

the charity for
your community



Vale of Glamorgan Citizens Advice Bureau

Cyngor ar Bopeth Bro Morgannwg

yr elusen i'ch
cymuned chi



Company Registration Number 4291764

Registered Charity Number 279057

Trustees' Annual Report and Financial Statements

for the year ended 31st March 2005

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1 Trust information

1.1 Constitution

The Vale of Glamorgan Citizens Advice Bureau 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.

1.2 Addresses

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

Principal Office	Vale of Glamorgan Citizens Advice Bureau 119 Broad Street, BARRY, CF62 7TZ
Bankers	Barclays plc, Cardiff Group of Branches PO Box 52 CARDIFF, CF1 4XR
Legal Advisers	Bates, Wells and Braithwaite Cheapside House 138 Cheapside LONDON, EC2V 6BB
Auditors	R H Jeffs and Rowe Chartered Accounts 27/28 Gelliwastad Road, PONTYPRIDD, CF37 2BW

1.3 Board of Trustees'

The Trustees and Directors acting during this financial year:

Trustee	Member organisation (if appropriate)	Position
Peter McGahey	-	Chair/Trustee/Director
Janice Boland	-	Vice Chair/Trustee/Director
David Burnett	-	Acting Treasurer/Trustee Director
Barbara Lloyd-Owen	-	Trustee/Director
Elisabeth Saul	-	Trustee/Director
Ann Whitfield	-	Trustee/Director
Emlyn Williams	Vale of Glamorgan Council	Trustee/Director
Irene Shaddick		Trustee/Director
John Clifford	Vale of Glamorgan Council	Trustee/Director
Malcolm Davies*	-	Trustee/Director
Richard Suchorzeski*	-	Trustee/Director
Stewart Williams	-	Trustee/Director
Tony Hampton	-	Trustee/Director
Ann Trivett*	-	Trustee/Director
Gaynor Reed	-	Company Secretary

Trustees indicated with an asterisk have since resigned and the remainder are current serving trustees. These together with Denzil Jones (appointed 26th May 2005) have approved this report.

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.

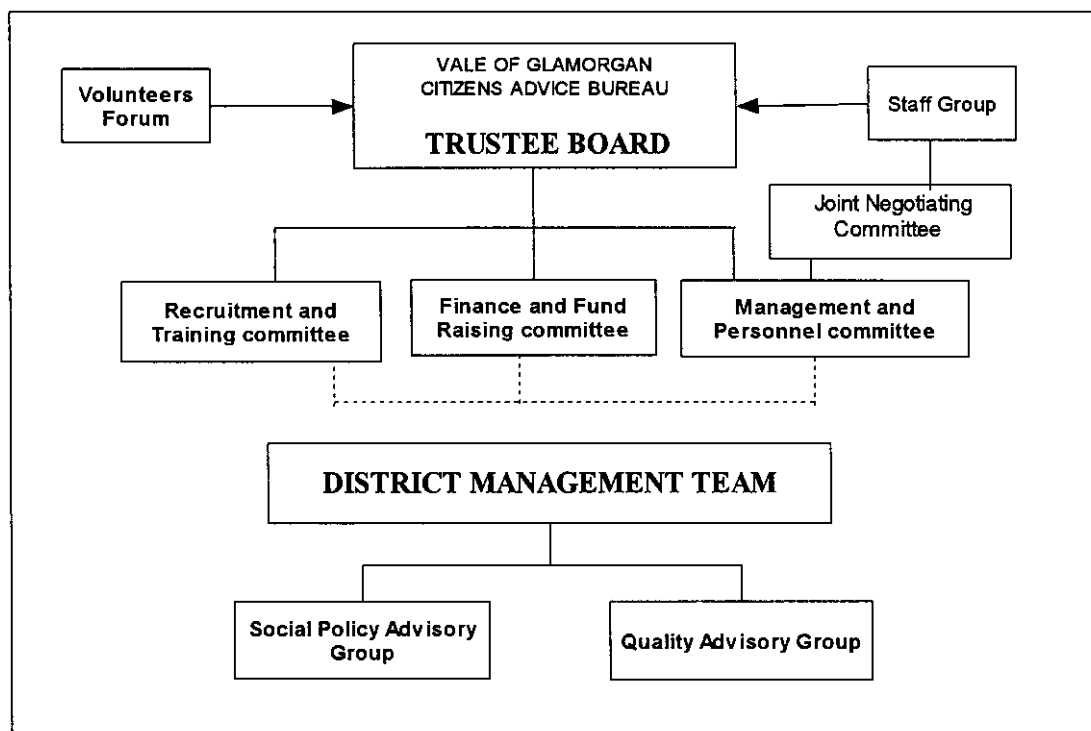
It is also recognised that Trustees will bring their own knowledge and experience to the Bureau Trustee Board. This provides the bureau with perspectives and contacts with different groups and communities, and widens the potential range of skills available.

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. Currently no such conflicts exist with regard to the Trustee Board.

1.7 Senior Staff

District Manager	Gaynor Reed
Service Managers	Jane Clay
	Matt Fisher
	Sandra Arnold
	Saz Willey

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 1985. 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 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 2.0 (April 2005)". This document sets out the procedures and policies relating to the achievement of these objectives.

3 Trustees Annual Report

3.1 Introduction

2004-2005 has been an improvement over the previous year. The Trustee Board, with the support of the paid staff have responded to the directions of the Membership and Standards Committee and the remedial action has now been completed.

The Service Review of 2004 was completed; the terms of reference being:

'a comprehensive review of the service provided by the bureau. This should focus on providing value for money, high quality advice to those most in need in the bureau's area and reviewing the current allocation of human and financial resource'.

Implementation is now in progress. A new District Manager was appointed in January 2005, together with an additional two Service Managers. Recruitment is currently being undertaken of other key workers.

3.2 Service provided

The work of the Advice Bureau is based around the three existing offices at Barry, Cowbridge and Penarth. However, a major part of future development is to provide an increased service in the Western Vale centring on Llantwit Major, where a need has been identified. The Charity operates its Better Advice Better Health Service and the LSC Money Advice and Welfare Benefits contracts out of the Barry office. The four Service Managers each have a specific development task as part of their job descriptions. These are currently: the development of telephone advice, research into diagnostic interviews, press and publicity and advisor training on telephone interviewing.

A volunteer Social Policy Co-ordinator has been appointed and regular meetings held.

The advice given during the 2004-2005 period was: new contacts 6849, repeat contacts 4870 (total contacts 11,719) – an increase of 1,301 over last year.

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. This year has seen the new roles of a volunteer Social Policy Co-ordinator and volunteer Session Supervisors. Our Volunteer Forum is represented on the Board and contributes directly to the development of the service.

Although the number of hours vary it is estimated that volunteer hours amount to approximately 12 Full time Equivalent posts. Currently the Bureau has 10.5 FTE advice and administrative workers and the volunteer input therefore greatly increase the Bureau's capacity to provide a service.

3.4 Future Funding

Funding for 2005-2006 is from the Vale of Glamorgan Council (£200,000) the Legal Services Commission (£108,962) and the Welsh Assembly Fund for 'Better Advice, Better Health' (£27,326), together with a substantial anonymous donation provided mainly for supporting non legal aided Money Advice. The Trustee Board is committed to fundraising to increase service delivery.

3.5 The future

- An advice outlet in Llantwit Major
- Improved telephone service provided by all units
- Increased number of queries dealt with
- Open door service at the Barry Office
- Increased flexibility of job roles
- Improved communication between offices ensuring that the bureau has a single identity
- Development of a subject specialism at each office
- A Home Visiting Service when funding allows

4 Financial review

The Bureau has ended the year in a strong financial position. Over the last two years there has been an unplanned decrease in staff and this has much to do with the current financial position. It does, however, mean that the bureau can institute its planned development from a secure base.

4.1 Reserves Policy

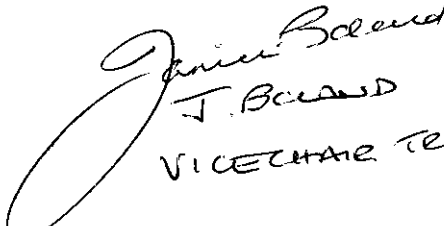
The bureau's reserves policy is to hold between three and six months running costs. Currently this stands at This will be monitored closely to ensure that future development does not deplete this level of reserves and to ensure timely fundraising takes place.

4.2 Investment Policy

The bureau holds a current account, reserve account and a Tracker account. To date this has performed effectively. However, a review of the investment policy will take place in 2005-2006

5 Independent Auditors' report

This is attached as a separate document prepared by: R H Jeffs and Rowe, Chartered Accounts, 27/28 Gelliwastad Road, PONTYPRIDD, VF37 2BW


J. Bealand
VICE CHAIR TRUSTEE BOARD.

0291063

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF
Vale of Glamorgan Citizens Advice Bureau
Financial Statements for the year ended 31st March 2005

We have audited the financial statements of Vale of Glamorgan Citizens Advice Bureau for the year ended 31 March 2005 which comprise the Income and Expenditure Account, the Balance Sheet, and the related notes. These financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective June 2002), under the historical cost convention and the accounting policies set out therein. This report is made solely to the Management Committee who are directors for the purpose of company law and trustees for the purpose of charity law, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the management committee 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 charitable company and the management committee as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of Committee and Auditors

As described in the Statement of Management Committee's Responsibilities the management committee are responsible for the preparation of financial statements in accordance with applicable law and United Kingdom Accounting Standards.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and United Kingdom Auditing Standards.

We report to you our opinion as to whether the financial statements give a true and fair view, and have been properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding management committee members transactions with the charitable company are not disclosed.

Basis of audit opinion

We conducted our audit in accordance with United Kingdom Auditing Standards issued by the Auditing Practices Board. An audit includes 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 judgements made by the trustees in the preparation of the financial statements, and 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.

Opinion

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 2005 and of its incoming resources and application of resources for the period then ended have been properly prepared in accordance with the Companies Act 1985.

R. H. Jeffs - Rowe

R H Jeffs & Rowe
Chartered Accountants and Registered Auditors
Pontypridd

Vale of Glamorgan Citizens Advice Bureau

Statement of Financial Activities
for the year ended 31 March 2005

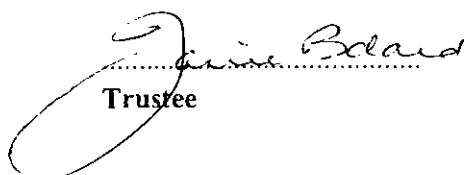
	Notes	Unrestricted £	Restricted £	Total 2005 £	Total 2004 £
Incoming Resources					
Grants	2	293,241	70,047	363,288	413,210
General Donations		110	-	110	47,126
Other income		27,765		27,765	6,123
Investment income		5,769	-	5,769	2,884
Total Incoming Resources		<u>326,885</u>	<u>70,047</u>	<u>396,932</u>	<u>469,343</u>
Resources Expended					
Costs of generating funds	3	1,334	342	1,676	1,846
Charitable expenditure:					
Costs of activities in furtherance of the charity's objectives	4	253,346	66,511	319,857	405,747
Support costs	5	4,222	342	4,564	3,890
Costs of management and administration of the charity	6	14,059	1,713	15,772	16,867
Total Resources Expended		<u>272,961</u>	<u>68,908</u>	<u>341,869</u>	<u>428,350</u>
Movement in total funds for the year:					
Net Income for the Year	7	53,924	1,139	55,063	40,993
Fund Balances brought forward		144,287	3,861	148,148	107,155
Fund Balances carried forward		<u>198,211</u>	<u>5,000</u>	<u>203,211</u>	<u>148,148</u>

Vale of Glamorgan Citizens Advice Bureau

Balance Sheet
as at 31 March 2005

	Notes	2005 £	2004 £
Fixed Assets			
Tangible assets	9	2,834	3,779
Current Assets			
Debtors		1,595	44
Cash at bank and in hand		268,096	260,193
		<u>269,691</u>	<u>260,237</u>
Creditors: amounts falling due within one year	10	<u>(69,314)</u>	<u>(115,868)</u>
Net Current Assets		<u>200,377</u>	<u>144,369</u>
Total Assets Less Current Liabilities		<u>203,211</u>	<u>148,148</u>
Funds			
Unrestricted Funds		198,211	144,287
Restricted Funds	12	5,000	3,861
		<u>203,211</u>	<u>148,148</u>

The financial statements were approved by the Management Committee on 6 September 2005 and signed on its behalf by


Trustee

The notes on pages 4 to 9 form an integral part of these financial statements.

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements for the year ended 31 March 2005

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 June 2002) and the Statement of Recommended Practice (Accounting and Reporting by Charities).

1.2. Cash Flow Statement

The Company has taken advantage of the exemption from preparing a cash flow statement conferred by Financial Reporting Standard No 1 on the grounds that it qualifies as a small company under the Companies Act 1985.

1.3. Taxation

The Trust, being a registered charity, is not liable for Corporation Tax.

1.4. 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

1.5. Incoming and Outgoing Resources

Donations are accounted for when they are received. Expenditure relating to specific donations is deducted from the appropriate fund at the time of purchase. Grants are accounted for on an accrual basis as far as it is prudent to do so.

Where expenditure is directly attributed to a particular activity, the expenditure is allocated accordingly. Where costs relate to a number of activities, they are apportioned based on an estimate of staff time spent on each activity.

1.6. Donated Assets and Services

In accordance with the Statement of Recommended Practice (Accounting and Reporting by Charities), the Charitable Company accounts for intangible income, such as volunteer assistance, only when the cost of providing the income is borne by a third party. Where there is no cost to a third party, as in the case of the majority of volunteer time, no allowance for income is made in these financial statements

Where fixed assets are donated to the Charity they are included at its gross value to the charity or if the asset is subsequently sold it should be included at its realisable value.

1.7. Pensions

The Charitable company 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 separately from the assets of the Charitable company. Details of contributions made are shown in note 9 of the accounts

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements for the year ended 31 March 2005

..... continued

1.9. 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.

2. Incoming Resources

	Unrestricted	Restricted	Total 2005	Total 2004
	£	£	£	£
Vale of Glamorgan County Borough Council	200,000	-	200,000	235,920
Citizens Advice Cymru		36,715	36,715	49,715
Legal Services Commission	92,863	5,000	97,863	96,108
Welsh Council For Voluntary Action	-	5,563	5,563	12,655
Other Grants	378	-	378	344
Consumer Advice in Rural Outreach Offices	-	22,769	22,769	-
	<u>293,241</u>	<u>70,047</u>	<u>363,288</u>	<u>394,742</u>

3. Costs of Generating Funds

	Unrestricted Funds	Restricted Funds	Total 2005	Total 2004
	£	£	£	£
Salary Costs	1,016	291	1,307	1,455
Travel	35	7	42	52
Premises Costs	87	9	96	139
General Office Costs	196	35	231	200
	<u>1,334</u>	<u>342</u>	<u>1,676</u>	<u>1,846</u>

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements for the year ended 31 March 2005

..... continued

4.	Costs of Activities in Furtherance of the Charity's Objectives	Unrestricted Funds	Restricted Funds	Total 2005 £	Total 2004 £
	Salary Costs	196,067	56,229	252,296	322,772
	Recruitment and Training	1,238	-	1,238	876
	Travel	6,739	1,323	8,062	10,048
	Premises Costs	16,841	1,746	18,587	26,827
	General Office Costs	31,877	6,852	38,729	42,591
	Reference Material	-	-	-	1,166
	Depreciation	584	361	945	1,467
		<u>253,346</u>	<u>66,511</u>	<u>319,857</u>	<u>405,747</u>
5.	Support Costs	Unrestricted Funds	Restricted Funds	Total 2005 £	Total 2004 £
	Salary Costs	1,016	291	1,307	1,455
	Recruitment and Training	2,888	-	2,888	2,044
	Travel	35	7	42	52
	Premises Costs	87	9	96	139
	General Office Costs	196	35	231	200
		<u>4,222</u>	<u>342</u>	<u>4,564</u>	<u>3,890</u>
6.	Management & Administration	Unrestricted Funds	Restricted Funds	Total 2005 £	Total 2004 £
	Staff Costs	5,079	1,457	6,536	7,273
	Travel	175	34	209	699
	Premises costs	436	45	481	695
	General Office Costs	978	177	1,155	1,301
	Legal and Professional fees	5,891	-	5,891	5,499
	Audit fees	1,500	-	1,500	1,400
		<u>14,059</u>	<u>1,713</u>	<u>15,772</u>	<u>16,867</u>

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements for the year ended 31 March 2005

..... continued

7. Net Incoming Resources	Total 2005	Total 2004
This is stated after charging:	£	£
Depreciation	945	1,467
Auditors Remuneration	1,500	1,400
Management Committee Expenses	560	161
	<u> </u>	<u> </u>
8. Staff Costs	2005	2004
	£	£
Staff costs during the year comprised of the following:		
Staff Salaries	234,895	260,191
Termination Costs	-	40,000
Social Security Costs	18,889	20,402
Pension Costs	7,662	10,362
	<u>261,446</u>	<u>330,955</u>
	<u> </u>	<u> </u>
The average number of employees during the year amounted to:	22	20
	<u> </u>	<u> </u>

There were no employees earning more than £50,000 per annum (2003: £nil).

The Directors and Trustees did not receive any remuneration or benefits in connection with the performance of their duties, except for the reimbursement of expenses.

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements for the year ended 31 March 2005

..... continued

9. Tangible fixed assets

	Fixtures & equipment	Total
	£	£
Cost		
At 1 April 2004		
At 31 March 2005	6,407	6,407
Depreciation		
At 1 April 2004	2,628	2,628
Charge for the year	945	945
At 31 March 2005	3,573	3,573
Net book values		
At 31 March 2005	2,834	2,834
At 31 March 2004	3,779	3,779

10. Creditors: amounts falling due within one year

	2005	2004
	£	£
Other taxes and social security costs	3,826	3,845
Accruals and deferred income	65,488	112,023
	69,314	115,868

11. Analysis of Net Assets between Funds

	Unrestricted	Restricted	Total
	£	£	2004
			£
Tangible Fixed Assets	2,834	-	2,834
Current Assets	264,691	5,000	269,691
Current Liabilities	(69,314)	-	(69,314)
	198,211	5,000	203,211

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements for the year ended 31 March 2005

..... continued

12. Restricted Funds

	At 1 April 2004 £	Incoming Resources £	Outgoing Resources £	At 31 March 2005 £
Welsh Council For Voluntary Action	-	5,563	5,563	-
Citizens Advice Cymru & Vale of Glamorgan County Borough Council	-	-	-	-
District Manager & admin support	3,500	6,353	9,853	-
Better Advice; Better Health	-	30,362	30,362	-
Debt Advice in Rural Wales	-	22,769	22,769	-
Legal Services Commission - CLS grant	-	5,000	-	5,000
Grant for Computer Equipment	361	-	361	-
	<u>3,861</u>	<u>70,047</u>	<u>68,908</u>	<u>5,000</u>

The Welsh Council for Voluntary Action provided a grant towards the recruitment and training of volunteers.

Grants are received from the Citizens Advice Bureau Cymru towards the running costs of the district structure.

A donation was received during the year towards the provision of assistance with consumer debt in the rural vale.

13. Related party transactions

There were no transactions with members of the management committee other than those disclosed in these financial statements.

