Citizens Advice Hart District

Annual Report and Financial Statements

2011-2012

"Making a Difference"

5746008

citizens advice bureau

Our Service Aims:

- to provide the advice people need for the problems they face

- to improve the policies and practices that affect people's lives

The Citizens Advice service provides free, independent ,confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Citizens Advice can only exist with the help of volunteers who give their time to help the local community. All volunteers are fully supported and supervised throughout their involvement with CAB.

All advisers receive comprehensive free training, which is recognized and respected throughout the country. It is ensured that volunteers are not put in situations that are beyond their abilities, and they will be worked with to help ensure that they find volunteering both challenging and rewarding.

We are looking for Advisors, Administrators, Fundraisers and Trustees and have included an application form with this Annual Review. If you or someone you know wants to apply, simply complete the form and send it to our Yateley Office for the attention of the District Advice Service Manager.

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I have had a 1st class service from Hart CAB In fact I always come to Hart CAB as opposed to my local CAB because they are always so helpful

Chair's Report

It gives me great pleasure to present the 2011 – 2012 Annual General Report

On behalf of the Trustee Board I would like to thank all who work in the two offices for the dedication and commitment with which they meet the needs of our clients We would not be able to operate without the support of our management team, staff and volunteers who regularly commit hours of service in order to help the local community Looking through the report you will be able to glean what we do and how much is achieved by those who work at Hart CAB

I expect the future environment that we operate in to become even more testing as the recession persists and government cuts continue to bite The need for our service will therefore increase with rising unemployment, increased debt and possible homelessness becoming more prevalent Also on-going welfare reform will mean additional work for us as clients struggle to understand what the changes to their benefits will mean to them

It is becoming increasingly difficult to raise funds for our service and we are very grateful that Hart District Council and Yateley Town Council maintained our grants this year We were also supported with a cheque from the Yateley Mayor's charity fund The Trustee Board are aware of the financial pressures on local government and they remain committed to doing all that they can to maintain the service to clients in the face of largely static funding and increasing costs Over the last year our CEO and Richard Killpack have been giving presentations to the local Parish councils in order to inform them of what we do for their communities As a result of this we have been promised small grants from Fleet Town Council and Church Crookham Parish Council This additional and vitally needed funding will help the bureau to continue its services to the community in 2012/2013 Also room usage has been offered by Hartley Wintney Parish Council which will enable us to pilot a "pop up" bureau which, if successful, would allow us to reach people in the more rural areas where movement is restricted by the lack of public transport

In a difficult financial environment we were pleased to receive confirmation that the funding for the Macmillan project will be continued for another two years This means that we can carry on giving advice to cancer patients, carers and relations via two dedicated and experienced project workers This is very good news!

I would like to personally thank all the members of the Trustee Board for their support and assistance to me during the last year They are also volunteers and they have worked tirelessly behind the scenes to support our organisation I have to record specific thanks to John Whitehorn who took over the role of treasurer in January and has worked hard to transform our accounts from a spread sheet system to the CitA recommended system of accounting

Chair of Trustee Board

I have used the Hart CAB on several occasions and have found it a very useful service Many people can't afford to pay for legal help and they rely on the CAB for help in situations where they are unable to fight for themselves.

It is a very worthwhile service that helps the local community.

Chief Executive Officer's Report

The theme for this years report is "Making a Difference" and in the report you will find many grateful messages from clients showing their appreciation for the advice and information given and supporting them through challenging times

The effects of the recession have been felt across the country and our community in Hart District has not been exempt The high national profile of Citizens Advice means that we have had to work hard in the past year to make sure that we could offer appropriate advice and assistance to those who need it

All our advisors are volunteers Trained and supported by paid supervisors, we can give volunteers an opportunity to develop new skills whilst maintaining their interest and professionalism, ensuring the highest quality of advice is given to our clients Many of our back office functions are supported by volunteers who help with the accounts, general administration and reception duties The Board of Trustees is similarly made up of volunteers from the local area

People volunteer with us for a huge variety of reasons, but we are increasingly finding that people, particularly young people are looking for recognition of the help they give the bureau and their community They want to learn new skills, gain work experience and earn a reference that will help them into paid work in due course

The recession has already meant job losses, cuts in pay or short time working for many families Families that used to just get by are now finding it much more difficult to manage on a smaller income Financial debt creates stress in the home and relationships suffer Physical health can suffer too as people cut back on healthier but more expensive fresh food, heating their homes adequately, or find that normal participation in sport is now just too expensive We can help in a variety of ways giving empathy and understanding, helping the client to find solutions that will work for their particular situation

Millions of pounds of benefits go unclaimed each year, not reaching the people they were intended for It is often the complexity of the application forms that defeats even the most clearly eligible who really need that extra help We have a wealth of experience in helping clients complete these forms It can be difficult, we need people to open up and explain how their illness or disability limits their daily lives, but we don't want to undermine their self confidence by focusing too much on the difficulties they face Most people want to concentrate on the things they can do and many will not want to dwell on things they find challenging

We could not undertake any of this work without the help and support of all our funders and we are so grateful to Hart District Council for the funding we receive enabling us to support this community Yateley Town Council continues to fund money advice in the bureau Hart Housing that have funded our Homelessness Prevention project which supports clients facing court hearings and perhaps the loss of their home Our Outreach service at RAF Odiham is funded by the RAF Benevolent Fund, which continues to support a monthly surgery and advice given to the wider RAF family resident in Hart Macmillan Cancer Care continues to support the bureau project enabling us to give advice and information to clients and families suffering from the effects of cancer The community groups, Yateley and Fleet Lions, Hart Rotary and Sandhurst Joggers are always willing to help and support us Our clients, even when faced with seemingly insurmountable problems, give us donations and more importantly take the time to send a card or letter of thanks to the volunteers that have helped them find solutions and made a real difference to their lives

Lastly but most importantly, we must thank all the volunteers who give so much of their time to support the community It is not an easy task as the training never ends, a new piece of legislation cannot be ignored and training sessions are an integral part of our staff and volunteer meetings

We must also pay tribute to our Trustee Board that have steered us through some choppy waters this year and we are so grateful to Rosemary Feltham for stepping in this year to take on the onerous role of interim Chair

We have the full -time equivalent of six paid workers and without exception they continue to deliver a professional service working as *part of a dedicated team.*

What will the future hold? There will always be changes to Welfare Benefits with the introduction of Universal Credit, PETRA, a new case recording system for the bureau, Pop up Bureau launches a new initiative in Hartley Wintney with a local resident trained to give advice in the community, and many more as yet unknown challenges will we be ready? of course we will

CEO

Everyone was very helpful.

Without them I would not now be in my home with my children feeling happy & secure.

Homelessness Prevention Project

Last year Citizens Advice-Hart District continued helping people in our area who were facing the threat of home repossession

We continue to work with Hart District Council's Housing Team to help people faced with repossession They make us aware, by email, of any legal action instigated by a mortgage lender to repossess a home

We then write to the homeowner, offering our free, confidential advice and support

If people do take up our offer of support this could include:-

- Helping them prepare for court
- Attending court with the client
- Helping the client prepare a payment plan for their lender

During this process other financial issues can arise so we can also offer help with -

- Debt management
- Preparing a financial statement
- Maximizing income

Client Case Study

The client confirmed that the mortgage rescue had gone through Her husband received a lump sum out of the sale Her children now have a secure home We referred client to our duty solicitor to check her options The client asked us to thank the solicitor as she highlighted a number of serious errors in the divorce papers prepared by her previous solicitor

The client also stated "Everyone I met at the CAB were very helpful and without them I would not now be in my family home with my children feeling happy and secure The atmosphere in my home has totally changed and it is a relaxed family home again

Home Loss Prevention Caseworker

Macmillan Project

It was very helpful to talk to someone who understood my situation.

The advice was very useful, it turned my confusion into a plan of action.

The Hampshire Macmillan Citizens Advice Service (HMCAS) is an important county wide service for people affected by cancer Set up in September 2009 it offers advice to patients, carers and families of cancer sufferers who typically have a variety of issues to deal with when they are feeling at their most vulnerable

If someone or a member of their family has recently been diagnosed with cancer or have been living with its effects and are struggling to cope with its financial impact, then help is available One of our dedicated caseworkers can

- Provide advice on what benefits they can claim, especially if they can no longer work or have to reduce their hours
- Help them with other problems such as employment issues, housing and debts – the full range of advice offered by Citizens Advice
- Help them with applications for benefits and assist with appeals against benefit decisions
- Help them access charitable grants and one-off payments, such as Macmillan Grants, to assist meeting costs such as fuel bills
- Help with information on the cost of hospital transport and car parking
- Arrange a local appointment either in a bureau or home visit to suit their situation

Client Case Study

Client had received threatening letters from bailiffs about unpaid Council Tax However, most of this related to 2010 most of which time she had spent in hospital Client had tried to deal with the council, but clearly there were some discrepancies in the accounts of both parties Caseworker intervened, spoke to council and wrote letter outlining the problem Ultimately the debt was reduced from £600 to £350, and a Macmillan grant of £250 was obtained to pay the bulk of this

Our caseworkers are based in various locations throughout Hampshire and can be reached on a special helpline number **0844 847 7727** between 9 00am and 2 30pm Monday to Friday

Within Hart District there are two (job-sharing) caseworkers based in the Yateley Bureau, who provide local support for those clients living in Hart and Rushmoor

Macmillan Caseworker

Money Advice Review

Illness has meant I can't work & debts have mounted up and are out of control.

It's so good to speak to someone face to face who understands and doesn't judge. It gave me light at the end of a dark tunnel.

Help with debt management has remained one of the principal areas over the past year where clients have sought the assistance of the bureau

The continuation of challenging economic conditions has meant that many clients have found it difficult to make any significant progress in extricating themselves from burden. This is particularly relevant when their income into the household has been reduced through a cut back in overtime by their employer, ill health, redundancy, or a relationship breakdown

Whilst the benefit system is there to support ongoing basic living needs, it does not provide help in servicing existing debt and with interest rates on credit cards, store cards, unsecured loans and catalogue debts continuing at relatively high levels, the pressure for repayment of accumulating debt from creditors can be difficult to manage

Where there are money worries, people can feel isolated and often unable to discuss matters with those closest to them. This then affects relationships and we have found that the opportunity to discuss the challenges with a bureau adviser can often help relieve that burden and can assist with the process of seeking a way forward

Sometimes the help that the bureau provides can be purely of a supportive nature, such as helping prepare a household budget and directing the client towards the self-help money management modules on the CAB web site www.adviceguide.org.uk that provides the resources to negotiate with creditors. On other occasions, where money problems are more challenging, or the client is not able to manage matters themselves, the bureau will act on their behalf to communicate with creditors and to seek their co-operation in temporarily reducing the pressure on the client

Sometimes the solution has to be more radical and over the past year we have helped a number of client's through insolvency in the form of a Debt Relief Order, Bankruptcy or Individual Voluntary Arrangement

One positive theme over the year has been a reduction in activity regarding home repossessions The lower mortgage interests rates have given relief to a number of clients and it has been evident the mortgage companies are now exercising more flexibility and understanding in the way they work with their customers to see them through difficult times financially There are of course still occasions where we feel a client has not been supported by their mortgage company in the way we have felt was appropriate As part of a large network of Citizens Advice Bureaux, if we are unsuccessful in persuading the mortgage provider to change their position, we can often raise awareness of perceived shortcomings nationally so that there can be lobbying for policy change to lenders, or to government, where a significant negative trend is identified

With the expectation that clients seeking our help with debt management will continue in the year ahead, managing the total portfolio of clients for whom the bureau is acting will remain a challenge

Money Advice Caseworker

Social Policy Report

My employer had withheld my wages. The CAB gave me good, clear advice and offered follow up help.

They are very professional and knowledgeable. I don't know where else I would have received such good service for free.

Often the problems our clients tell us about are caused by policies or practices that affect many people, not just them as individuals This year we submitted 125 evidence forms to Citizens Advice about the effect of such policies and practices, covering a huge range of issues from parking fines to discrimination in employment

Many of the issues we identify locally are also problems on a national scale and the evidence we supply is used by Citizens Advice to help persuade policy makers that change is required

We are very fortunate to have two social policy co-ordinators who work diligently to identify these problems and send evidence to Citizens Advice

Major issues that we have identified over the year are

- The poor quality of medical assessments carried out for determining entitlement to sickness and disability benefits
- Inadequate or incorrect information benefits advice given to claimants by the DWP
- Small employers' lack of understanding of disciplinary procedures
- Maladministration by HMRC
- Bailiffs unwarranted and illegal harassment
- Large admin costs for IVA
- HMRC helpline unavailable
- Non-payment of wages
- Employer treating workers illegally
- Changing a name on mortgage means having to re-mortgage
- Cancer patient not informed of free prescriptions
- 76 year old harassed by creditor
- Pay Day Loan high interest rates
- Cuts to rural bus service isolates pensioner

Cases identified.

The client is a single parent and he is having problems transferring the Child Benefit for his son from the mother to himself He applied in April 2011 when his son came to live with him and obtained a residence order in July 2011 He still has not obtained CB as of November 2011
In October the CB office advised that it appeared as if all the documents that were required had been received on 21 September but it can take a maximum of up to 12 weeks for a decision to be made Each time information is asked for and received, it can take a further 12 weeks from that date The client is finding it increasingly difficult to manage without the CB In addition the CB would entitle him to claim further benefits which would ease his financial situation
Having been told that the CB had all required information they wrote on 31 October saying that they needed further information On the telephone the CB advised that the new information was needed and that they could do nothing to reduce the 16 week time to respond
This has now been resolved and a report made to highlight these issues

The client is unemployed and in severe debt
Client responded to job advert which stated that the job was a permanent position at a salary of £15,000 per annum When he started work he was told it was temporary job at a lower pay rate The client relied on this misleading information in the advert when he accepted the role
Client was dismissed and he was told the temporary job which he was performing would come to an end after a week and the job was re advertised as a temporary position at £13,500 per annum
Client has been in touch with the Recruitment and Employment Confederation who confirmed that the company was not registered with them He has subsequently phoned OFT about the issue and was told that they would look into the matter
When client complained to the company about misleading information he was told 'well sue me then' Client recognises it is not worth his while to pursue matter based on just one week's pay, but he wants to ensure that such misleading information in job adverts should not be allowed to continue

Client is disabled from a stroke, has debt problems and is dependant on the telephone for contact
His telephone package has been suspended despite his telling them of his situation He needs to contact the Pension Office to change the payment details of his benefits and has only a pay as you go phone with £1 50 on it for emergencies
Resolution has been agreed

More than 30% of our clients do not have access to the internet Sometimes it is because it is too expensive or they do not have the skills or confidence to use what free access there may be in libraries or they can't get to a library If they manage to access the information they need, they find it difficult to take it in all at once, but can't afford to print out the information they need to take home and read at their leisure We need to make sure that help is available to everyone who needs it – whether than means help using the internet or help in obtaining the information by other means People must have equal access to important information

Training Supervisor's Report

All volunteers are fully supported and supervised throughout their involvement with CAB. There will be a paid member of staff that you can turn to for extra support if you feel you need it

In order to improve the standards of our service and comply with the self-help principle embodied in Adviceguide, new guidelines have been given to staff on the optimum use of the Lisson Grove Benefits calculation software and changes have been made to the material we issue for the many clients we see who are going through The Debt Process

We have introduced a regular training element to monthly staff and Supervisor meetings and encouraged on-going learning by issuing competence-based personal development folders tailored to the roles of Adviser, Gateway Assessor and Advice Session Supervisor

There is now an electronic learning log on our systems for individuals to update with any recent training This year, I have attended the Training Supervisor training forums, a Disability Benefits refresher training day, Discrimination training, General Benefits Training for experienced Advisers and training in "How to fill out an ET1 form"

I also conducted two internal quality audits in April and July which, as well as providing a measure of how we are performing generally, have helped the management team identify the strengths and weaknesses of some of the certificated Advisers and Gateway Assessors and all of the Supervisors

In order to standardise our case-checking and the way Advice Session Supervisors give feedback across both offices and across the week, our Advice Session Supervisors have participated in moderation exercises and in-bureau workshops The rigour of case-checking has been increased by having it done by the Supervisor of the following day and Supervisors are now expected to take full responsibility for taking timely corrective action when the occasional omission or inaccuracy occurs

In order to find new recruits with appropriate skills we have overhauled our interviewing and selection process In my role as Training Supervisor, I am now involved in considering applications and interviewing. We select from applications, follow up references before interviewing and then ensure that at least two from among the CEO, the DASM and the TS conduct the interview We have also introduced a probationary month which has to be completed before a volunteer is finally accepted and asked to sign their volunteer agreement

Mentors have been chosen carefully from amongst experienced volunteers and also from recently certificated staff who have demonstrated consistent all-round competence Participative observation of mentors has been arranged with the emphasis on consistency of support rather than variety of mentor And we have used recently trained Direct to Gateway Assessors to mentor Direct to Gateway Trainees with evident success

Already this year we have seven new volunteers working solo in our bureau three Direct to Gateway Trainees and four Generalist Trainees A fourth Direct to Gateway Assessor Trainee has taken a break from training for personal reasons but will hopefully return to our bureau in September which is when we plan a sizeable new intake

Training Supervisor

Gateway Trainee Experience

As trainees we are provided with a programme that gives us the skills we need.

There are mentors that give us support & guidance as we train.

In August last year I retired from my job as Deputy Head teacher at a large comprehensive school I had been working with children, parents, staff and governors for over thirty five years A very important and rewarding part of that role was to help people of all ages find solutions to their various problems After a short break I decided that I did not wish to waste the knowledge and skills that I had built up over the years In the past I had visited Citizens Advice as a client and I had been very impressed by the quality of the help I had received It seemed to me that my experience could be of use to them so I applied to become a gateway assessor

The information I received from the bureau was very thorough and very informative To my mind it struck the right balance it gave sufficient information to give a flavour of what it would be like working as a volunteer for the bureau but without causing one to drown in an excess of facts and figures

The interview was very friendly and very professional I left it feeling even more convinced that volunteering for Citizens Advice would be *a very worthwhile commitment A few weeks later I started my training It was pleasing to see that the other trainees had a wide variety* of backgrounds and experience but that we were all a little uncertain of our abilities to do the job well We quickly gelled as a group and became very supportive of each other The way the training programme was delivered by the training supervisor allowed us to establish solid foundations and then gradually build up our knowledge and experience
Familiarisation of principles and routines is essential before one can start to properly consider the vast array of client problems that can present themselves to CAB volunteers

After a few weeks our observations of Gateway assessments and advice appointments began This was another very positive experience I was more than impressed by the skill and commitment of the team to which I had been assigned Witnessing the complexity of the problems some of our clients were trying to live with was quite sobering However seeing how the advisors managed to get to the root of these problems and how effectively they found ways to help the clients help themselves was very reassuring The extensiveness of the database was one important factor in this, but the way the advisors listened to the clients and made sure that all relevant information had been acquired was of equal importance

Gradually my role became more active On some occasions I was able to help the advisor find information, on others I could write up the case *notes. I was very much aware that these notes needed to accurately* but succinctly reflect what the client had said, what information had been shared and what the next steps were going to be As an observer I had not been allowed to take notes during the interviews, which I found somewhat frustrating However I did realise that confidentiality is of paramount importance

After a very enjoyable training session with other gateway trainees across the area I was able to carry out gateway assessments of my own At first other advisors were with me to help ensure that all essential factors were covered, but eventually I was allowed to 'fly solo' Initially this was quite daunting, but the help, support and encouragement I received from my team, my trainer and from the Advice Session Supervisor was exceptional

Recently I have started to work in the Fleet office one morning a week and in the Yateley office on another day The two teams have quite different personalities However both have been very supportive I really feel valued which is absolutely essential when carrying out this kind of role I am now beginning to believe that I am now able to make a difference to the people that come to us for help This makes all the work that has gone into my training more than worthwhile

Trainee

Directors' Report for the year ended 31 March 2012

The Directors/Trustees have the pleasure of presenting their Report and the Financial Statements for the year ended 31 March 2012

Reference and Administrative Details
Company Name Citizens Advice – Hart District Limited
Charity Registration 1113777
Company Registration 5745008
Registered Office Citizens Advice District Royal Oak Close Yateley Hampshire GU46 7UD
Chief Executive Officer Ouida Grant
Company Secretary John Whitehorn
Principal Bank Barclays Bank Fleet Hampshire
Reporting Accountant David F Dedman FCCA FCMA

The following persons were Directors of the Company on the date of approval of the Report:

Trustees	**Role**	**Date elected/ Appointed**
Rosemary Feltham	Chair	17 October 2009
John Whitehorn	Secretary and Treasurer	16 March 2006
James Gordon CBE	Chair Elect	8 May 2012
Richard Killpack	Chair of Finance and Funding Committee	22 September 2009
Roger Durdle	*Chair of Personnel Committee*	26 October 2011
Myra Billings		16 March 2006
Barry Newton		23 July 2008
Andrew Holmes		15 November 2010
Heather Shearer		27 October 2010
Martin Stern		25 January 2012
Donna Brown		6 September 2012
Kulwant Lit		6 September 2012

The following people additionally served as Directors during the year:

Trustees	Role	Date Elected/ Appointed	Date Resigned
Melanie Shearer		27 October 2010	26 October 2011
Keith Powell	Chair, Chair of Management Committee	28 April 2006	10 June 2012
Charles McKenna		23 March 2009	16 June 2012
John Horton	Treasurer	23 January 2008	26 June 2012
Anthony Hutchinson	Chairman of Personnel Committee	23 January 2008	15 July 2012
David Kennedy	Vice Chairman, Board Member of Citizens Advice Hampshire	24 October 2007	26 July 2012

Structure, Governance and Management

Governing Document

Citizens Advice – Hart District Limited ("The Company") is a registered charity and a company limited by guarantee The Company is also known and referred to as "Hart CAB" The Company is governed by its Memorandum and Articles of Association
The Company was incorporated as a company limited by guarantee on 16 March 2006 and commenced operations on 29 April 2006 The maximum liability of each member is limited to £1

Recruitment, Appointment of Trustees

Trustees are elected or co-opted from the local community and must either reside or work in Hart District or the surrounding area. The Trustee Board oversees the elections process for Board appointments and co-opts additional Trustees to the Board in accordance with the Articles of Association
Newly appointed Trustees are provided with a comprehensive induction to Hart CAB, through the provision of formal training and mentoring by established Trustees and Managers

Organisational Structure
The Company is governed by its Trustee Board, which is responsible for setting the strategic direction and policy of the Company. The Trustees carry the ultimate responsibility for the conduct of Hart CAB and for ensuring that it satisfies its legal and contractual obligations Trustees meet quarterly subject to holding additional meetings as and when required and delegate the day-to-day operation of the organisation to senior management who are overseen by the Management Committee The Trustee Board is independent of the management body. A register of members' interests is maintained at the registered office and is available to the public

Major risks
The Company has undertaken a Corporate Risk Assessment, which has been agreed by the Trustee Board The Trustees recognise that any major risks to which the Company is exposed need to be reviewed and systems put in place to mitigate those risks To that end, Hart CAB is continually monitoring the managing of its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks
Included in external risks is that of the loss of funding The effects of this have been mitigated as far as possible by ensuring that funding is secured from a variety of sources The Company continues to seek to diversify its funding sources

Related Parties
The Company is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux (CitA), which provides a framework for standards of advice and casework management, as well as monitoring progress against these standards
Operating policies are independently determined by the Trustee Board of Hart CAB, in order to fulfil its charitable objects and comply with the CitA membership requirements
The Company also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients Where one of the Trustees holds the position of Trustee/Director of another charity, they may be involved in discussions regarding that other charity, but not in the ultimate decision-making process

Objectives and Activities

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

Aims, Objectives, Strategies and Activities for the Year
The Company aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.
The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities
It values diversity, promotes equality and challenges discrimination

The principal activity of Citizens Advice Hart remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public in the local community This is provided through two bureaux in the towns of Fleet and Yateley Advisory services were provided through face-to-face consultations, telephone advice lines and an outreach service at RAF Odiham and Hart Neighbourhood Centre A home visiting service is provided for clients who are unable to visit the bureaux for advice

Personnel

The Company has 12 paid personnel and 87 volunteers, 61 of whom provide the face to face advisory service to the public In addition, the Company's Trustees are all volunteers

Advice Services

- Advice was given to clients during the year on the following matters
- Debt, including specialist work
- Benefits
- Employment
- Housing
- Relationships
- Legal
- Health
- Consumer issues and Utilities
- Homelessness
- Finance and Tax
- Immigration and Travel
- Education

The number of client issues raised during the year was 16,404 (2010/11 – 13,758)

Financial Review

Reserves Policy

The Company is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency The Company maintains a projection of income for at least three years ahead and determined that 'free' reserves should be maintained equal to between 3 and 6 months' normal operating expenditure

Principal Funding Sources

The Trustees extend their gratitude to Hart District Council, and Yateley Town Council who continued to support the core operating capacity of the Company In addition to core funding, project-specific funding was received from Hart District Council, Macmillan Cancer Care, and the Rotary Clubs of Fleet, Hart and Odiham and Hook

Hart District Council also provided the Fleet and Yateley Bureau premises and payroll services at no financial cost to the Company

Funds in Deficit

No Funds were in deficit

Investment Policy

In furtherance of its objects, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law

Future Plans

The Company aims to continue to improve access to its service through technology including a single telephone number initially for Hampshire and eventually nationwide It will also harmonise processes and procedures initially across the Company and eventually throughout Hampshire It will continue to develop partnership working with other bureaux and organisations to deliver a wider range of services to clients Efforts to achieve further diversity of funding will intensify despite the current difficult economic environment

Exemption from Audit

The Directors of the Company consider that, for the accounting period ended 31 March 2012 the Company was entitled to exemption from audit under section 477 of the Companies Act 2006 The members have not required an audit in accordance with section 476 of the Companies Act 2006

Trustees' Responsibilities

Company Law and Charity Law require the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Company and of the surplus or deficit for that period In preparing those financial statements, the Trustees are required to

a) select suitable accounting policies and then apply them consistently
b) make judgements and estimates that are reasonable and prudent
c) state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
d) prepare the financial statements on the going concern basis, unless it is inappropriate to presume that the Company will continue in operation
e) The Trustees are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Company and to enable them to ensure that the financial statements comply with the Companies Act 1985 and 2006
f) The Trustees are responsible for ensuring that the Company maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against material loss or unauthorised use and to prevent and detect fraud and other irregularities

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with section 416 and the exemption for small companies under section 419 of the Companies Act 2006

John Whitehorn

Company Secretary

Statement of Financial Activities for the year ended 31 March 2012

2011		Notes	Unrestricted Fund	Restricted Funds (note 2)	Total
£	Incoming Resources		£	£	£
249,092	Grants received	3	153,617	22,486	176,103
4,434	Donations		6,513		6,513
39	Interest received		3,169		3,169
160	Other income			295	295
253,725	Total income		163,299	22,781	186,080
	Resources Expended	4			
168,465	Salaries		108,598	50,658	159,256
10,174	Staff and Volunteer		6,545	6,234	12,779
43,425	Office		23,787	8,586	32,373
13,694	Premises		6,857	2,745	9,602
1,145	Governance		2,145	424	2,569
3,569	Client Rent Deposits and Grants			2,117	2,117
240,472	**Total Resources Expended**		147,932	70,764	218,696
13,253	**Net Incoming (outgoing) Resources before transfers**		**15,367**	**(47,983)**	**(32,616)**
-	Transfer of Yateley Town Council Fund	2	2,677	(2677)	-
	There were no other recognised gains				
13,253	**Net Movement in Funds**		**18,044**	**(50,660)**	**(32,616)**
	Reconciliation of Funds				
159,007	Total Funds at 31 March 2011		115,501	56,759	172,261
172,261	**Total Funds at 31 March 2012**		**133,545**	**6,100**	**139,645**

Citizens Advice - Hart District Limited

Balance Sheet at 31 March 2012

2011 £		Notes	£
	FIXED ASSETS		
2,541	Tangible Assets	5	-
	CURRENT ASSETS		
-	Debtors	6	2,176
198,158	Cash at Banks and in hand		152,623
198,158	Total Current Assets		154,799
28,438	Creditors falling due within one year	7	15,154
169,720	NET CURRENT ASSETS		139,645
172,261	Total Assets less current liabilities		139,645
-	Creditors falling due after more than one year		-
172,261	NET ASSETS		139,645
56,760	Restricted Funds	2	6,100
115,501	Unrestricted Funds		133,545
172,261	TOTAL FUNDS		139,645

For the year ended 31st March 2012 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006 The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts

The financial statements were approved by the Board of Directors on 6th September 2012 and were signed on its behalf by John Whitehorn (Treasurer) · J Whitehorn

Notes to the Financial Statements for the year ended 31 March 2012

1. ACCOUNTING POLICIES

1.1 Basis for preparation of financial statements

The financial statements are prepared under the historical cost convention

1.2 Income

Grants are accounted for on the basis of the amounts received during the period

1.3 Expenditure

Expenses are accounted for on an accruals basis apportioned between individual Restricted and Unrestricted Funds on the basis of utilised resources.

1.4 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost or valuation less depreciation Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value at 33 33% per annum on a straight line balance basis

Notes to the Financial Statements for the year ended 31 March 2012

2. RESTRICTED FUNDS

	Balance 31 March 2011	Total Income	Resources Expended	Transfer of Funds	Balance 31 March 2012
Young People(previously Hart Homeless)	23,058	295	27,195	3,842	-
Homelessness Prevention	18,828	-	15,852	-	2,976
Hampshire Macmillan Citizens Advice Service	1,227	22,036	21,350	-	1,913
RAF Odiham	5,276	-	5,276	-	-
Home Visits	1,696	-	541	-	1,155
Emergency Fund	156	450	550	-	56
Hart Homeless Rent Deposit	732	-	-	(732)	-
Surrey Heath Homelessness	3,110	-	-	(3,110)	-
Yateley Town Council	2,677	-	-	(2,677)	-
Total	56,760	22,781	70,764	(2677)	6,100

Notes to the Financial Statements for the year ended 31 March 2012

3. GRANTS RECEIVED

2011		
£		£
	Unrestricted Funds	
148,110	Hart District Council	148,110
-	Yateley Town Council	5,000
25,181	Other Grants	507
173,291	Total Unrestricted Funds	153,617

The Yateley Town Council Fund has been transferred at 1 April 2011 to the Unrestricted Fund as it did not meet the conditions for a Restricted Fund

Notes to the Financial Statements for the year ended 31 March 2012

3. GRANTS RECEIVED (continued)

£	**Restricted Funds**	£
	Hampshire MacMillan Citizens Advice Service	
19,816	MacMillan Cancer Support	22,036
	Emergency Assistance	
	Hart Rotary	450
	Additional Hours	
23,925	UK Government Additional Hours Fund	-
	Young People	
15,000	Hart District Council – Youth Worker	-
5,000	Hart District Council – Youth rent deposits	-
320	Surrey Heath District Council – Youth rent deposits	-
20,320		
	RAF Odiham	
6,000	RAF Benevolent Fund	-
5,740	**Yateley Town Council**	-
75,801	Total Restricted Funds	22,486
249,092	Total Grants received	176,103

Notes to the Financial Statements for the year ended 31 March 2012

4. RESOURCES EXPENDED

Salaries

2011		
£		£
168,465	Salaries	159,256

Staff and Volunteer

2011		
£		£
	Recruitment	1,343
	Refreshments	1,411
	Training	1,288
	Travel	8,696
	Other	40
10,174	Total	12,778

Premises

2011		
£		£
	Heat Light and Water	4,314
	Property Insurance	1,221
	Cleaning Repairs and Maintenance	4,067
13,694	Total	9,602

Office

2011		
£		£
	IT Equipment, support	12,073
	Office Equipment expense	1,424
	Depreciation IT Equipment	2,541
	Insurance	1,296
	Postage	566
	Printing and Stationery	3,894
	Reference materials and subscriptions	4,619
	Telephone and communication	5,960
43,425	Total	32,373

Governance

2011		
£		£
	Legal and professional Fees	1,052
	Insurance	1,217
	Examination of Accounts	300
1,145	Total	2,569

Citizens Advice - Hart District Limited

Notes to the Financial Statements for the year ended 31 March 2012

5. FIXED ASSET SCHEDULE

	1 April 2011	Additions	Disposals	Depreciation for Year	31 March 2012
	£	£	£	£	£
Cost	26,930	-	-	-	26,930
Depreciation	24,389	-	-	2,541	26,930
Net Book Value	2,541	-	-		-

6. DEBTORS

2011		
£		£
-	Accrued Interest	1,916
-	Prepayments	260
-	Total	2,176

The Hart District Grant is deemed to be paid monthly out of the Salaries paid directly by the Council The 2011 figures for Debtors and Creditors have been amended accordingly

7. CREDITORS FALLING DUE WITHIN ONE YEAR

2011		
£		**£**
21,916	Amount due to Hart District Council	10,300
1,083	Cheques paid but not cleared	701
5,439	Other amounts due	4,153
28,438	**Total**	**15,154**

INDEPENDENT EXAMINER'S REPORT

I report on the accounts of Citizens Advice – Hart District Limited (the Charity) for the year ended 31 March 2012, which are set out on pages 24 to 31

Respective responsibilities of Trustees and Examiner

The Trustees (who are also the Directors of the Charity for the purposes of company law) are responsible for the preparation of the accounts The Trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed The Charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Association of Chartered Certified Accountants and the Chartered Institute of Management Accountants.

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

- examine the accounts under section 43 of the 1993 Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act,
- to state whether particular matters have come to my attention

Basis of Independent Examiner's Report

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

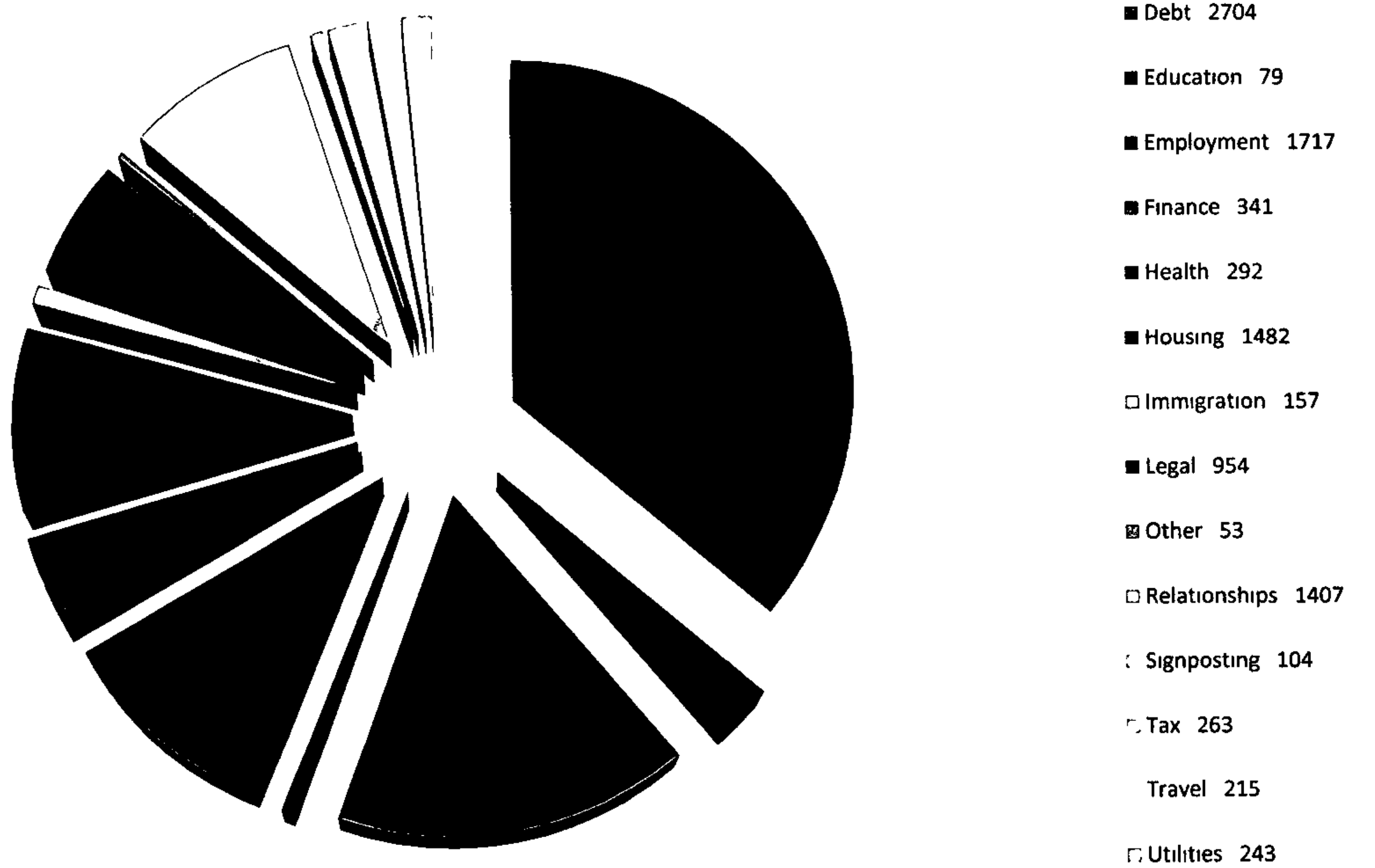
In connection with my examination, no matter has come to my attention
(1) which gives me reasonable cause to believe that in any material respect the requirements

- 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 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice Accounting and Reporting by Charities

have 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

David F Dedman
2 Trefoil Close
Hartley Wintney
Hook
Hampshire
RG27 8TS

Advice Statistics



Opening Hours & Contact Details:

Fleet Office

Monday	10 00am – 4 00pm
Tuesday	10 00am – 4 00pm
Wednesday	10 00am – 4 00pm
Thursday	10.00am – 4 00pm
Friday	CLOSED

Yateley Office

Monday	9 30am – 3 30pm
Tuesday	9 30am – 3 30pm
Wednesday	9 30am –3 30pm
Thursday	9 30am – 3 30pm
Friday	9 30am –3 30pm

We offer a Gateway interview either on the telephone on as a drop in
A further appointment may be booked if necessary

RAF Odiham

The second Thursday morning of every month-
Appointments to be made through Hive at the RAF base

Thanks to our Sponsors

- Hart Rotary
- RAF Benevolent Fund
- Hart Housing
- Macmillan Cancer Care
- Yateley Lions
- Fleet Lions
- Waitrose

Hartley Wintney Victoria Hall Parish Council Meeting Room

Every Thursday morning-
Appointments to be made at the Yateley Office

Hampshire Macmillan

9 30am-2 30pm Monday to Friday
Tel 0844 847 7727

Thank to our Town & Parish Councils

- Yateley Town Council
- Fleet Town Council
- Church Crookham Parish Council
- Hartley Wintney Parish Council

Fleet Office

Civic Offices
Harlington Way
FLEET
Hampshire
GU51 4AE

Telephone 01252 617922
Fax 01252 626905
Email bureau@fleetcab cabnet org uk

Yateley Office

Royal Oak Close
Yateley
Hampshire
GU46 7UD
Telephone 01252 878410
Fax 01252 873602
Email bureau@yateleycab cabnet org uk