CITIZENS ADVICE TRAFFORD (A COMPANY LIMITED BY GUARANTEE)

REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2007

CHARITY NUMBER 1102003 COMPANY NUMBER 5027375

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Citizens Advice Trafford (A company limited by guarantee)

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2007

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REPORT OF THE MANAGEMENT COMMITTEE FOR THE YEAR ENDED 31 MARCH 2007

The Management Committee presents its report and audited financial statements for the year ended 31 March 2007

Reference and Administrative Information

Charity Name

Citizens Advice Trafford

Charity registration number

1102003

Company registration number:

5027375

Registered Office and

Operational address

73 Chapel Road

Sale M33 7EG

Management Committee

MGH Barker

Chair

J H Ball

Vice Chair

M J Braid

Honorary Treasurer

M Crowther

J D Betts

J M Egarr

J I Jones

Resigned 25 July 2006

R Mincher

Resigned 25 July 2006

M R Hyman

Appointed 7 September 2006

C J Kight J L Schumann Appointed 7 September 2006 and resigned 26 March 2007

Appointed 6 November 2006

Cllr D Higgins

Trafford MBC Representative

Advisory Member

Dave Nunns - Voluntary and Community Action Trafford

Secretary

M J Braid

Auditors

Beever and Struthers Chartered Accountants, St George's House, 215-219 Chester Road, Manchester, M15 4JE

Bankers

The Royal Bank of Scotland, Sale Branch, 14/16, The Mall, Sale, M33 1XZ

REPORT OF THE TRUSTEES YEAR ENDED 31 MARCH 2007

The Trustees, who are also directors of the charity for the purposes of the Companies Act, present their annual report and the audited financial statements for the year ended 31 March 2007. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in March 2006 in preparing the annual report and financial statements of the charity.

Principal Activity

The principal activity of the charity in the year under review was that of the operation of Citizens Advice Bureau centres in the borough of Trafford. The Citizens Advice Service aims to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services 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

Incorporation and Charitable Status

The company was incorporated on 27th January 2004 and registered as a charity by the Charity Commissioners for all purposes on 10th February 2004 (registration number 1102003)

Constitution

The charitable company is governed by its Memorandum and Articles of Association, as amended by special resolution dated 12th July 2004. The company has no share capital, being a company limited by guarantee Under clause 6 of the company's Memorandum of Association, the liability of members is limited to £1 for each member in the event of the company being wound up. The number of members at 31st March 2007 was 11

Structure, Governance and Management

Senior Staff

Citizens Advice Trafford has a Board of Trustees who meet at least six times a year. Board members are recruited from a wide diversity of backgrounds. The role of the Trustee Board members is to oversee the overall control and conduct of the company and to establish the strategic direction and objectives of the organisation.

A scheme of delegation is in place and day to day responsibility for the running of the service rests with the District Manager who ensure that the company delivers the specified services and that key targets and performance indicators are met. Two advice coordinators, a training coordinator and the Legal services contract supervisor make up the senior management team.

Citizens Advice Trafford employ 22 paid staff and rely on the support of over 90 volunteers to deliver advice and information services

Appointment of Trustees

Members of the Trustee Board are elected to serve for three years after which they must be re elected at the next Annual General Meeting

To ensure that the communities that Citizens Advice Trafford serve are represented on the Board, advertisements for Trustee members have been placed in local Newspapers and Newsletters. We have also conducted a skills analysis of present members in order to determine where to focus our future recruitment. Applications from people who would like to join the Board are considered on the based of their experience, skills and local knowledge. All new Board members go through an induction process.

REPORT OF THE TRUSTEES YEAR ENDED 31 MARCH 2007

Risk Management

The Trustee Board has conducted a review of the major risks to which the company is exposed. A risk register has been established and is updated at least annually. Our financial systems have been revised and updated to ensure that internal risks are minimised. We have insurance to cover staff sickness, contents insurance and professional indemnity' insurance to cover against any claims resulting from incorrect advice to clients. The main risk to the company continues to be the withdrawal of funding from the Legal Services Commission and/or a reduction in our core grant from Trafford MBC. The Trustee Board have agreed that we will keep the equivalent of three months operating costs in reserve to guard against such losses to pay for redundancies.

Objectives of Citizens Advice Trafford

Aims of the Service and Mission Statement

The purpose of Citizens Advice Trafford is to carry out its duties in accordance with the fundamental Citizens Advice Principles which are

 To ensure that individuals do not suffer through ignorance of their rights or responsibilities or of the services available to them or through and 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

Citizens Advice Trafford's Mission Statement which reflects the vision of the organisation at a local level

Citizens Advice Trafford will deliver to the people of Trafford a high quality advice and information service which will be achieved by,

- Offering a service accessible to everyone making full use of advances in technology
- Ensuring that our service reflects the changing needs of the diverse communities it serves
- Working with other organisations and groups within the community in addressing issues of hardship, discrimination and social exclusion

Financial Review

The company have agreed to hold reserves equal to 3 months running cost of the organisation

Our principle funders are Trafford Metropolitan Borough Council who provide a grant under a service level agreement. Another major funder is the Legal Services Commission who contract with the company to provide specialist advice services in Money advice and Welfare benefits The combined funding has enabled CAT to help over 5,000 clients deal with over 16,000 issues this year

REPORT OF THE TRUSTEES YEAR ENDED 31 MARCH 2007

Plans for Future Periods

Business planning - Objectives and priorities for the next three years

To Develop the Governance of Citizens Advice Trafford

Our aim is to ensure that the Board contains the necessary mix of skills and experience to enable the effective governance of Citizens Advice Trafford Trustee Board members should be drawn from a wide ethnic, cultural and demographic background to reflect the wide diversity of the communities that Citizens Advice Trafford serves

To Improve Quality

Following our audit in July 2006, an action plan for improving the quality of advice was prepared and is underway. The action points included measures on the training of all paid and voluntary staff, a 'peer' review system for supervisors was introduced and an internal audit has been conducted. A re-audit will be carried out in September 2007.

'To improve access to services'

'To ensure that those people most in need of our services are able to access them'

Service provision is presently weak in areas of high deprivation. We want to ensure that services are targeted where they are most needed. We will also conduct a survey of our premises to ensure that they are as accessible as possible.

To provide an accessible telephone service to the public.

The telephone service is poor at present. It is recognised that in order to increase the performance of the telephone service, significant additional resources are required. We will look to fundraise for a dedicated telephone advice project.

To develop specific advice work skills in each office.

We need to ensure that the service maintains its expertise in the areas of benefits and debt in particular at a specialist level. Volunteer advisers, supervised by our benefits/debt specialist caseworkers will be able to raise standards of advice in each of the offices as well as increasing our ability to undertake 'non eligible work' and therefore provide a better service to clients.

'To increase the numbers of volunteers to the District particularly in areas of high need'

The funding received from the Lottery and Citizens Advice for a dedicated recruitment, training and development project provides CAT with an excellent opportunity to increase the numbers of volunteers to the service and to ensure that the service is representative of the communities it serves

'To further develop the Social Policy Work of the Organisation'

As a District service we are in a unique position in the Borough to influence local policies, procedures and practices. We now need to coordinate our activities to ensure we make the most of our position

REPORT OF THE TRUSTEES YEAR ENDED 31 MARCH 2007

Statement of Trustees' Responsibilities

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and the incoming resources and application of resources for that period. In preparing those financial statements, the trustees are required to

Select suitable accounting policies and then 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, and

Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue its activities

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 1985. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charity and to prevent and detect fraud and other irregularities.

Auditors

Hoban Nelson Lang merged their practice with Beever and Struthers with effect from 15th January 2007 and Beever and Struthers have expressed their willingness to continue in office as auditors and a resolution to reappoint them will be proposed at the forthcoming Annual General Meeting

This report was approved on behalf of the trustees on LL SEPTEMBEA LUDT

M G H Barker

Whit GHE

Chair

73 Chapel Road

Sale

Cheshire

M33 7EG

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS YEAR ENDED 31 MARCH 2007

We have audited the financial statements of Citizens Advice Trafford for the year ended 31 March 2007, which comprise the Statement of Financial Activities, the Balance Sheet and related notes. These financial statements have been prepared under the accounting policies set out therein

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

Respective Responsibilities of the Trustees and the Auditors

The trustees' (who are also the directors of Citizens Advice Trafford for the purposes of company law) are responsible for preparing the Trustees' Report and Accounting Standards 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 United Kingdom Auditing Standards

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the Trustees' Report is not consistent with the financial statements, if the charity has not proper accounting records, if we have not received all the information and explanations we require for our audit, or information specified by law regarding trustees' remuneration and transactions with the charity is not disclosed.

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

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 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.

We have undertaken the audit in accordance with the requirements of APB Ethical Standards including APB Ethical Standard – Provisions Available for Small Entities, in the circumstances set our in note 16 to the financial statements

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS YEAR ENDED 31 MARCH 2007

Opinion

In our opinion the financial statements give a true and fair view of the state of affairs of the charitable company as at 31 March 2007 and of the charitable company's excess of income over expenditure for the year then ended, and have been properly prepared in accordance with the Companies Act 1985

BEEVER AND STRUTHERS

Keever and Stutley

Chartered Accountants & Registered Auditors

St Georges House

215-219 Chester Road

Manchester M15 4JE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2007

	Notes	Unrestricted Funds 2007 £	Restricted Funds 2007 £	Total Funds 2007 £	Total Funds 2006 £
Incoming resources					
Incoming resources from generated funds: Voluntary income Donations and grants Activities for generating funds	3	205,293	2,172	207,465	199,491
Investment income		2,345	2,597	4,942	4,228
Incoming resources from charitable activities Grants & contracts	4	-	243,284	243,284	164,257
Total incoming resources	ι	207.638	248,053	455,691	367,976
Resources expended					
Costs of generating funds Costs of generating voluntary Income Fundraising trading cost of goods sold and other costs	5 5	190,259	-	190,259 -	197,892
Charitable activities	5	-	254,770	254,770	155,535
Governance costs	5	2,642	1,345	3,987	3,720
Total resources expended		192,901	256,115	449,016	357,147
Net incoming resources before other recognised gains		14,737	(8,062)	6,675	10,829
Other recognised gains Gain on revaluation of investments		-	-	-	-
Net movement in funds		14,737	(8,062)	6,675	10,829
Reconciliation of funds Total funds brought forward		33,763	43,881	77,644	66,815
Total funds carried forward		48,500	35,819	84,319	77,644

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

BALANCE SHEET AS AT 31 MARCH 2007

	Notes	£	2007 £	2006 £
Fixed Assets Tangible assets Investments	10		-	- -
			-	-
Current Assets Stock		-	-	•
Debtors Cash at bank and in hand	11	16,021 <u>86,929</u> 102,950		2,745 <u>102,107</u> 104,852
Creditors amounts falling due within one year	12	(18,631)		(<u>27,208)</u>
Net Current Assets			<u>84,319</u>	<u>77,644</u>
Net Assets			84,319 =====	77,644 == ==
Unrestricted funds Designated funds Revaluation funds	14	-		-
General funds		<u>45,798</u>	<u>45,798</u>	33,763 33,763
Restricted funds	14		<u>38,521</u>	<u>43,881</u>
Total Funds			84,319 =====	77,644 =====

These accounts are prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small entities

Approved by the management committee on 24-09-07 and signed on its behalf by

J. Rmid

M Braid - Honorary Treasurer

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NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2007

1 Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(a) Basis of accounting

The financial statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value, and in accordance with the Companies Act 1985 and the Statement of recommended Practice Accounting and reporting by Charities issued in March 2006

(b) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity

Designated funds are unrestricted earmarked by the Management Committee for particular purposes

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal

(c) 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.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts

Investment income is included when receivable

Incoming resources from charitable trading activity are accounted for when earned

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

(d) Resources expended

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

Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes

Charitable expenditure comprises those costs incurred 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.

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2007

1. Accounting Policies (cont'd)

Governance costs include those costs associated with meeting the constitutional and statutory requirements for 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 SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floors area, per capita or estimated usage as set in Note 5.

(e) Fixed assets

Fixed assets (excluding investments) are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated at 4 years.

Investments held as fixed assets are revalued at mid-market value at the balance sheet date and the gain or loss taken to the Statement of Financial Activities

(f) Pensions

The company operates a defined contribution pension scheme Contributions payable for the year are charged in the Statement of Financial Activities

2. Cashflow Exemption

The entity has taken advantage of the exemption conferred in FRS 1 (Revised 1996) not to prepare a Cash Flow Statement on the grounds that it qualifies as a small company

3. Donations

Donations	Unrestricted	Restricted	2007	2006
	£	£	TOTAL £	TOTAL £
Grants	203,332	-	203,332	197,470
Donations	1,961	2,172	4,133	2,021
	205,293	2,172	207,465	199,491

4 Incoming Resources from Activities to further the Charity's Objects

	Unrestricted	Restricted	2007 TOTAL	2006 TOTAL
	£	£	£	£
Legal Services Contract				
Legal Services	-	111,205	111,205	139,144
Awards for all	_	-	-	4,672
Trafford Housing Trust	-	20,000	20,000	-
Sale Benefits Campaign	-	-	-	7,456
Lloyds TSB	-	7,500	7,500	· <u>-</u>
Financial Inclusion Fund	-	61,955	61,955	•
Training Project				
Grants received		42,624	42,624	12,985
		243,284	243,284	164,257

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2007

5. Total Resources Expended

						ĺ	Financial		
	Basis of Allocation	Voluntary income	Others	Legal Services	Awards For All		Inclusion Fund	2007 Total	2006 Total
		£	£	£	£	£	£	£	£
Costs directly allocated to activities	;					,			
Staff costs	Direct	165,382	-	132,215	-	41,558	45,881	385,036	301,084
Computer expenses	Direct	1,088	-	260	2,537	1,096	3,048	8,029	8,185
Recruitment	Direct	350	-	607	-	.,	-	1,990	1,020
Travel	Direct	4,146	-	720	-	555	233	5,654	8,222
Volunteer	Direct	-	-	-	-	-	-	-	_
Audit fees	Direct	1,974	-	675	-	229	294	3,172	2,869
Annual report	Direct	-	-	-	-	-	-	-	-
Training & resources	Direct	1,461	-	704	-	596	175	2,936	5,545
Premises	Direct	5,241	-	3,594	-	3,127	3,399	15,361	10,471
General office and	Direct								
finance staff		11,958	-	6,676	-	1,373	4,730	24,737	16,331
Communications	Direct	1,325	-	609	-	140	43	2,117	3,360
Legal & professional	Direct	-	-	-	-	-	-	-	-
Depreciation	Direct	-	-	-	-	-	-	~	-
Bank charges	Direct _	(24)		8	-			(16)	60
	=	192,901		146,068	2,537	49,707	57,803	449,016	357,147

6. Net Incoming Resources for the Year

This is stated after charging	2007 £	2006 £
Depreciation Auditors remuneration	- 3,172	- 2,869
	3,172 =====	2,869

Citizens Advice Trafford

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2007

7. Staff Costs and Numbers

Staff costs were as follows	2007	2006
Salaries and wages	337,900	264,178
Social security costs	30,569	24,434
Pension contributions	<u>16,567</u>	12,472
Total	<u>385,036</u>	301,084

No employee received emoluments of more than £60,000

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

2007	200
22	20

There were no Trustees to whom retirement benefits were accruing

8 Trustee Remuneration & Related Party Transactions

No members of the management committee received any remuneration during the year

No trustees or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2006 – Nil)

9. Taxation

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

10. Tangible Fixed Assets

•	Office Equipment £
Cost At 1 April 2006 Additions	1,015
At 31 March 2007	1,015
Accumulated Depreciation At 1 April 2006 Charge for the year	1,015
At 31 March 2007	1,015
Net book value At 31 March 2007	
At 31 March 2006	

Citizens Advice Trafford

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2007

11. Debtors

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	2007 £	2006 £
Trade Debtors – contract income receivable Other debtors and prepayments Total	14,381 1, <u>640</u> 16,021	23 <u>2,722</u> <u>2,745</u>
12. Creditors: Amounts Falling Due within One Year	2007 £	2006 £
Taxation and social security Other creditors and accruals Total	11,356 <u>7,275</u> <u>18,631</u>	13,465 <u>13,743</u> <u>27,208</u>

13. Analysis of Net Assets Between Funds

	General Funds			Total Funds	
	£	£	£	£	
Current assets	67,239	-	35,711	102,950	
Current liabilities	<u>(8,456</u>)	<u>-</u>	(<u>10,175</u>)	<u>(18,631)</u>	
Net assets at 31 March 2007	<u>58,783</u>		<u>25,536</u>	84,319	

14. Movements in Funds

	At 1 April 2006 £	Incoming Resources (inc.gains) £	Outgoing Resources £	Transfers £	At 31 March 2007 £
Restricted funds:					
Legal Services	34,228	114,127	146,068	20,000	22,287
Trafford Housing Trust	54,220	20,000	140,000	(20,000)	22,201
Sale Benefits Campaign	(702)	20,000	<u>-</u>	702	_
Sale Mayoral Fund	604	-	_	-	604
Awards for All	2,537	_	2,537	-	~
Lloyds TSB	-	7,500	-,	(7,500)	•
Training Project	7,214	42,624	48,957	7,500	8,381
Friends of Altrincham	· -	1 847	-	•	1,847
Financial Inclusion Fund	-	61,555	56,553	•	5,402
Total restricted funds	43,881	248,053	254,115	702	38,521
	=====	=====	=====	======	=====
Unrestricted funds:					
General funds Total unrestricted funds Total Funds	33,763 <u>33,763</u> 77,644 =====	207,638 207,638 455,691	194,901 194,901 451,016	(702) (702) -	45,798 45,798 84,319

Purpose of restricted Funds – see Trustees report

Citizens Advice Trafford

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2007

15. Comparative figures

The Citizens Advice Trafford has adopted SORP 2005 and FRS17 in advance of required dates Comparative figures in the Statement of Financial Activities, the Balance Sheets have been revised to comply with these accounting requirements

16. Preparation of Financial Statements

In common with many businesses of our size and nature we use our auditors to assist with the preparation of the financial statements