the members of Cardiff and Vale Citizens Advice Bureau Ltd
Formerly Vale of Glamorgan Citizens Advice Bureau
Company limited by guarantee

We have audited the financial statements of Cardiff and Vale Citizens Advice Bureau Ltd for the year ended 31 March 2013 which comprise of the Statement of Financial Activities, the Balance Sheet and the related notes. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the charity's members, as a body, in accordance with Section 43 of the Charities Act 1993 and with regulations made under Section 44 of that Act. Our audit work has been undertaken so that we might state to the charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

The Trustees (who are also the directors of the company for the purpose of company law) responsibilities for preparing the Annual Report and the financial statements in accordance with applicable law, United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and for being satisfied that the financial statements give a true and fair view are set out in the Statement of Trustees' Responsibilities.

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

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

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

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

Basis of audit opinion

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

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

Independent auditors' report to the members of Cardiff and Vale Citizens Advice Bureau Ltd
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Opinion

In our opinion

- the financial statements give a true and fair view of the state of the charity's affairs as at 31 March 2013 and of its incoming resources and application of resources, including its income and expenditure for the year then ended,
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice,
- the financial statements have been properly prepared in accordance with the Companies Act 2006, and
- the information given in the Trustees' Annual report is consistent with the financial statements

Robert Thomas BSc FCA Senior Statutory Auditor
for and on behalf of R H Jeffs & Rowe, Statutory Auditors
1 November 2013

27/28 Gelliwastad Road
Pontypridd
CF37 2BW

Cardiff and Vale Citizens Advice Bureau Ltd Formerly Vale of Glamorgan Citizens Advice Bureau

**Statement of Financial Activities
for the year ended 31 March 2013**

	Notes	Unrestricted & Designated	Restricted	Total 2013	Total 2012
		£	£	£	£
Incoming Resources					
Incoming resources from charitable activities					
Grants & contracts	2	552,155	424,828	976,983	623,595
Voluntary income					
Gifts, donations & training		8,657	-	8,657	2,356
Investment income					
Bank interest		1,090	-	1,090	497
Total Incoming Resources		<u>561,902</u>	<u>424,828</u>	<u>986,730</u>	<u>626,448</u>
Resources Expended					
Charitable activities	3	510,215	373,636	883,851	604,834
Governance costs	3	8,760	-	8,760	7,725
Total Resources Expended		<u>518,975</u>	<u>373,636</u>	<u>892,611</u>	<u>612,559</u>
Movement in total funds for the year:					
Net Income for the Year	4	42,927	51,192	94,119	13,889
Fund Balances brought forward		145,231	27,246	172,477	158,588
Fund Balances carried forward		<u>188,158</u>	<u>78,438</u>	<u>266,596</u>	<u>172,477</u>

The Statement of Financial Activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

Cardiff and Vale Citizens Advice Bureau Ltd Formerly Vale of Glamorgan Citizens Advice Bureau

Company Number: 4291764


**Balance sheet
as at 31 March 2013**

		2013		2012	
	Notes	£	£	£	£
Fixed Assets					
Tangible assets	7		29,822		30,997
Current Assets					
Debtors	8	-		12,991	
Cash at bank and in hand		432,302		257,881	
		<u>432,302</u>		<u>270,872</u>	
Creditors: amounts falling due within one year	9	(195,528)		(129,392)	
Net Current assets			<u>236,774</u>		<u>141,480</u>
Total Assets Less Current Liabilities			<u>266,596</u>		<u>172,477</u>
Funds					
Unrestricted Funds	13		38,158		45,231
Designated Funds	13		150,000		100,000
Restricted Funds	13		78,438		27,246
	13		<u>266,596</u>		<u>172,477</u>

The notes on pages 16 - 24 form part of these accounts

The financial statements were approved by the Trustee Board on 1 November 2013 and signed on its behalf by


Peter Leech - Chair


Simon Berg - Treasurer

Cardiff and Vale Citizens Advice Bureau Ltd Formerly Vale of Glamorgan Citizens Advice Bureau
Notes to the Financial Statements
for the year ended 31 March 2013

1. Accounting Policies

1.1. Accounting convention

The financial statements are prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008) and the Statement of Recommended Practice Accounting and Reporting by Charities issued in March 2005

1.2. Fund Accounting

The unrestricted funds of the Charity comprise those monies which are available to be used towards the meeting of the charitable objectives of the Charity at the discretion of the Management Committee

The restricted funds are monies raised or received for a specific purpose and accounted for in accordance with the donors imposed conditions

1.3. Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy
The following specific policies are applied to particular categories of income

- a Voluntary income is received by way of donations, gifts and unconditional grants and are included in full in the Statement of Financial Activities when receivable
- b Income for charitable services is received by way of grants, donations and contracts. Such income is included in the Statement of Financial Activities when the charity has earned the consideration and the income is certain and accurately measurable
- c Where relevant, donated services and assets are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts
- d Investment income is included when receivable

1.4. Resources expended

Expenditure is recognised on an accrual basis as a liability incurred. Expenditure includes any VAT which cannot be fully recovered

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

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity

All costs are allocated between the expenditure categories of the Statement of Financial Activities 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

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Notes to the Financial Statements
for the year ended 31 March 2013

1.5. Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows

Computer equipment	-	33 1/3% straight line
Fixtures and fittings	-	25% written down value

1.6. Work in progress

Work in progress is only included in the accounts as long as the figure can be reasonably estimated

No work in progress is either brought forward or carried forward for the LSC contract because of the issues regarding the valuation of such figures

1.7. Pensions

The charity operates a defined contribution pension scheme for some of its employees. Contributions are charged to the Statement of Financial Activities when incurred and are invested from the assets of the charity. Details of contributions made are shown in note 5 of the accounts.

1.8. Operating Leases

Rentals payable under operating leases are charged to the Statement of Financial Activities when incurred.

2. Incoming Resources From Charitable Activities

	Total	Total
	2013	2012
	£	£
Grants & contracts		
Welsh Government	185,102	64,055
Financial Inclusion Fund	-	76,949
The Money Advice Service	181,619	47,006
Citizens Advice Cymru	17,500	-
SSE	5,000	-
Barclays Bank plc	2,000	-
Barclaycard	23,000	12,000
Cardiff County Council	219,729	86,702
Vale of Glamorgan County Borough Council	213,185	182,000
Legal Services Commission	113,986	141,139
Other Grants	3,625	542
Department Work & Pensions	9,642	12,302
Newydd Housing Association	855	900
Shelter Cymru	1,740	-
	<u>976,983</u>	<u>623,595</u>

Cardiff and Vale Citizens Advice Bureau Ltd Formerly Vale of Glamorgan Citizens Advice Bureau
Notes to the Financial Statements
for the year ended 31 March 2013

3 Total resources expended	Basis of Allocation	Health Advice	Legal Advice	Financial Advice	Financial Capability	General Advice	Governance	Total 2013	Total 2012
		£	£	£	£	£	£	£	£
Costs directly allocated to activities									
Staff Costs -Salaries	Direct	103,185	105,594	130,340	2,482	113,175	-	454,776	331,973
-Pensions	Direct	2,076	4,880	3,271	36	1,008	-	11,271	9,402
-Other	Direct	1,255	2,199	12,791	71	5,811	-	22,127	12,743
Sub Contracted -Cardiff Bureau Re-Charges	Direct	11,449	-	16,813	4	208,134	-	236,400	97,320
Travel Costs -Volunteer	Direct	84	1	116	-	4,210	-	4,411	6,059
-Staff	Direct	1,736	539	2,458	4	1,029	-	5,766	5,926
		<u>119,785</u>	<u>113,213</u>	<u>165,789</u>	<u>2,597</u>	<u>333,367</u>	<u>-</u>	<u>734,751</u>	<u>463,423</u>
Support costs allocated to activities									
Staff Costs -Salaries	Direct	13,198	13,529	16,934	341	13,573	5,000	62,575	62,504
Property Costs -Rent	Staff	2,797	4,729	3,286	73	7,502	-	18,387	21,720
-Other	Staff	1,076	995	1,332	28	3,232	-	6,663	5,809
Office Overheads -Telephone	Staff	1,647	1,036	2,031	18	3,901	500	9,133	6,710
-Printing, postage & stationery	Staff	1,651	2,066	2,465	36	3,189	1,000	10,407	10,479
-General insurance	Staff	173	457	435	-	1,492	-	2,557	2,495
-Equipment & software rental	Staff	3,141	4,749	2,076	14	10,776	-	20,756	8,691
-Books & publications	Staff	195	303	318	1	984	-	1,801	1,311
-Other	Staff	1,740	1,845	2,358	34	5,555	-	11,532	9,704
Finance Costs -Bank charges	Staff	6	10	10	-	31	-	57	17
Fees -Legal & professional	Direct	-	-	-	-	-	-	-	14
-Audit	Direct	-	-	-	-	-	1,950	1,950	1,900
Other -Trustees Expenses	Direct	-	-	-	-	-	310	310	712
-Disbursements	Direct	-	91	-	-	40	-	131	2,928
-Depreciation	Direct	-	-	-	-	11,601	-	11,601	14,142
		<u>25,624</u>	<u>29,810</u>	<u>31,245</u>	<u>545</u>	<u>61,876</u>	<u>8,760</u>	<u>157,860</u>	<u>149,136</u>
		<u>145,409</u>	<u>143,023</u>	<u>197,034</u>	<u>3,142</u>	<u>395,243</u>	<u>8,760</u>	<u>892,611</u>	<u>612,559</u>

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Note 3 (Continued)

Details of Expenses

	Total 2013 £	Total 2012 £
Staff Costs -Other		
Accident & Illness Insurance	8,908	7,996
Staff Training	12,906	4,129
Miscellaneous	213	578
Management Meetings	100	40
	<u>22,127</u>	<u>12,743</u>
 Property Costs -Other		
Cleaning	5,548	5,483
Gas & Electric	354	-
Building repairs	509	252
Other	252	74
	<u>6,663</u>	<u>5,809</u>
 Office Overheads -Other		
Disallowable VAT	6,862	6,103
Miscellaneous	3,838	2,854
Subscriptions	310	484
A G M Expenses	522	263
	<u>11,532</u>	<u>9,704</u>
 4. Net Incoming Resources	Total 2013 £	Total 2012 £
This is stated after charging		
Depreciation	11,601	14,142
Auditors Remuneration	1,950	1,900
Trustees Expenses	310	712
	<u></u>	<u></u>

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5. Staff Costs	2013	2012
	£	£
Staff costs during the year comprised of the following		
Staff salaries (Including Social Security Costs)	517,351	394,477
Pension costs	11,271	9,402
Other costs	22,127	12,743
	<u>550,749</u>	<u>416,622</u>

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

	2013	2012
	number	number
Office manager	1	1
Administration and support	3	3
Counselling, advice and information	20	15
The average number of employees during the year amounted to	<u>24</u>	<u>19</u>

There were no employees earning more than £60,000 per annum (2012 - £nil)

The Directors/Trustees did not receive any remuneration or benefits in connection with the performance of their duties, except for the reimbursement of expenses amounting to £310 (2012 - £712) which was paid to 8 directors/trustees (2012 - 8)

6. Taxation

As a charity, Vale of Glamorgan Citizens Advice Bureau is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of the Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

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7. Tangible fixed assets

	Fixtures & equipment
	£
Cost	
At 1 April 2012	72,841
Additions	10,426
Disposals	(17,094)
At 31 March 2013	<u>66,173</u>
Depreciation	
At 1 April 2012	41,844
On disposals	(17,094)
Charge for the year	11,601
At 31 March 2013	<u>36,351</u>
Net book values	
At 31 March 2013	<u>29,822</u>
At 31 March 2012	<u>30,997</u>

8. Debtors	2013	2012
	£	£
Trade debtors	-	<u>12,991</u>
	<u>-</u>	<u>12,991</u>
 9. Creditors: amounts falling due within one year	 2013	 2012
	£	£
Trade creditors	128,392	108,937
Other taxes and social security costs	8,620	12,525
Accruals and deferred income	58,516	7,930
	<u>195,528</u>	<u>129,392</u>
	<u>195,528</u>	<u>129,392</u>

Trade Creditors this year include £126,604 (2012 £102,270) due to the Vale of Glamorgan County Borough Council for Wage services for the period January to March 2013

Accruals for this year includes £50,544 due to be paid to Rhondda Taff Citizens Advice Bureau for Cardiff re charges that had not been invoiced for by the year end

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10. Related party transactions

Two of the Trustees are also members of the Vale of Glamorgan Council, who have funded £213,185 (2012 - £182,000) throughout the year

Vale of Glamorgan Council also administer the wages for the year, and charge a nominal charge for doing this. They also charged for other services during the year. The Charity incurred £530,122 (2012 - £406,661) worth of costs from the Vale of Glamorgan Council for this year.

The Trustees also received re-embursement for expenses during the year totaling £310 (2012 £712)

The Charity is part of the Citizens Advice Bureau national network. This year the Charity received £417,652 (2012 - £125,634) in income distributed through the Citizens Advice network, and incurred costs of £250,504 (2012 - £126,080) from other Bureaus in the year. The increase in costs is due to the costs incurred in helping to take over running projects in Cardiff.

Except for the transactions above, and those disclosed in note 5 of these accounts, there were no other transactions with members of the management committee.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2012 - Nil)

11. Company limited by guarantee

Every member of the company undertakes to contribute to the assets of the company, in the event of the company being wound up, such amounts as may be required not exceeding £1

12. Analysis of Net Assets between Funds

	Unrestricted	Restricted	Total
	£	£	Funds
			£
Tangible Fixed Assets	25,875	3,947	29,822
Net Current Assets	162,283	74,491	236,774
Net assets at 31 March 2013	<u>188,158</u>	<u>78,438</u>	<u>266,596</u>

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13. Movement in Funds

	At 01/04/12	Incoming Resources	Outgoing Resources	Transfers	At 31/03/13
Restricted funds:	£	£	£	£	£
Better Advice, Better Lives	11,853	168,412	(148,673)	-	31,592
Face two Face (F2F)	6,441	130,203	(95,213)	-	41,431
Partially Sighted Equipment	686	-	(172)	-	514
Citizens Advice Kiosks	8,266	-	(3,365)	-	4,901
Cardiff Telephone Service	-	126,213	(126,213)	-	-
<i>Total Restricted Funds</i>	<u>27,246</u>	<u>424,828</u>	<u>(373,636)</u>	<u>-</u>	<u>78,438</u>
Designated funds:					
Emergency Reserve	100,000	-	-	50,000	150,000
Unrestricted funds:					
General Fund	45,231	561,902	(518,975)	(50,000)	38,158
<i>Total Unrestricted Funds</i>	<u>145,231</u>	<u>561,902</u>	<u>(518,975)</u>	<u>-</u>	<u>188,158</u>
Total Funds	<u>172,477</u>	<u>986,730</u>	<u>(892,611)</u>	<u>-</u>	<u>266,596</u>

Purposes of Restricted Funds

<i>Better Advice Better Lives</i>	This project funds advice in primary health care settings and is based on the premise that timely legal advice has an impact on the health of the individual
<i>Face two Face (F2F)</i>	This is a Money Advice funded project to give assistance and advice to those members of the public who find themselves unable to access normal financial services such as banking, affordable credit and face to face financial advice
<i>Partially Sighted Equipment</i>	This is a project to provide specialist equipment for the partially sighted. The equipment has been purchased and the value in the fund is the cost less depreciation charged
<i>Citizens Advice Kiosks</i>	This is a project for the purchase, running and maintenance of 3 Citizens Advice Computer Kiosks. The balance being carried forward relates to the costs of the equipment
<i>Cardiff Telephone Service</i>	This is money received by the charity from Cardiff County Council to fund a telephone help service for the Cardiff area

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Purposes of Designated Funds

Emergency Fund

The Committee have designated an emergency fund as recommended by the Charities Commission. The value of this fund was calculated with reference to the financial risk assessment undertaken by the Committee. The emergency fund will ensure that the Charity can continue to provide services uninterrupted should an emergency funding situation occur.