

CHARNWOOD CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)

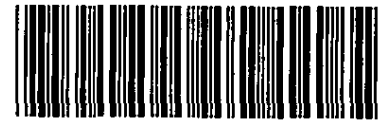
**TRUSTEES REPORT
AND
FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31 MARCH 2011

COMPANY NUMBER: 4984410

CHARITY NUMBER: 1102353

FRIDAY



A23 *AJFESZJW* 25/11/2011 290
COMPANIES HOUSE

**Cound & Co LLP
Chartered Accountants
27 Granby Street
Loughborough
Leics LE11 3DU**

Tel: 01509 214163

CHARNWOOD CITIZENS ADVICE BUREAU
TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2011

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2011

REFERENCE AND ADMINISTRATIVE DETAILS

CHARITY NUMBER	1102353
COMPANY NUMBER	491410
REGISTERED OFFICE	Woodgate Chambers 70 Woodgate Loughborough Leics LE11 2TZ
PRINCIPAL OFFICE	Woodgate Chambers 70 Woodgate Loughborough Leics LE11 2TZ
ACCOUNTANTS	Cound & Co LLP 1 Princes Court Royal Way Loughborough Leics LE11 5XR
BANKERS	Unity Trust Bank plc Nine Brindleyplace Birmingham B1 2HB

DIRECTORS AND 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 serving during the year and since the year end were as follows

Neil Morrison (Resigned 30 June 2010)
Gerry Jacobs
Anthony Kidger
Richard Tabberer
William Hutchinson (Resigned 11 June 2010)
Barry Read
Peter Jones (Resigned 10 March 2011)
Graham Martin
Lynn Clarke
Alastair Wood
Patricia Wood
Claire Bellamy (Appointed 14 September 2010)
David Rodgers (Appointed 24 November 2010)
Ann Brass (Appointed 16 May 2011)

SECRETARY & BUREAU MANAGER Moya Hoult

CHARNWOOD CITIZENS ADVICE BUREAU

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2011 (continued)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Charnwood Citizens Advice Bureau is a company (limited by guarantee) governed by its Memorandum and Articles of Association dated 24 November 2003. It is a charity registered with the Charity Commission.

Appointment of Trustees

Trustees are selected either from volunteers who approach the bureau to express interest in our work or via external recruitment, subject to the board approving their suitability. The recruitment process seeks to achieve a representative cross-section from our community.

New Trustees are provided with induction training and on-going training in specialist areas is available for all Trustees.

Organisation

The charity is governed by the Trustee Board and managed on a day to day basis by the Bureau Manager.

Risk Management

The charity carries out an annual risk assessment and this forms the basis for the preparation of its development plan. The most recent assessment (performed in early 2010) identified the two largest risks as being (i) loss of income, and (ii) premises. These are described below. The first of these has increased in importance since the last formal risks review whereas the second has been addressed.

Loss of Income: Major Funder(s): Charnwood CAB receives the majority of its income in the form of grants from local government and from contracts with the Legal Services Commission (LSC).

There is severe and continuing pressure on central and local government to reduce costs and this in turn has resulted in a reduction in grants received from both Charnwood Borough Council (CBC) and Leicestershire County Council (LCC), it is expected that these grants will continue to decline.

Loss of Income: LSC Contracts: Payments from the LSC are linked to the number of eligible clients that present themselves for advice (whereas the principal cost of servicing these contracts are salary costs) and therefore insufficient eligible clients will result in a loss on these contracts (as was the case for the LSC south contract for the period November 2010 – March 2011). Furthermore, the income is subject to case review by the LSC that can lead to a retrospective claw back of revenues.

The financial pressures resulting from loss of income are expected to have an adverse effect on staff and volunteer morale.

Premises

Until December 2010 Charnwood CAB's principal office was located within John Storer House and both the lack of room and the lack of facilities at times adversely affected the bureau's activities. In December 2010 Charnwood CAB moved to larger and better equipped offices at Woodgate Chambers.

Since the last formal risk review, a further operational risk has been identified. Citizens Advice will require all bureaux to move to a new case reporting system called PETRA. The transition to the new system may give rise to problems with transfer of client information etc.

OBJECTIVES AND ACTIVITIES

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

CHARNWOOD CITIZENS ADVICE BUREAU

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2011 (continued)

Public benefit

The Trustees have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees considered how planned activities will contribute to the aims and objectives they have set.

How our activities deliver public benefit

Charnwood Citizens Advice Bureau helps people resolve their legal, money and other problems by providing information, advice and assistance and by influencing policy makers.

Activities

Charnwood Citizens Advice Bureau provides information, advice and assistance free of charge to those with a wide range of legal, money and other difficulties. This 'Core Service' is provided to any person who asks for it. Depending on an individual's circumstances, we may be able to offer additional specialist advice in cases where we have additional tailored funding.

The 'Core Service' is funded primarily by Charnwood Borough Council (CBC). The service is provided mainly from our offices in Loughborough, however, Shepshed Town Council provides funding for an extension in Shepshed, in addition, an outreach service operates in Syston. Volunteer advisers are at the forefront of this part of our activities and they provide advice on a wide range of subjects, they are supported by volunteers in other capacities.

As the core service depends on having sufficient trained volunteers available, attracting, training and retaining volunteer advisors is an important feature of the bureau's activity. A grant was awarded in March 2008 by the **Big Lottery Fund** (BLF) to all CABs in Leicestershire to fund a **Training Officer** in each bureau. This has been very successful in recruiting and training new volunteers, in particular younger volunteers.

In 2010/2011, financial support from Citizens Advice (CA) under its **Additional Hours Project** allowed the bureau to extend its opening hours and thus increase the number of clients it could see. (The grants from BLF and CA have now ended, resulting in pressure on both training and supervision resources, which are restricting the extent to which the Bureau's services can be made available to clients).

In addition to the core service, Charnwood CAB provides help and support to individuals with specific personal and family problems.

- A strong partnership between **Surestart** and Charnwood Citizens Advice Bureau has continued during the last year enabling the Bureau to provide advice and information to families with young children living in the most deprived areas of Charnwood. The Charnwood Citizens Advice Bureau advisers work within the Surestart team alongside other professionals such as health visitors and family support workers. The service is delivered from seven Centres throughout the Borough.
- Charnwood and other Leicestershire CABs provide financial advice to cancer sufferers and their families. This is funded by the **MacMillan Cancer Support Trust**.
- The bureau undertakes **Legal Aid** work in the fields of debt and welfare benefits. This is funded under a contract with the Legal Services Commission (LSC). Until November 14 2010, this was provided jointly with Melton CAB as Leicestershire Money Advice Services (LMAS). Since that date, Charnwood has two contracts with the LSC to provide welfare benefit and debt related legal aid work: one for the north of Leicestershire (and based in Loughborough), the other for the south of Leicestershire and based in South and West Leics CABs offices in Hinckley.
- Clients that are not eligible for Legal Aid for debt nevertheless receive advice as a result of funding from the Severn Trent Trust Fund (for money and advice generally), Debtline (funded by Leicestershire County Council), and the Mortgage Rescue service funded by CBC.

CHARNWOOD CITIZENS ADVICE BUREAU

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2011 (continued)

ACHIEVEMENT AND PERFORMANCE

60th Anniversary and Office Move

2010/2011 was an important anniversary for Charnwood CAB and the bureau celebrated it by moving into new offices at Woodgate Chambers provided by Charnwood Borough Council. These offices were formally opened on 9 May 2011 by HRH The Princess Royal.

The move itself took place in December 2010 and was made possible through financial donations and gifts from a wide range of local societies, organisations and individuals, many of whom are commemorated by having rooms in the new offices named after them. We would like to formally thank the generosity of those who gave. The major donors are listed below.

Edward, Hands and Lewis Solicitors	Rotary Club – Loughborough Beacon
Leicestershire and Rutland Masons	Rotary Club - Shepshed
Leicestershire Charity Link	Skydive sponsorship
Loughborough Male Voice Choir (concert)	Soar Valley Rotary Club
Loughborough University	Soroptimists
Loughborough Welfare Trust	Wilkinsons Helping Hands
Moss Solicitors	William Davis
Mr K Suri	(and anonymous donors)

The Trustees also wish to acknowledge the significant contribution made by volunteers to the organisation, as advisors, administrators, receptionists and trustees. It is estimated that nearly 18,000 volunteer hours were donated during the year. Using Citizens Advice's recommended valuation table, the contribution by the volunteers amounted to £278,000. Without this contribution, we could not have provided our services to nearly as many clients as we in fact achieved.

CASE (Citizens Advice electronic case recording package) allows us to monitor the quality of casework quickly and effectively. We are also able to extract statistical data to compile comprehensive reports. During 2010/2011 the Bureau handled 14,489 client contacts (2009/2010 14,253). These generated 21,440 issues (2009/2010 23,273). In addition to client contacts, the Bureau also made 4,616 contacts with third parties on behalf of clients (2009/2010 4,626).

FINANCIAL REVIEW

Annual income has decreased from £450,935 in 2009/2010 to £411,653 in 2010/2011. The number of paid staff in post at the end of the year has increased from 18 to 20. Total funds have decreased from £122,851 in March 2010 to £73,535 by March 2011. Of this, £65,300 (2010 £110,961) relates to unrestricted funds.

Reserves Policy

The charity periodically reviews its reserves policy. It has identified two distinct needs:

- 1 Financial risks and uncertainty
The first is to provide a buffer to protect the charity against financial risks and uncertainty.
- 1.1 The work carried out by the charity which is funded by the Legal Services Commission (LSC) is subject to targets. Failure to meet targets can result in both clawback and a reduction in future funding. Additionally, the funding is time limited and subject to competitive bidding. The Trustees consider that a reserve equivalent to three months funding is required - £44,319 at 31 March 2011.
- 1.2 The work carried out by the charity which is funded by Leicestershire County Council (Debtline) is subject to the same risks and limitation. The Trustees consider that a reserve equivalent to two months funding is required - £4,145 at 31 March 2011.
- 1.3 The core costs of the charity are almost equivalent to its core income. The Trustees consider that a reserve equivalent to two months funding is required to provide for contingent liabilities such as redundancy costs - £15,035 at 31 March 2011.

CHARNWOOD CITIZENS ADVICE BUREAU

TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2011 (continued)

The total reserves requirement to cover financial risks and uncertainty, therefore, amounts to a total of £63,499

2 Advice session supervision hours

During 2010/2011, approximately 18,000 hours of advice was delivered by volunteers. This work requires the support of trained staff. It is a requirement of membership of the national organisation that advisers have access to an Advice Session Supervisor at all times when the service is delivered. Funding for this support has reduced, partly as the core funding from Charnwood Borough Council is progressively reduced on an annual basis and partly because the funding from Citizens Advice for the Additional Hours Project ceased in December 2010.

The Trustees have been making provision to enable the level of advice delivered by volunteers to be maintained. By March 2011, they had accumulated a fund of £26,170 for this purpose.

As of 31 March 2011, total reserves were £65,300 (including the £26,170 allocated for the Advice Session Supervisor (ASS) hours). This is about £24,000 below the level the Trustees believe is required to manage financial uncertainty and to provide the ASS hours. A programme of fund raising is therefore underway.

Plans for the Future

The Trustees' principal objective remains the preservation of the primary function of the bureau which is to provide an advice service, free to those who use it and provided mostly by volunteer advisors.

The Trustees' immediate priority is therefore to ensure the long term sustainability of the bureau in the light of reduced funding. We will closely monitor the performance of the LSC contracts. We are actively looking for other sources of funding to cover the range of advice services we provide and are working closely with the other Leicestershire CABs to jointly bid for county-wide funding.

Two new activities which have started since April 2011 are

- A project with Trading Standards Leicestershire to record instances where clients have been mistreated by businesses,
- A project funded by Charnwood Borough Council to provide advice to those who are, or are in danger of becoming homeless.

On behalf of the board of trustees



J D Rodgers
Chair

15th November 2011

**INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF
CHARNWOOD CITIZENS ADVICE BUREAU**

I report on the accounts of the Charity for the year ended 31 March 2011, which are set out on pages 7 to 16

Respective Responsibilities of Trustees and Examiner.

The charity's trustees (who are also the Directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 and that an independent examination is needed.

Having satisfied myself that the charity is not subject to an audit under company law and is eligible for independent examination, it is my responsibility to

- examine the accounts (under section 43(a) of the 1993 Act)
- follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 43(7)(b) of the 1993 Act as amended) and
- state whether particular matters have come to my attention

Basis of Independent Examiner's Statement

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention

- 1) which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 386 of the Companies Act 2006, and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 386 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice Accounting and Reporting by Charitieshave not been met, or
- 2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached



D R Gradon
Cound & Co LLP
Chartered Accountants
1 Princes Court
Royal Way
Loughborough
Leics
LE11 5XR

16th November 2011

CHARNWOOD CITIZENS ADVICE BUREAU
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2011

		Restricted Funds 2011	Unrestricted Designated Funds 2011	Unrestricted Undesignated Funds 2011	Total Funds 2011	Total Funds 2010
INCOMING RESOURCES	<u>Notes</u>	<u>2011</u>	<u>2011</u>	<u>2011</u>	<u>2011</u>	<u>2010</u>
INCOMING RESOURCES FROM GENERATED FUNDS:						
Voluntary income	2	-	27	12464	12491	2296
Investment income	3	-	402	223	625	1087
INCOMING RESOURCES FROM CHARITABLE ACTIVITIES:						
Charitable activities	4	160292	153030	85215	398537	447552
TOTAL INCOMING RESOURCES		<u>160292</u>	<u>153459</u>	<u>97902</u>	<u>£411653</u>	<u>£450935</u>
RESOURCES EXPENDED						
Charitable activities	5	164458	193891	74627	432976	387928
Governance costs	6	3617	3574	20802	27993	26547
TOTAL RESOURCES EXPENDED		<u>168075</u>	<u>197465</u>	<u>95429</u>	<u>£460969</u>	<u>£414475</u>
RESOURCES EXPENDED (INCOMING RESOURCES) BEFORE TRANSFERS		(7783)	(44006)	2473	(49316)	36460
Transfers between funds		4128	(15000)	10872	-	-
NET MOVEMENT IN FUNDS		<u>(3655)</u>	<u>(59006)</u>	<u>13345</u>	<u>(49316)</u>	<u>36460</u>
RECONCILIATION OF FUNDS						
Total funds brought forward		11890	101214	9747	122851	86391
TOTAL FUNDS CARRIED FORWARD	11	<u>8235</u>	<u>42208</u>	<u>23092</u>	<u>£73535</u>	<u>£122851</u>

CHARNWOOD CITIZENS ADVICE BUREAU

BALANCE SHEET AS AT 31 MARCH 2011

	<u>Notes</u>	<u>2011</u>	<u>2010</u>
CURRENT ASSETS			
Debtors	9	38872	19567
Cash at Bank and in Hand		77237	132437
		<u>116109</u>	<u>152004</u>
CURRENT LIABILITIES – Amounts falling due within one year	10	42574	29153
NET CURRENT ASSETS		<u>73535</u>	<u>122851</u>
NET ASSETS		<u>£73535</u>	<u>£122851</u>
REPRESENTED BY the Following Funds			
RESTRICTED FUNDS			
Shepshed	11	341	353
Surestart	11	4117	3877
Training Officer	11	-	2659
Severn Trent	11	(394)	505
Additional Hours Project	11	-	206
Macmillan	11	1375	389
Mortgage Rescue	11	2796	3901
		<u>8235</u>	<u>11890</u>
UNRESTRICTED FUNDS			
Designated Funds			
Legal Services Commission	11	12191	57704
Debtline	11	3847	2340
IT Equipment Replacement Fund	11	-	15000
Advice Session Supervisor Hours	11	26170	26170
Undesignated Funds			
General Funds	11	23092	9747
		<u>65300</u>	<u>110961</u>
		<u>£73535</u>	<u>£122851</u>

Continued

CHARNWOOD CITIZENS ADVICE BUREAU

BALANCE SHEET AS AT 31 MARCH 2011

For the year ending 31 March 2011 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies

Directors' responsibilities

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime

These financial statements were approved by the directors on 15th November 2011 and signed on their behalf by



R Tabberer

CHARNWOOD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

1 ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year and also have been consistently applied within the same accounts

a) Basis of Preparation of Financial Statements

The financial statements have been 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 (SORP) "Accounting and Reporting by Charities" published in 2005. There is a contingent liability of £156,000 in respect of a multi-employer pension scheme (as set out in note 8). If this liability were to crystallise then the going concern basis would not be appropriate.

b) Company Status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

c) Fund Accounting

Undesignated general funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes. The funds which have been designated for specific purposes have been so designated either -

- 1 To meet the risk of the charity failing to meet performance targets and as a consequence being required to repay part of its funding or,
- 2 To ensure that the charity has sufficient funds to meet anticipated future financial needs which cannot be achieved out of normal recurring income.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim of each restricted fund is set out in the notes to the financial statements.

d) Incoming Resources

All incoming resources are included in the Statement of Financial Resources (SOFA) when the charity is legally entitled to the income and the income can be quantified with reasonable accuracy.

e) Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of those resources.

f) Pensions

Scottish Council for Voluntary Organisations (SCVO) Final Salary Pension Scheme

In respect of one employee the charity participates in a multi-employer defined benefit pension scheme. The assets of the scheme are held separately from those of the charity. The charity is unable to identify its share of the underlying assets and liabilities of the scheme on a consistent and reasonable basis and therefore, as required by Financial Reporting Standard 17 "Retirement benefits", accounts for the scheme as if it were a defined contribution scheme. As a result, the amount charged to the profit and loss account represents the contributions payable to the scheme in respect of the accounting period.

This scheme was closed to future contributions as at 31 March 2010 (see note 8).

Defined contribution scheme

All other employees who are part of a company pension scheme are in a defined contribution scheme. The costs of contributions are charged to the SOFA in the year they are payable.

CHARNWOOD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

2 VOLUNTARY INCOME

	Restricted Funds 2011	Unrestricted Designated Funds 2011	Unrestricted Undesignated Funds 2011	Total Funds 2011	Total Funds 2010
Donations	-	27	11769	11796	666
Gift Aid Recoverable	-	-	689	689	1630
Other Income			6	6	-
	-	27	12464	£12491	£2296

3 INVESTMENT INCOME

	Restricted Funds 2011	Unrestricted Designated Funds 2011	Unrestricted Undesignated Funds 2011	Total Funds 2011	Total Funds 2010
Interest Receivable	-	402	223	£625	£1087

4 INCOMING RESOURCES
FROM CHARITABLE ACTIVITIES

	Restricted Funds 2011	Unrestricted Designated Funds 2011	Unrestricted Undesignated Funds 2011	Total Funds 2011	Total Funds 2010
Grants receivable for charitable activities					
Charnwood Borough Council	-	-	64620	64620	73600
Leicestershire County Council - Rent	-	-	19620	19620	15813
Leicestershire County Council - Debtline	-	25814	-	25814	24870
Shepshed Town Council	8293	-	-	8293	8324
Leicestershire County Council - Surestart	46724	-	-	46724	47591
Big Lottery - VSO	-	-	-	-	5688
Big Lottery - Training Officer	25116	-	-	25116	26637
LSC Contract Income - Old Contract	-	94420	-	94420	182229
LSC Contract Income - New Contract	-	32796	-	32796	-
Rent receivable - Leicester Counselling	-	-	225	225	800
Rent receivable - Grant Thornton	-	-	750	750	-
Severn Trent	10035	-	-	10035	9919
Citizens Advice - Additional Hours Project	16484	-	-	16484	21853
Charnwood Borough Council - Mortgage Rescue	-	-	-	-	7875
Macmillan Cancer Research	35020	-	-	35020	22353
Charnwood Borough Council - 60 th Anniversary Grant	8620	-	-	8620	-
Big Lottery - 60 th Anniversary Grant	10000	-	-	10000	-
	160292	153030	85215	£398537	£447552

CHARNWOOD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

5 CHARITABLE ACTIVITIES

	Restricted Funds 2011	Unrestricted Designated Funds 2011	Unrestricted Undesignated Funds 2011	Total Funds 2011	Total Funds 2010
Staff costs	128561	166288	37853	332702	321825
Travelling expenses	4673	772	3598	9043	6877
Premises Costs	3028	7922	20572	31522	26363
Equipment	21853	3701	4616	30170	7750
Postage and stationery	2003	3521	775	6299	7802
Telephone	2227	3766	2427	8420	6961
Information packs and resources	558	1162	407	2127	2304
Insurance	657	1309	608	2574	2754
Subscriptions	65	326	18	409	352
Sundry expenses	653	1106	2431	4190	1545
Recruitment and training	180	1315	278	1773	1807
LSC medical reports	-	2310	-	2310	1588
Legal fees	-	393	1044	1437	-
	<u>164458</u>	<u>193891</u>	<u>74627</u>	<u>£432976</u>	<u>£387928</u>

6 GOVERNANCE COSTS

	Restricted Funds 2011	Unrestricted Designated Funds 2011	Unrestricted Undesignated Funds 2011	Total Funds 2011	Total Funds 2010
Staff costs	2762	2429	20380	25571	22930
Accountancy	855	1145	422	2422	3617
	<u>3617</u>	<u>3574</u>	<u>20802</u>	<u>£27993</u>	<u>£26547</u>

7 STAFF COSTS

	Total 2011	Total 2010
Wages and salaries	315800	305893
National insurance	26358	24897
Pension Costs	16115	13965
	<u>£358273</u>	<u>£344755</u>

The average number of employees during the year was 20 (2010 18)
There were no employees whose annual emoluments were £60000 or more
No trustee received any remuneration during the year (2010 none)
No trustee received any expenses during the year (2010 none)

CHARNWOOD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

8 PENSION COSTS

(a) SCVO Final Salary Pension Scheme

The charity participates in the SCVO Final Salary Pension Scheme. There was one employee who was a member of the scheme during the year but as at 31 March 2010 the scheme was closed to future accrual and all contributions in respect of future services ceased. There is currently no intention to wind up the SCVO scheme and it continues in paid up form.

An actuarial valuation of the scheme is commissioned every three years to determine the financial position of the scheme.

The last formal valuation of the scheme was performed as at 30 September 2008 by a professionally qualified actuary using the projected unit method.

It is not possible in the normal course of events to identify the share of underlying assets and liabilities of the scheme belonging to individual participating employers. Therefore these accounts have been drawn up in accordance with Financial Reporting Standard 17 on the basis that the pension cost is accounted for as a defined contribution scheme.

At 30 September 2008, the scheme's assets were valued at £45.1 million and the valuation revealed a shortfall of assets compared with the value of the liabilities of £20.438 million.

If an actuarial valuation reveals a shortfall of assets compared to liabilities the trustees of the SCVO scheme must prepare a recovery plan setting out the steps to be taken to make up the shortfall.

On 1 April 2010 a new recovery plan came into effect, following the finalisation of the 2008 valuation. Under the recovery plan, the charity is required to make lump sum payments of £2947 per annum, increasing annually in line with the salary assumptions used in the valuation.

If the valuation assumptions are borne out in practice, this pattern of contributions should be sufficient to eliminate the entire shortfall by 31 March 2022.

Under the Occupational Pension Schemes (Employer Debt) Regulation 2005 there is a potential "employer debt" that the charity is liable for. The debt is due in the event of the charity becoming insolvent or ceasing to participate in the scheme, or the scheme winding up.

The charity has been notified by the Pensions Trust that the estimated "employer debt" as at 31 March 2010 is £156,000. This "employers debt" is the charity's proportion of the overall scheme and will include a share of any "orphan" liabilities in respect of previous participants in the scheme. The amount of the debt therefore depends on many factors and can be volatile over time. The trustees consider that, in view of the uncertainty surrounding the timing and amount of the "employer debt", the debt is a contingent liability within the meaning of Financial Reporting Standard 12 and so no provision for the debt has been made in the charity's balance sheet.

(b) Defined Contribution Scheme

Charnwood Citizens Advice Bureau participates in the Pensions Trusts' Growth Plan and Unitised Ethical Plan Schemes, which are multi-employer defined contribution schemes.

The costs of these schemes and the SCVO final salary pension scheme are disclosed in note 7 above.

There are no amounts prepaid or unpaid at 31 March 2011 (2010: none).

CHARNWOOD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

9	DEBTORS – All Receivable Within One Year	2011	2010
	VAT Recoverable	-	461
	Prepayments	5480	1522
	PAYE/NIC Recoverable	-	183
	Income Receivable - Macmillan Cancer Support Trust	-	2283
	- Legal Services Commission	19220	13821
	- Surestart	-	1297
	Legal Services Commission Work in Progress	14172	-
		<hr/>	<hr/>
		£38872	£19567
		<hr/>	<hr/>
10	CREDITORS – Amounts Falling Due Within One Year	2011	2010
	Trade creditors and accruals	17400	7202
	Income in advance - Debtline	881	2072
	- Macmillan Cancer Support Trust	5104	5104
	- Leicestershire County Council – Rent	16667	14612
	- Severn Trent	165	163
	PAYE/NIC Payable	410	-
	VAT Payable	1547	-
	Client Funds Owing	400	-
		<hr/>	<hr/>
		£42574	£29153
		<hr/>	<hr/>

There may be additional liabilities in respect of the LSC old contract and the timing and nature of some payments to Charnwood Borough Council in respect of the new premises are still being negotiated

1. LSC Contract Reconciliation

Under the contract with LSC which ended in November 2010, Charnwood CAB may be liable to refund LSC for certain monies paid by LSC on account. This liability arises (i) where the total number of client cases ('New Matter Starts') undertaken by CAB was less than the number assumed by the LSC in making payments on account or (ii) where subsequent audit by the LSC rules that a NMS opened by Charnwood CAB was invalid (typically this arises where multiple NMS are opened for one client or for two or more clients in an immediate family). Since a (small) number of the NMS open under the contract are still open (welfare benefit cases in which an appeal has been lodged by the client with the DWP) and since the LSC has yet to conduct its final review of cases, the amount owing is still highly uncertain. At this time, the best estimate of the amount is about £5,000, which has been provided for in these accounts.

2. Lease

The bureau is currently in negotiation with Charnwood Borough Council over payments relating to the lease for Woodgate Chambers. The matters under negotiation are (i) the bureau's liability (if any) for utilities bills relating to the offices, and (ii) the bureau's obligation (if any) to pay CBC a contribution towards the refurbishment of the premises.

CHARNWOOD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

11 STATEMENT OF FUNDS

<u>Fund</u>	<u>At 1 April 2010</u>	<u>Incoming Resources</u>	<u>Resources Expended</u>	<u>Transfers</u>	<u>At 31 March 2011</u>
RESTRICTED FUNDS					
Shepshed	353	8293	8305	-	341
Surestart	3877	46724	46484	-	4117
Training Officer	2659	25116	27826	51	-
Severn Trent	505	10035	10934	-	(394)
Additional Hours Project	206	16484	20767	4077	-
Macmillan Cancer Support Trust	389	35020	34034	-	1375
Mortgage Rescue	3901	-	1105	-	2796
60 th Anniversary	-	18620	18620	-	-
UNRESTRICTED FUNDS					
Designated Funds					
Legal Services Commission	57704	127645	173158	-	12191
Debtline	2340	25814	24307	-	3847
IT Equipment Replacement Fund	15000	-	-	(15000)	-
Advice Session Supervisor Hours	26170	-	-	-	26170
Undesignated Funds					
General Funds	9747	97902	95429	10872	23092
	<u>122851</u>	<u>411653</u>	<u>460969</u>	<u>-</u>	<u>£73535</u>

Shepshed Town Council continues to fund an extension of the core service in Shepshed

Surestart began in 2005. A Citizens Advice Bureau worker is part of the Surestart team which aims to help families with young children in the most deprived areas of Charnwood. Our current contract runs to March 2012.

From March 2008 to February 2011, the Big Lottery Fund funded countywide project to support training officers in bureaux.

Charnwood CAB has contracts from the Legal Service Commission (LSC) to provide money advice as part of the Legal Aid scheme. Until November 14th 2010, this service was provided jointly with Melton CAB under the joint banner of 'Leicestershire Money Advice Service', since that time, Charnwood and Melton have had separate contracts with the LSC.

Debtline is funded by Leicestershire County Council and is for the provision of a money advice service. Our agreement with LCC runs to March 2012.

In July 2008 Severn Trent Trust Fund commenced funding a countywide project to support money advice work for non-eligible clients, which runs to March 2012.

The Additional Hours Project was funded by Citizens Advice and enabled the bureau to extend its opening hours. (This grant ran from April 2009 to March 2011).

The Macmillan Cancer Support Trust provides funding for a countywide service to cancer sufferers and their carers (runs to July 2014).

The Mortgage Rescue service is funded by Charnwood Borough Council and enables the bureau to give "mortgage rescue" advice.

CHARNWOOD CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

12 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted <u>Funds</u>	Unrestricted Designated <u>Funds</u>	Unrestricted Undesignated <u>Funds</u>	Total Funds
Fund balances at 31 March 2011 are represented by				
Current assets	15415	51828	48866	116109
Current liabilities	(7180)	(9620)	(25774)	(42574)
	<u>8235</u>	<u>42208</u>	<u>23092</u>	<u>£73535</u>

	Restricted <u>Funds</u>	Unrestricted Designated <u>Funds</u>	Unrestricted Undesignated <u>Funds</u>	Total Funds
Fund balances at 31 March 2010 are represented by				
Current assets	20885	105474	25645	152004
Current liabilities	(8995)	(4260)	(15898)	(29153)
	<u>11890</u>	<u>101214</u>	<u>9747</u>	<u>£122851</u>

13 CONTROL

The charity is controlled by the Trustees