

CARMARTHENSHIRE CITIZENS ADVICE BUREAU

(A company limited by guarantee)

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS)

Charity No 1141755

Company No 07600945

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CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

CONTENTS OF THE FINANCIAL STATEMENTS FOR
THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS)

	Page
Report of the Trustees'/Directors	1 to 3
Independent Examiners' Report	4
Statement of Financial Activities	5
Balance Sheet	6 to 7
Notes to the Financial Statements	8 to 11
Detailed Statement of Financial Activities	12 to 13

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name	Carmarthenshire Citizens Advice Bureau
Registered Charity Number	1141755
Registered Company Number	07600945
Registered Office	4A Cowell Street Llanelli Carmarthenshire SA15 1UU
Directors/Trustees	Mark Andrew Harvey Michael Hugh Evans Janice Williams Richard John Edwards Terrence Colin Way Jeffrey Stephen Edmunds Simon Jonathan Goddard (resigned 21 11.11) Charlotte Margaret Annette Price Gary Lloyd Jones John Lynne Griffiths Hamish William Laughland Anthony Giles Morgan Janet Ennis Collins (appointed 14 02 12)
Company Secretary	R M Thomas
Independent Examiners	Rimmer & May Chartered Accountants 19 Murray Street Llanelli SA15 1AQ
Bankers	HSBC 4A Vaughan Street Llanelli Carmarthenshire SA15 3TY

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS)

The Trustees who are also Directors of the Charity for the purposes of the Companies Act 2006 where indicated, present their report with the financial statements of the Charity for the period ended 31 March 2012. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' (revised 2005) in preparing the report and financial statements of the Charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT
Governing document

The organisation is a charitable company limited by guarantee, incorporated on 12th April 2011 and registered as a charity on 6th May 2011 and commenced its activities on 1st July 2011. The company was established and is governed under its Articles of Association which sets out its objects and powers.

Organisation and management

The Charity is administered and managed by the members of the Executive Committee which shall consist of not less than six members and not more than fifteen.- honorary office holders of Chairman, Vice Chairmen and Treasurer elected by members from amongst themselves at the first meeting of Carmarthenshire Citizens Advice Bureau.

A member of the Executive Committee shall cease to hold office if they become disqualified, incapable, is absent from meetings, notifies the trustees of his wish to resign, ceases to be a member or fails to declare an interest in a contract of the Charity.

The Trustee Board which comprises of Trustees/Directors, Bureau County Director and other appropriate personnel meet on a bi-monthly basis to discuss issues and future plans.

Recruitment and appointment of new trustees

The names of the Trustee Board are shown on the previous page. The Charity is a company limited by guarantee and none of the officers hold any shares in the company. The Charity is administered by a Trustee Board of between three and fifteen persons.

The Trustee Board members can either be elected at the Annual General Meeting or co-opted by the Trustee Board provided that the total number of co-opted nominated members does not exceed one third of the total members of the Trustee Board. No member of the Trustee Board can serve for more than three years without being formally re-elected.

Induction and training of new trustees

New Trustees are provided with a Trustee handbook and a follow up course of induction procedures.

The company was established and is governed under its Articles of Association which sets out its objects and powers. Under those Articles the members of the Trustee Board are elected at AGM. A member may be co-opted at any ordinary meeting, subject to the Articles, until the next AGM.

The charity is operated in accordance with its Articles of Association. The Trustee Board is responsible for all aspects of the Bureau. Sub committees are delegated the power to make some decisions on behalf of the Board. In other areas, recommendations are made to the Trustee Board, which makes the ultimate decision.

Wider network

Carmarthenshire Citizens Advice Bureau is a member of Citizens Advice (Cita), but is an independently registered Charity and company limited by guarantee. Citizens Advice provides support services to the Bureau in the form of information and training amongst others. The Bureau is required to adopt service wide policies and comply with Membership Scheme requirements.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS) (Cont'd)

Relationships with other organizations

The Charity has links with Carmarthenshire County Council, Carmarthenshire Social Services, Cita and receives additional funding from local councils across the county

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

During the period the Board has reviewed each of the Bureau's operations and activities as part of an overall risk assessment approach. All new ventures are appraised on the basis of the risks identified and the procedures and policies associated with the minimisation of such risks that are significant

In addition, the Bureau is subject to regular audit by Cita.

OBJECTIVES AND ACTIVITIES

The aims and objects of the Charity are to provide the following:-

Free, independent, confidential and impartial advice to everyone on their rights and responsibilities It values diversity, promotes equality and challenges discrimination.

The service aims

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives.

Charity's public benefit

The Charity exists to provide advice to members of the public It is part of the Charity's ethos to meet the changing needs of the people of Carmarthenshire and to be responsive to their requests for advice Any surplus generated from the provision of our services is reinvested for the benefit of the public in the future We have referred to the guidance contained in the Charity commissioner's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities

Volunteers

During the year an average twenty staff were employed at the bureau In addition approximately seventy volunteers provided support The Trustees Board would like to thank the staff and volunteers for their substantial work during the period

ACHIEVEMENTS AND ACTIVITIES

Review of activities

Ammanford, Carmarthen and Llanelli Citizens Advice Bureaux merged on 1st July 2011. In May 2012 the service was audited by Cita and the standards required were achieved Carmarthenshire Citizens Advice Bureau also maintained the Community Legal Services Quality Mark in General Help, and Specialist Quality Mark in Debt and Welfare Benefits with Casework.

We have received additional funding from the following:

Better Advice Better Health, January 2012 – March 2012 to increase the delivery of the Disabled Children's element of this project

Welsh Government, January 2012 – March 2012 to increase the Advice Line Cymru service to assist with the Welsh Government's commitment to bilingual services

Within the first year as a merged service the Bureau has achieved the following -

Increased the paid staff by three

Increased the Voluntary staff by five

Increased the opening hours throughout the County

Signed a three year Service Level Agreement with Carmarthenshire County Council.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS) (Cont'd)

FINANCIAL REVIEW

Reserves policy

Any unutilized funds at the end of the period will be carried forward and used to either sustain the bureau or for matched funding for at least three months

Investment policy

The Charity invests its funds in bank deposits and is continually seeking to obtain better rates of return

FUTURE DEVELOPMENTS

To build a stronger forward facing service in order to identify and meet the needs of the Community To continue to develop and create new partnerships with organizations and agencies To create a financially stable service enabling the Bureau to maintain its service provision.

Responsibilities of the Trustees

Company law required the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year In preparing those financial statements, the management committee should follow best practice and

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent, and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006 The Trustees 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

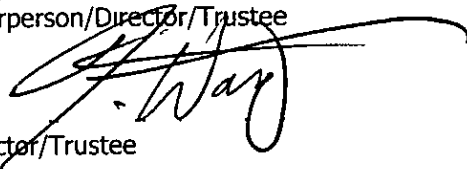
This report has been prepared in accordance with the Statement of Recommended Practice Accounting and Reporting by Charities (revised 2005) and in accordance with the small company regime (Section 419 (2)) of the Companies Act 2006 relating to small entities.

Approved by the Executive Committee on
behalf by

29 November 2012 and signed on its



Chairperson/Director/Trustee



Director/Trustee



Director/Trustee

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Independent examiners' report to the Trustees of Carmarthenshire Citizens Advice Bureau

I report on the accounts of the company for the period ended 31 March 2012, which are set out on pages 5 to 11

Respective responsibilities of trustees and examiner

The trustees (who are also directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this period under section 144(2) of the Charities Act 2011 (the 2011 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.

Having satisfied myself that the charity is not subject to audit under part 16 of the Companies Act 2006 and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act,
- to follow the procedures laid down in the General Directions given by the Charity Commissioners under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention


Basis of independent examiners' 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 the seeking of 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, I do not express an opinion on whether the accounts present a 'true and fair view' and the report is limited to these matters set out in the statement below.

Independent examiners' statement

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

- which gives me reasonable cause to believe that, in any material respect, the requirements
 - (a) to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - (b) to prepare accounts which accord with the accounting records and to 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
- to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached



Jonathan Williams F.C.C.A.
Rimmer & May Chartered Accountants
19 Murray Street
Llanelli
Carmarthenshire
SA15 1AQ

Date 29 November 2012

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS)

	Notes	Unrestricted Funds 2012 £	Restricted Funds 2012 £	(9 Months) Total Funds 2012 £
INCOMING RESOURCES				
Incoming resources from generated funds				
Voluntary income	2	735		735
Investment income	3	249		249
Incoming resources from charitable activities				
Contracts, fees and grants	4	<u>160,538</u>	<u>203,835</u>	<u>364,373</u>
Total incoming resources		<u>161,522</u>	<u>203,835</u>	<u>365,357</u>
RESOURCES EXPENDED				
Costs of charitable activities	5	179,193	203,315	382,508
Governance costs	5	<u>2,700</u>		<u>2,700</u>
Total resources expended	5	<u>181,893</u>	<u>203,315</u>	<u>385,208</u>
NET (OUTGOING) RESOURCES		(20,371)	520	(19,851)
RECONCILIATION OF FUNDS				
Funds introduced		373,116		373,116
TOTAL FUNDS CARRIED FORWARD		<u>352,745</u>	<u>520</u>	<u>353,265</u>

The results for the period derive from continuing activities and there are no gains or losses other than those shown above.

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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BALANCE SHEET AT 31 MARCH 2012

	Notes	(9 Months) Total Funds 2012 £
FIXED ASSETS		
Tangible Assets	8	<u>9,266</u>
CURRENT ASSETS		
Debtors	9	5,630
Bank and Cash		<u>370,320</u>
		375,950
CREDITORS		
Amounts falling due within one year	10	(31,951)
NET CURRENT ASSETS		<u>343,999</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>353,265</u>
NET ASSETS		<u>353,265</u>
FUNDS	11	
Unrestricted funds		352,745
Restricted funds		<u>520</u>
TOTAL CHARITY FUNDS		<u>353,265</u>

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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BALANCE SHEET AT 31 MARCH 2012 (Cont'd)

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the period ended 31 March 2012.

The members have not required the charitable company to obtain an audit of its financial statement for the period ended 31 March 2012 in accordance with Section 476 of the Companies Act 2006

The trustees acknowledge their responsibilities for:

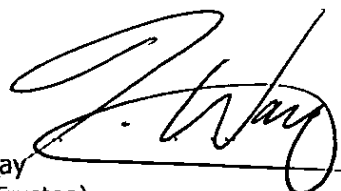
- i ensuring that the charitable company keeps accounting records that comply with Section 386 and 387 of the Companies Act 2006 and
- ii preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial period and of its surplus or deficit for each financial period in accordance with the requirements of Section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees/Directors on 29 November 2012 and were signed on its behalf by:



Mr M A Harvey – Chair
(Director/Trustee)



Mr T C Way
(Director/Trustee)

Company Number 07600945

The notes form part of these financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS)

1 ACCOUNTING POLICIES

Basis of Accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP revised 2005).

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy

Grants and donations

Grants and donations are only included in the Statement of Financial Activities when the Charity has unconditional entitlement to the reserves.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Donated services and facilities

These are only included in incoming resources (with an equivalent amount in resources expended) where the benefit to the Charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the Charity of the service or facility received.

Leasing

Rentals payable under operating leases are charged against income on a straight line basis over the lease term

Pensions

The pension costs charged in the financial statements represent the contribution paid by the Charity during the year

Taxation

The Charity is exempt from corporation tax on its charitable activities.

Tangible Fixed Assets and Depreciation

Tangible fixed assets are included at valuation on commencement in July 2011 and at cost thereafter less accumulated depreciation. Depreciation is provided to write down the net book value of the assets at the following rates -

Fixtures, Fittings and Equipment – 25% reducing balance method

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS) (Cont'd)

2.	VOLUNTARY INCOME			2012
				£
	Donations			<u>735</u>
3	INVESTMENT INCOME			£
	Deposit account interest			<u>249</u>
4	INCOMING RESOURCES FROM CHARITABLE ACTIVITIES			£
	Contracts and fees – Citizens Advice			88,862
	Contracts and fees – Advice Line Cymru (Welsh Government)			28,467
	Contracts and fees – Legal Services Commission			42,845
	Grants – Carmarthenshire County Council			203,419
	Grant – Shelter			<u>780</u>
				<u>364,373</u>
5	TOTAL RESOURCES EXPENDED	Charitable Activities	Governance	Total £
	Direct Costs			
	Employment costs	308,158		308,158
	Establishment costs	21,006		21,006
	Office and administrative expenses	39,921		39,921
	Support costs	8,343		8,343
	Sundry and other costs	229		229
	Cost of Trustee meetings and training		630	630
	Legal and professional fees	3,150		3,150
	Accountancy		2,070	2,070
	Depreciation of tangible fixed assets	<u>1,701</u>		<u>1,701</u>
		<u>382,508</u>	<u>2,700</u>	<u>385,208</u>
6	TRUSTEES' REMUNERATION AND BENEFITS			
	There were no trustees' remuneration or other benefits for the period ended 31 March 2012			
7	STAFF COSTS			2012
				£
	Wages and Salaries			278,443
	National Insurance			23,313
	Pension			3,738

The pension charge represents contributions for one employee.

The average monthly number of employees during the period was twenty
In addition approximately seventy volunteers provided support

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS) (Cont'd)

8	FIXED ASSETS	Office equipment and furniture £																																	
	Cost/Valuation																																		
	At 1 July 2011 - introduced at valuation	8,400																																	
	Additions in period	<u>2,567</u>																																	
	At 31 March 2012	<u>10,967</u>																																	
	Depreciation	£																																	
	Depreciation charge for the period																																		
	At 31 March 2012	<u>1,701</u>																																	
		<u>1,701</u>																																	
	Net Book Value																																		
	At 31 March 2012	<u>9,266</u>																																	
9	DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	2012 £																																	
	Debtor – Charitable income	4,340																																	
	Prepayments	<u>1,290</u>																																	
		<u>5,630</u>																																	
10	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	2012 £																																	
	Charitable income received in advance	11,807																																	
	Taxation	11,963																																	
	Accruals	<u>8,181</u>																																	
		<u>31,951</u>																																	
11	MOVEMENT IN FUNDS	<table> <tr> <th style="text-align: center;">Net Movement in funds £</th><th style="text-align: center;">Funds introduced £</th><th style="text-align: center;">At 31.03 12 £</th></tr> <tr> <td colspan="3">Unrestricted funds</td></tr> <tr> <td></td><td></td><td></td></tr> <tr> <td>General fund</td><td style="text-align: right;">(20,371)</td><td style="text-align: right;">373,116</td></tr> <tr> <td></td><td></td><td style="text-align: right;">352,745</td></tr> <tr> <td colspan="3">Restricted funds</td></tr> <tr> <td></td><td></td><td></td></tr> <tr> <td>Citizens Advice</td><td style="text-align: right;"><u>520</u></td><td style="text-align: right;"><u>520</u></td></tr> <tr> <td></td><td style="text-align: right;"><u>(19,851)</u></td><td style="text-align: right;"><u>373,116</u></td></tr> <tr> <td></td><td></td><td style="text-align: right;"><u>353,265</u></td></tr> <tr> <td colspan="3">TOTAL FUNDS</td></tr> </table>	Net Movement in funds £	Funds introduced £	At 31.03 12 £	Unrestricted funds						General fund	(20,371)	373,116			352,745	Restricted funds						Citizens Advice	<u>520</u>	<u>520</u>		<u>(19,851)</u>	<u>373,116</u>			<u>353,265</u>	TOTAL FUNDS		
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CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS) (Cont'd)

12 FINANCIAL COMMITMENTS

At 31 March 2012 the company had annual commitments under operating leases as follows:-

	<u>2012</u>
	£
Expiry date	
Between two and five years	6,250
Over five years	4,100

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
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DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS)

		(9 Months) <u>2012</u> £
	£	£
INCOMING RESOURCES		
Voluntary income		
Donations		735
Investment Income		
Deposit account interest		249
Incoming resources from charitable activities		
Contracts and fees – Citizens Advice	88,862	
Contracts and fees – Advice Line Cymru (Welsh Government)	28,467	
Contracts and fees – Legal Services Commission	42,845	
Grants – Carmarthenshire County Council	203,419	
Grants – Shelter	<u>780</u>	<u>364,373</u>
Total incoming resources		365,357
RESOURCES EXPENDED		
Charitable activities		
Wages – salaries	301,756	
Staff pension costs	3,738	
Payroll, accounting and consultancy	1,655	
Staff training	1,009	
Staff travel	7,199	
Volunteer training	130	
Volunteer travel and expenses	8,213	
Subsistence and refreshments	968	
Heating and lighting	6,162	
Rent and rates	7,325	
Water rates	816	
Insurance	2,169	
Telephone and internet	7,911	
Postage, stationery and computer costs	6,927	
I T support	11,061	
Reference materials	3,298	
Cleaning, repairs and maintenance	6,703	
Equipment leasing	388	
Legal and professional	3,150	
Bank charges	168	
Sundry expenses	61	
Depreciation	<u>1,701</u>	
Carried Forward	382,508	

This pages does not form part of the statutory financial statements

CARMARTHENSHIRE CITIZENS ADVICE BUREAU
(A company limited by guarantee)

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE PERIOD 1 JULY 2011 TO 31 MARCH 2012 (9 MONTHS) (Cont'd)

		(9 Months) <u>2012</u>
	£	£
Brought Forward		382,508
Governance costs		
Room hire for Trustee meetings	142	
Trustees training costs	325	
Trustees travel costs	163	
Accountancy	<u>2,070</u>	<u>2,700</u>
Total resources expended		<u>385,208</u>
Net (outgoing) resources		<u>(19,851)</u>

This page does not form part of the statutory financial statements