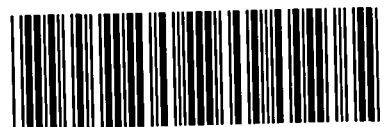


North Lancashire Citizens Advice Bureau

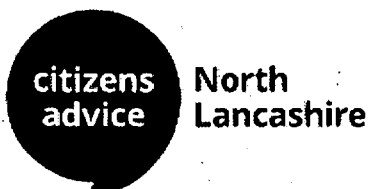
Trustees' Report and Unaudited Financial Statements

**For The Year Ended
31 March 2018**

THURSDAY



A08 *A7FUMY9C* #423
04/10/2018
COMPANIES HOUSE



NORTH LANCASHIRE CITIZENS ADVICE BUREAU

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NORTH LANCASHIRE CITIZENS ADVICE BUREAU

CHARITY REFERENCE AND ADMINISTRATIVE DETAILS

FOR THE YEAR ENDED 31 MARCH 2018

Registered charity name North Lancashire Citizens Advice Bureau
(known as Citizens Advice North Lancashire)

Charity registration number 1137309

Company registration number 07298912

Registered office Oban House
87-89 Queen Street
Morecambe
Lancashire
LA4 5EN

The Trustees

J Ashworth
P Gardner
A Biddulph
S Welberry
D Whitaker
R Tulej
O Thynne
K Rozelle
M Smyth
A Hatton-Yeo

Chief Officer H Greatorex

Independent Examiner MHA Moore and Smalley
Chartered Accountants
Priory Close
St Mary's Gate
Lancaster
Lancashire
LA1 1XB

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2018

The Board of Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the unaudited financial statements for the year ending 31 March 2018, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

1 Structure

North Lancashire Citizens Advice Bureau (operating as Citizens Advice North Lancashire) was incorporated on 29 June 2010 as a company limited by guarantee. The company registration number is 07298912. The charity is governed by a Memorandum & Articles of Association, dated 01 October 2009. The charity registration number is 1137309.

The administrative details of the charity are set out on page 1 of the accounts including the charity's principal office. The trustees, who are also the directors for the purpose of company law, and who served during the year were:

J Ashworth	
P Gardner	
A Biddulph	
D King	(Resigned 13 April 2017)
S Welberry	
D Whitaker	
S Rogerson	(Resigned 13 April 2017)
R Tulej	
O Thynne	
K Rozelle	
M Smyth	(Appointed 11 July 2017)
A Hatton-Yeo	(Appointed 22 September 2017)

The number of Trustees is governed by the Articles of Association and is fixed at a maximum of 15. The present establishment is 10.

Members of management & staff and Volunteer representatives may be appointed by Trustees to serve on the Board but have no voting rights. Potential Trustee Board members are provided with an information-pack, asked to complete an application form and are interviewed by the Board Chair or Vice Chair & at least one other Trustee, before membership to the Trustee Board is proposed. The prospective Trustee will be invited to visit organisation locations.

An appropriate process of induction will be undertaken governed by the new Trustee's relative experience and knowledge of Citizens Advice activities. The new Trustee will also complete and sign a confidentiality agreement, declaration of interest, a skills assessment and code of conduct. An information assurance online assessment must be completed, and certificate provided. Health and safety policy and equality and diversity policy will be discussed and agreed.

2 Governance and Management

The Charity is governed by its Trustee Board which meets bi-monthly. Certain work is delegated to four sub-committees who also meet bi-monthly, as follows:

- a **Finance:** Is responsible for the proper administration of funds and other financial resources to operate the service. It also includes responsibility for property, IT and telecoms.

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2018

2 Governance and Management (continued)

- b **Personnel:** Is responsible for all matters relating to paid staff and volunteers ensuring that all personnel are properly supervised and supported. It also ensures that paid staff are appointed in full compliance with current employment legislation and the policies of the citizens' advice service regarding remuneration and good employment practice.
- c **Development (Income Generation):** Is responsible for ensuring the policies and membership standards are implemented producing Development and Business plans. It covers projects, marketing, PR and fundraising to generate income for the service.
- d **Health and Safety:** Is responsible for ensuring the staff and volunteers understand their rights and responsibilities with regards to Health and Safety. It covers the statutory duties and the Health and Safety policy ensuring that the organisation is a safe place to work and visit.

Each Group comprises Trustees, management & staff and reports to the Trustee Board who will have final say on decision making. Trustees are responsible for determining key management personnel remuneration.

Citizens Advice North Lancashire is a member of Citizens Advice, which provides a framework for standards of advice & casework management, governance, financial and operational and risk management, business planning, partnership and research and campaigns as well as monitoring performance against these standards - and to which the Organisation pays an annual affiliation fee.

Operating policies are independently determined by the Trustees of Citizens Advice North Lancashire in order to fulfil its charitable objects and to comply with the national Citizens Advice membership rules.

The charity also co-operates & liaises with a number of other charitable bodies & statutory agencies on behalf of clients. Where one of the Trustees holds the position of trustee/director of another charity they are required to declare it, may take part in discussions regarding that other charity, but not in the ultimate decision-making process.

The Trustee Board is sensitive to potential risks to which the charity may be exposed. Each sub-Group is charged with putting in place processes & systems to mitigate those risks and the Trustee Board will regularly review appropriate risk management arrangements.

The most significant risks to funding relate to the delivery of Commissioned Service with Lancaster City Council and to the compliant delivery of Legal Aid Agency contracts (formerly Legal Services Commission). The organisation has a management structure in place to provide the internal capacity to monitor service performance & compliance with contractual terms and to take appropriate steps to maintain acceptable standards.

There are also inherent risks associated with the management of confidential client data. New IT hardware & software systems have been acquired, implemented and integrated at both main office locations. The organisation has implemented a new management information and client case-handling system, with enhanced procedures for accessing & handling client and management data. All staff and volunteers are required to complete the relevant training modules in Information Assurance and renew their certificates annually.

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2018

2 Governance and Management (continued)

To maintain operational integrity, day-to-day operating procedures, practices, protocols & documentation, have been standardised and harmonised across all sites. The organisation conforms with the Citizens Advice National Membership Scheme, as well as the National Specialist Quality Mark Scheme. In September 2016, the organisation passed the Specialist Quality Mark with no recommendations. The organisation has also been successful in maintaining its accreditation as an Investor in People and gained a silver award last year. The organisation is audited on quality of advice delivered and consistently achieves the highest RAYG rating. There is a Business plan, with a comprehensive risk analysis, that is regularly reviewed by the Trustee Board.

3 Objectives and activities

The charity's objectives are to promote any charitable purpose for the benefit of the community in North Lancashire, by the advancement of education, the protection & preservation of health and the relief of poverty, sickness & distress.

To further this purpose, the organisation has offices in Morecambe and Lancaster and in a number of out-reach locations for the provision of advice & guidance to people faced with problems in relation to social welfare law.

The aims of the Citizens Advice Bureau service are:

- to provide the advice that people need for the problems they face
- provide greater access to free confidential, impartial advice for everyone
- maximise use of resources
- reduce delays in provision of service
- empower clients to help themselves
- extend service throughout the region through partnerships and outreach and through digital means
- to improve unfair policies & practices that affect people's lives.

Citizens Advice North Lancashire is a member of 'Citizens Advice', a network of independent UK charities that help people resolve their debt, welfare benefit, housing, employment, legal & other problems, by providing information & advice and by influencing policy-makers. It works entirely in the public interest.

The advice provided by the Citizens Advice service is free, independent, confidential & impartial, available to everyone, regardless of race, gender, disability, sexual orientation, religion, age, or nationality.

The environment in which the organisation has operated during 2017-18 has included some major challenges & changes in circumstance that have governed the way in which organisation services can operate and plan for the future:

- an extremely challenging socio-economic national & local government environment, that has resulted in the ending of several funding streams, with others at risk.
- the renewal of the key Legal Services Contract, with a much-restricted funding base and on more demanding financial & compliance terms.

During the year, Trustees have addressed these challenges through a review of the organisation's 3-year strategic plan and the identification of a range of objectives in the key areas of performance management, personnel management and development/funding opportunities. Essential elements of the initial phases of the revised strategy were intended to create the conditions appropriate for consolidating & then developing the range & scope of client services, including:

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2018

3 Objectives and activities (continued)

- operational expenses reduction programmes
- upgrade & integration of IT & telecoms systems to optimise efficiency in terms of financial savings and in terms of getting ready for the new cloud-based system
- extending collaboration with local government & other charitable support agencies to meet the needs of more vulnerable clients in the community
- identification of potential new funding / service opportunities / income generation schemes.

Throughout this strategic review, considerable efforts were made to keep paid-staff, volunteers and external funding bodies informed & involved in the process of change.

Throughout the year, the charity receives the help & support of many volunteers who assist in advising clients and in the administration of the charity, through the following roles:

- Trustees
- Generalist Advisers
- Trainee Advisers
- Specialist caseworkers
- Trainers
- Advice support / administration/reception
- Research and Campaign workers
- Outreach workers
- Financial capability workers
- Sign / language interpreters

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The main activities of the organisation are to provide a generalist information & advice service, with assistance, advocacy & representation across a wide range of issues. This core activity is essentially funded by Lancaster City Council on the basis of a Service Delivery Contract. The Money Advice Service funds caseworkers to provide specialist debt advice and advocacy. The Legal Aid Agency funds a caseworker and a housing solicitor to provide specialist services in, housing (with a limited amount of debt advice), up to & including legal representation at the County Court. The quality of services so provided is subject to audit & approval by the Legal Services Commission through Specialist Quality Mark and Contract compliance audits also by Citizens Advice, as part of its membership scheme and Money Advice Service peer review scheme. Supervisors check cases for quality and completeness daily.

Access to these services is through telephone, e-mail & written advice and through 'drop-in' and, where appropriate, appointment interviews at the Organisation's main offices at 87-89 Queen Street, Morecambe and 87 King Street, Lancaster.

Out-reach services are provided at various venues in the District and for people facing re-possession through rent & mortgage arrears, in the County Court. Last year, the organisation represented 77 clients at the county court.

The organisation continues to work in partnership with other agencies on various projects. Some of these include a healthier finances project funded by Comic Relief and in partnership with Morecambe Bay Credit union. This project aims to reach groups of people who find it more difficult to access our services due to their geographical location or individual circumstances. It also aims to make fair and cheaper borrowing easier to understand and access.

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2018

3 Objectives and activities (continued)

Three new weekly outreach services take place at West End School in Morecambe, Morecambe Bay Food Bank and Ash Trees Surgery in Carnforth.

The organisation has received funding to provide an IT hub accessible to clients to have supervised access to computers for completing online applications, job searches, conduct of personal business etc. rather than have to wait for an appointment with an adviser.

Two thirds of MASDAP debt advice is now provided via a drop-in service that increases client throughput, reduces caseworker workload, reduces the numbers of people who don't attend appointments and reduces waiting times for clients.

Through the year, a small number of other programmes were delivered - and funded by a number of bodies; national & local government, charitable trusts and other agencies; including:

- Energy Best – provides group training for front line workers or client groups.
- Energy Best Extra- one to one energy saving appointments. Includes switching supplies, accessing grants, debt advice and budgeting.
- Electricity North West Energy funded Energy worker.

The organisation promotes the research and campaigns aim of the CA service through the anonymous feedback of client problems to Citizens Advice central office, for use in lobbying Parliament to inform new & to amend existing legislation. The organisation also uses client experience to inform local networks of policy-makers. The Chief Officer meets with both local MP's on a regular basis.

A more detailed account of the Organisation's research and campaign activities can be found in the Annual Report (2017-18).

The Trustees of Citizens Advice North Lancashire believe they have complied with the duty in Section 4 of the Charities Act 2006, to have due regard to the public benefit guidance published by the Charity Commission.

The Trustees have also confirmed that the major risks to the charity are regularly reviewed and systems and procedures are in place to mitigate those risks.

4 Achievements and performance

The main performance and achievements during the year were as follows:

- addressed client issues; including debt, welfare benefits, housing, employment, legal & other matters of social welfare law
- delivered a range of client education programmes; including financial literacy & financial capability
- conducted client surveys, as a basis for testing perceptions of Organisation services
- undertook lobbying of local MPs & central Government on a range of social welfare policy issues
- implemented a new organisation structure to deliver effective day-to-day management & communication
- formulated a revised 3-year strategic plan- began to work with the upgraded Citizens Advice case management system
- identified potential new funding opportunities
- pursued opportunities to extend collaboration with local government & other local charitable/support agencies
- recruited & trained significant numbers of additional Volunteers

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2018

4 Achievements and performance (continued)

- consulted & involved staff & Volunteers in the planning & implementation of the Business plan
- Maintained Investors in People accreditation
- Maintained Specialist Quality Mark
- Achieved Green (RAYG rating) in Citizens Advice Quality of Advice Audits throughout the year.

For more detailed information on performance & activities, please see Annual Report (2017-18).

5 Financial review

Total income for the year was £466,007 (2017: 503,654), of which, £199,800 (2017: £278,332) related to project-specific activities. A surplus was generated in the year of £54,792 (2017: Surplus £33,308).

The reserves policy for Citizens Advice North Lancashire as set by the board of Trustees is:

'unrestricted reserves should be held that are sufficient to cover between 3-6 months Organisation operating costs designated reserves should be held for specific purposes'

At 31st March 2018, unrestricted reserves stood at £167,868 (2017: £64,083) and restricted reserves were £43,320 (2017: £92,313). The Trustees will continue to strive to manage the Organisation's finances so that an adequate level of reserves can be maintained, in compliance with the reserves policy. Total free reserves after deduction of fixed assets are £94,396 (2017: £15,606).

At 31st March 2018 the charity had two designated funds which consist of amounts set aside by the Trustees to undertake specific projects in the near future including investment in IT (£36,000) and telephone advice services (£22,000).

The Trustees wish to acknowledge Lancaster City Council's support for the generalist advice work of the charity.

Other specific funding was received from:

- Lancaster City Council
- Legal Aid Agency
- Money Advice Service Debt Advice Project (MAS DAP)
- Energy Best Groups
- Electricity North West
- Comic Relief 2019
- Lancashire County Council (Children's Centres)
- North West Legal Support Trust
- A substantial anonymous donation

The charity did not have any borrowings from any other providers of funding, or at other sources, on 31st March 2018.

As required in its Memorandum, paragraph 4.15, in furtherance of its objects and for no other purposes, the Company has the power to invest or deposit 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 & such consents as may for the time being be imposed or required by law. Accordingly such monies are held in higher-bearing, but relatively risk-free, charity accounts.

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

TRUSTEES' ANNUAL REPORT (INCLUDING DIRECTORS REPORT AS REQUIRED BY COMPANY LAW) FOR THE YEAR ENDED 31 MARCH 2018

6 Plans for the future

Citizens Advice North Lancashire intends to continue the activities outlined above, subject to continued funding and to be proactive at taking opportunities for income generation opportunities.

The Trustee Board will continue to review its own internal operating policies, practices & expenses, in order to optimise the range & scope of client services. This will include the consideration of the means & available hours for client access, publicity & promotion of the work of the charity and the potential for securing new sources of funding for new services. Developing new ways of working via telephone and webchat services, as they become available. Recruitment & training of Volunteers will remain a priority, with new roles identified to meet client need, together with continued training & personal development, where appropriate, of paid and unpaid staff.

Further opportunities will be sought for funding and developing collaborative arrangements to serve the local community, through local government departments and with other charitable & support agencies.

7 Statement of Trustees' responsibilities

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations. The trustees have taken advantage of the small companies exemption in the Companies Act 2006.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the income and expenditure of the charity for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements and;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

On behalf of the board of trustees (who are also director's under company law)


P Gardner
Chair of Trustees

Dated: 27/4/18

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS

FOR THE YEAR ENDED 31 MARCH 2018

I report on the accounts of the charitable company for the year ended 31 March 2018 which are set out on pages 10 to 23.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

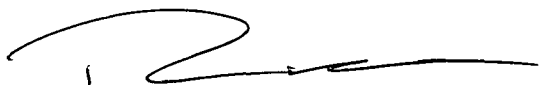
Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Richard Hall FCCA
MHA Moore and Smalley
Chartered Accountants
Priory Close
St Mary's Gate
Lancaster
LA1 1XB

Date: 27th September 2018

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES

(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2018

		Unrestricted funds £	Restricted funds £	Total funds 2018 £	Total funds 2017 £
Income from:					
Donations and legacies	3	16,368	-	16,368	5,403
Charitable activities	4	241,357	199,762	441,119	496,475
Trading activities	5	6,791	-	6,791	33
Investments	6	89	-	89	192
Other income	7	1,602	38	1,640	1,551
Total		266,207	199,800	466,007	503,654
Expenditure on:					
Charitable activities	8	243,493	167,722	411,215	470,346
Total		243,493	167,722	411,215	470,346
Net income/(expenditure)		22,714	32,078	54,792	33,308
Transfers between funds	21	81,071	(81,071)	-	-
Net movement in funds		103,785	(48,993)	54,792	33,308
Reconciliation of funds:					
Total funds brought forward		64,083	92,313	156,396	123,088
Total funds carried forward	18	167,868	43,320	211,188	156,396

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

The notes on pages 13 to 23 form part of these financial statements.

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

BALANCE SHEET

AS AT 31 MARCH 2018

		2018	2017
		£	£
Fixed assets			
Tangible assets	12	73,472	48,477
Current assets			
Debtors	13	30,222	76,744
Cash at bank and in hand		146,998	73,031
		<u>177,220</u>	<u>149,775</u>
Creditors: amounts falling due within one year	14	(31,246)	(33,598)
		<u>145,974</u>	<u>116,177</u>
Net current assets			
		145,974	116,177
Total assets less current liabilities		<u>219,446</u>	<u>164,654</u>
Provisions for liabilities	15	(8,258)	(8,258)
		<u>211,188</u>	<u>156,396</u>
Net assets			
		211,188	156,396
Funds:			
Unrestricted funds		167,868	64,083
Restricted income funds		43,320	92,313
		<u>211,188</u>	<u>156,396</u>
Total funds	18	<u>211,188</u>	<u>156,396</u>

For the period ended 31 March 2018 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Trustees' responsibilities:

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

These accounts were approved by the members of the committee and authorised for issue on the 27/9/18 and are signed on their behalf by:



P Gardner

Chair of Trustees

Company Registration Number: 07298912

The notes on pages 13 to 23 form part of these financial statements.

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2018

	2018 Total £	2017 Total £
Cash generated in operating activities	103,572	19,908
Cashflows from investing activities		
Investment income	(89)	(192)
Purchase of tangible fixed assets	(29,516)	-
Cash provided by investing activities	73,967	19,716
Increase in cash and cash equivalents in the year	73,967	19,716
Cash and cash equivalents b/fwd	73,031	53,315
Cash and cash equivalents c/fwd	146,998	73,031
Reconciliation of net movement in funds to net cashflow from operating activities		
Net movement in funds	54,792	33,308
Investment income received	89	192
Depreciation	4,521	4,521
(Increase)/Decrease in debtors	46,522	(14,877)
Increase/(Decrease) in creditors	(2,352)	(3,236)
Net cash generated in operating activities	103,572	19,908
Components of cash and cash equivalents		
Cash at bank and in hand	146,998	73,031
	146,998	73,031

The notes on pages 13 to 23 form part of these financial statements.

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2018

1 Accounting policies

Legal form

The charity constitutes a limited company, limited by guarantee as defined by the Companies Act 2006, incorporated in England and Wales. The address of the charity, the nature of its operations and its principal activities are all detailed in the Trustees' report and charity administrative details pages in these financial statements.

Basis of accounting

The charity constitutes a public benefit entity as defined by FRS102. The financial statements have been prepared in accordance with the accounting policies set out in note to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The financial statements have been prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Preparation of the accounts on a going concern basis

The trustees have at the time of approving the financial statements, a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

Taxation

The charity is recognised by the Inland Revenue as a UK Charity and is entitled to exemptions from corporation tax.

Income

Donations are included as they are receivable by the charity, except insofar as they are incapable of financial measurement.

Grants received to finance the activities of the bureau are credited to the SOFA in the period to which they relate. Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

No income is shown net of expenditure.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2018

1 Accounting policies (continued)

Support costs are those which assist the work of the charity but do not directly represent charitable activities and include office costs and governance costs. They are incurred directly to support the objectives of the charity. Where costs cannot be directly attributed to a particular heading, they have been allocated on a basis consistent with the use of the resources.

Tangible fixed assets

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Freehold buildings	-	4% straight line on original cost value
Equipment	-	25% straight line on original cost value
Fixtures and fittings	-	25% straight line on original cost value

Freehold land is not depreciated.

Debtors and creditors

Debtors and creditors with no stated interest rate and receivable and payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Cash and cash equivalents

Cash represents cash held on call at banks and cash held in hand.

Pensions

The charity operates a defined contribution pension scheme for all of its employees. Contributions paid are charged to the SOFA in the period to which they relate.

Accumulated funds

Unrestricted funds - these are available for use at the discretion of the trustees in furtherance of the general activities of the charity

Restricted funds - these are subjected to restrictions on their expenditure imposed by the donor. The restricted fixed asset fund represents assets purchased from specific grants and funds future depreciation of those assets.

Designated funds - these are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

Financial instruments

The Charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments but does not currently hold any instruments that are classified as "other" in these financial statements. Financial instruments are recognised in the Charity's balance sheet when the Charity becomes party to contractual provisions of the instrument.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method. Financial assets classified as receivable within one year are not amortised.

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2018

1 Accounting policies (continued)

Impairment of financial assets

Financial assets are assessed for indicators of impairment at each reporting end date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. The impairment loss is recognised in the statement of financial activities.

De-recognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the company transfers the financial asset and substantially all the risks and rewards of ownership to another entity.

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into.

Basic financial liabilities

Basic financial liabilities, including creditors, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Financial liabilities are derecognised when the company's contractual obligations expire or are discharged or cancelled.

2 Judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

There have been no significant judgements, except for those involving estimates, made in the process of applying the above accounting policies.

The key estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities are as follows:

Provision

The charity has a historical provision in the accounts for £8,258 in respect of potentially repayable legal aid income which it holds on the balance sheet in the event of such amounts being repayable.

There are no other key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

3 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Donations and gifts	16,368	-	16,368	5,403
	16,368	-	16,368	5,403

4 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Legal Aid Agency	48,374	-	48,374	37,260
Lancaster City Council	192,000	-	192,000	186,341
Surestart	-	-	-	16,000
Financial Confidence/Capability	-	-	-	125,389
Face to Face Debt Advice	-	71,608	71,608	93,971
Morecambe Children's Centre	-	5,538	5,538	16,000
Building Better Opps (IIY)	-	-	-	1,450
Building Better Opps (AOP)	-	-	-	269
Comic Relief	-	40,416	40,416	19,795
North West Legal Support Trust	-	2,500	2,500	-
Electricity North West	-	51,982	51,982	-
Energy Best 2018	-	2,250	2,250	-
Energy Best	-	25,468	25,468	-
Other general advice	983	-	983	-
	241,357	199,762	441,119	496,475

5 Income from trading activities

	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Fundraising	34	-	34	33
Gift Aid	6,757	-	6,757	-
	6,791	-	6,791	33

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

6 Income from investments

	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Interest receivable	89	-	89	192
	89	-	89	192

7 Other income

	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Other income	1,602	38	1,640	1,551
	1,602	38	1,640	1,551

8 Costs of charitable activities

Activity	Activities directly undertaken (advice & support) £	Total 2018 £	Total 2017 £
Staff costs	242,278	242,278	277,961
Other staff and volunteer costs	8,042	8,042	9,876
Office costs	1,346	1,346	1,036
Premises costs	745	745	12,395
Other costs	6,240	6,240	6,240
LAA Disbursements	3,730	3,730	2,256
Depreciation	4,521	4,521	4,521
Support Costs (note 9)	144,313	144,313	156,061
	411,215	411,215	470,346

Of the expenditure above, £167,722 (2017: £232,355) related to restricted income funds.

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

9 Support costs

	Total 2018 £	Total 2017 £
Office support costs	50,088	55,980
Premises costs	35,046	38,178
Other costs	4,397	6,748
Legal costs	3,378	6,647
Support staff costs	49,004	46,059
Independent examination	2,400	2,400
Trustees expenses	-	49
	144,313	156,061

10 Net income/(expenditure)

	2018 £	2017 £
Net income/expenditure is stated after charging/(crediting):		
Depreciation	4,521	4,521
Independent examiner's remuneration: - independent examination fee	2,400	2,400

11 Analysis of staff costs, trustee remuneration and expenses and the cost of key management personnel

	2018 £	2017 £
Wages and salaries	272,063	302,148
Social security costs	16,025	17,211
Other pension costs	3,194	4,661
	291,282	324,020

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

11 Analysis of staff costs, trustee remuneration and expenses and the cost of key management personnel (continued)

Particulars of employees:

The average number of employees during the year was as follows:

	2018 No	2017 No
Number of staff (full-time equivalents)	14	16

We are required by statute to disclose any employees remunerated more than £60,000 in the year. No such salaries were paid in either the current or prior year.

The charity trustees were not paid and did not receive any other benefits from employment with the charity in the year (2017: £nil). Travelling and other reimbursed expenses amounting to £nil (2017: £49) were paid to one trustee during the year.

Key management personnel at the charity received aggregate remuneration in the year of £42,383 (2017: £77,849) which includes social security costs and pension contributions.

12 Tangible fixed assets

	Land and buildings £	Equipment £	Fixtures & fittings £	Totals £
Cost				
At 1 April 2017	71,984	25,020	10,867	107,871
Additions	-	29,516	-	29,516
Disposals	-	-	-	-
At 31 March 2018	71,984	54,536	10,867	137,387
Depreciation				
At 1 April 2017	24,024	25,020	10,350	59,394
Charge for the year	4,004	-	517	4,521
Eliminated on disposals	-	-	-	-
At 31 March 2018	28,028	25,020	10,867	63,915
Net book value				
At 31 March 2018	43,956	29,516	-	73,472
At 1 April 2017	47,960	-	517	48,477

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

13 Debtors: Amounts falling due within one year

	2018 £	2017 £
Other debtors	30,222	76,744
	30,222	76,744

14 Creditors: Amounts falling due within one year

	2018 £	2017 £
Trade creditors	11,723	7,789
Taxes and social security costs	5,602	5,005
Other creditors	229	13,974
Accruals	13,692	6,830
	31,246	33,598

15 Provisions for liabilities

Included within the financial statements is a provision of £8,258 for potentially repayable legal aid income (2017: £8,258).

16 Pension costs

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions payable by the charity to the fund.

	2018 £	2017 £
Contributions payable by the charity for the year	3,194	4,661
	3,194	4,661

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

17 Commitments under operating leases

As at 31 March 2018 the charity was committed to making the following payments under non-cancellable operating leases:

	2018 Other items £	2017 Other items £
Within 1 year	4,170	4,170
Within 2 to 5 years	6,950	11,120
After more than 5 years	-	-
	11,120	15,290

18 Analysis of charitable funds

	At 1 April 2017 £	Income £	Expenditure £	Transfers £	At 31 March 2018 £
Unrestricted funds					
General fund	64,083	266,207	(243,493)	23,071	109,868
Designated funds	-	-	-	58,000	58,000
	64,083	266,207	(243,493)	81,071	167,868
Restricted funds					
Face to Face Debt Advice	47,194	71,608	(74,036)	(44,766)	-
Comic Relief	8,688	40,416	(46,999)	-	2,105
Building Better Opps (Ily)	815	-	(666)	-	149
Building Better Opps (AOP)	134	-	-	-	134
Local Sustainable Travel Fund	4,396	-	-	(4,396)	-
North West Legal Support	-	2,500	(648)	(1,852)	-
Energy Best (formerly Financial confidence and capability)	28,178	25,468	(26,398)	(27,248)	-
Childrens Centres	2,908	5,576	(6,347)	(2,137)	-
Electricity North West	-	51,982	(11,050)	-	40,932
Energy Best 2018	-	2,250	(1,578)	(672)	-
	92,313	199,800	(167,722)	(81,071)	43,320
Total funds	156,396	466,007	(411,215)	-	211,188

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

18 Analysis of charitable funds (continued)

Restricted funds are analysed as follows:

Comic Relief - Creation of 25 Community Access Points across the District to link into our established Community Advice Network providing the community with direct access to training, advice and support on financial literacy alongside our partners in this project.

Building Better Opportunities (IY) "Invest in Youth" is a project that will support young people who are aged 16-24 and who are unemployed or economically inactive. This includes those not in education, employment or training (NEET) or at risk of becoming NEET and will help to improve their skill and employability. This project is no longer feasible and is to be terminated in 2018/19.

Building Better Opportunities (AOP) "Age of Opportunity" is a project that will support those over 50 who are currently unemployed or economically inactive and will help to improve their skills and employability. This project is no longer feasible and is to be terminated in 2018/19.

Children's Centre – a restricted fund to provide casework and generalist advice to clients at the Lancaster, Morecambe & Heysham children's' centres.

North West Legal Support Trust - a restricted fund towards providing a computer hub for public access which has been spent in the year on capital additions.

Electricity North West - a restricted fund to finance a community-based energy caseworker/adviser.

Energy Best Groups - restricted funds to provide one to one on energy related matters including energy debt.

The face to face debt advice and local sustainable travel funds are released to unrestricted reserves as there are no further conditions on the use of such funds.

Designated Funds:

Designated funds consist of amounts set aside by the Trustees to undertake specific projects in the near future including investment in IT (£36,000) and telephone advice services (£22,000).

19 Analysis of net assets by funds

	Unrestricted Funds £	Restricted Funds £	Total £
Fund balances at 31 March 2018 are represented by:			
Tangible fixed assets	73,472	-	73,472
Current assets	133,900	43,320	177,220
Creditors: amounts falling due within one year	(31,246)	-	(31,246)
Provisions for liabilities	(8,258)	-	(8,258)
	167,868	43,320	211,188

NORTH LANCASHIRE CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

20 Related party transactions

The balance due from Morecambe and Heysham Citizens Advice Bureau at the year end was nil (2017: £74,412).

There are no further related party transactions that require disclosure.

There is no ultimate controlling party in the current or prior period.

21 Fund transfers

During the year the restricted fund balances for Children Centres, Face to face Debt Advice, Local Sustainable Travel, North West Legal Support Trust and Energy Best were reclassified as unrestricted as the projects were completed during the year and such funds are available for general use.

The Trustees have also designated funds to be used for specific purposes as described in note 18.

22 Company limited by guarantee

Every member guarantees, in the event of the charitable company being wound up, while he, she or it remains a member, or within 12 months of he, she or it ceasing to be a member, to contribute £1 towards the costs of dissolution and the liabilities incurred by the charity while the contributor was a member.