Report of the Trustees and

Financial Statements for the Year Ended 31 March 2020

<u>for</u>

<u>Citizens Advice Bureau (Grangemouth & Bo'ness) Limited</u>

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Peter Deans Chartered Accountants
42 Stirling Street
Denny
Stirlingshire
FK6 6DJ

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Report of the Trustees for the Year Ended 31 March 2020

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of 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) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

The principal activity of the Bureau in the year under review was benefitting the local community by progressing the general public's education in matters pertaining to their mental, physical, social and financial welfare and in particular, to the relief of poverty.

The core activities continued to be funded by Falkirk Council, involving a Service Level Agreement. These activities are principally committed to the Council's Anti-Poverty Strategy. In addition, the Bureau continues to provide a holistic approach to the community.

ACHIEVEMENT AND PERFORMANCE

The key achievements in 2019/2020 included the continuation of core services, plus key projects that included; Pension Wise Project funded from DWP via Citizens Advice Scotland, Mental Health Project funded by Scottish Government People & Communities Fund, Welfare Reform Project funded by Scottish Government via Citizens Advice Scotland to provide additional support to those affected by welfare reform, Help to Claim for Universal Credit funded by Scottish Government via Citizens Advice Scotland and Bo'ness outreach service funded by Falkirk Council Fairer Falkirk Fund to make the CAB service more accessible particularly for low income households. Funding was also made available by the Robertson Trust. The end of the year was drastically affected by the arrival of COVID 19 when on the 3rd March the UK Government published its action plan to deal with the pandemic. By the end of the month, the country had moved to a position of lockdown, the Bureau ceased face-to-face and moved to an operation of telephone contact for advice using the paid staff only

FINANCIAL REVIEW

Income exceeded expenditure by £21,903 (2019:£10,023). This was achieved by a combination of cost cutting and additional use of volunteers to provide services. The bureau will continue with its commitment to; full cost recovery for Project work, generating additional non-project income, good housekeeping and economies of scale.

Reserves Policy

It is the policy of the company to maintain unrestricted funds, which are the free reserves of the company, at a level which provides sufficient funds to cover costs (for a minimum of three months) and to respond to unforeseen expenditure demands which arise from time to time, including potential redundancy costs.

FUTURE PLANS

The whole Bureau operation will be organised until further notice to meet the requirements of the COVID-19 pandemic. The three bureaux in Falkirk Council area will continue to work closely together and jointly with Falkirk Council via the Joint Action Group, and continue to update the Joint Strategy to facilitate the partnership work. Core funding and Fairer Falkirk funds continue at the same level. Services and staffing will have to be reduced to achieve a balanced budget, which will result in a reduced outreach service at Bo'ness and fewer specialist appointments at Grangemouth. Continuation of Project funding has been confirmed for the Mental Health Project to end Aug 2019, Pension Wise Project, and Welfare Reform Project. Most Project funding will continue with the proviso of the influence of COVID-19 permitting.

The priority for the Manager in 2020/21 is to organise the function of the Bureau to work within budget and to submit appropriate funding applications to provide appropriate levels of service. Overall, all activity will be dictated by the pandemic as all indications are that it will be sometime before events return to normal, if ever.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The company was formed in 1990 as a company limited by guarantee. It is a registered Scottish charity, charity number SC13233, and is governed by its Memorandum and Articles of Association.

The company is limited by guarantee and therefore has no share capital. Every member of the company undertakes to contribute to the assets of the company in the event of the same being wound up while he/she is a member or within one year after he/she ceased to be a member for payment of the debts and liabilities of the company contracted and of the costs, charges and expenses of winding up for the adjustment of the rights of the contributions amongst themselves, such amounts as may be required not exceeding £1.

Report of the Trustees for the Year Ended 31 March 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The directors of the charitable company are its trustees for the purpose of charity law and are as detailed on the contents page.

The rules governing the appointment and removal of trustees are set out in the company's Memorandum and Articles of Association.

New trustees are recruited mainly by advertising in newspaper articles, generic CAB posters, Citizens Advice Scotland website and also word of mouth by existing trustees. Requests are then put to the trustees, minuted and agreed. All trustees have to be re-elected bi-annually, with a proposer and seconder at the AGM.

Organisational structure

The bureau has an executive body of Directors, currently four in number, who carry ultimate responsibility for the limited company. The directors will approve accounts, budgets, grant applications, business plans, bureau policies etc.

The directors also sit on a Management Committee, currently thirteen in number, which also consists of bureau volunteers, bureau manager, members of the public and a Falkirk Council representative. The Management Committee discusses the operational aspects and inputs into sub committees for specific work e.g. help to complete the business plan review for approval by the Directors etc.

The bureau manager is responsible for day to day management of the office, adherence to the budget approved by the directors, line management of staff/volunteers, implementation of bureau policies, recruitment and training of volunteers etc.

There is a Bureau Supervisor who covers in the Manager's absence and who provides support to the volunteers.

Induction and training of new trustees

Committee members are provided with an induction after election at the AGM.

Management committee training is provided by Citizens Advice Scotland. This training is organised by the Field Services section and is provided either by the Advisory Officer or an external facilitator.

Training sessions, where possible, are designed to fit in with the normal meeting times of committees and others can be delivered at a specially arranged committee meeting. Topics are related to the responsibilities and interests of the committee members.

Full day training sessions are available on specific topics, which are held in various venues around Scotland. In addition, training can be provided from a range of community agencies, with courses run locally for committee members.

The manager will record attendance at training events.

Wider network

The bureau manager and staff attend appropriate local forums throughout Falkirk Council area.

Related parties

There are no related parties.

REFERENCE AND ADMINISTRATIVE DETAILS Registered Company number SC126238 (Scotland)

Registered Charity number SC 013233

Registered office 1 Kerse Road Grangemouth FK3 8HW

Report of the Trustees for the Year Ended 31 March 2020

Trustees

Mrs E A Irvine Mrs J Young J T Lambie Ms H R Stewart

Company Secretary

Mrs E A Irvine

Senior Statutory Auditor

Derek Proudfoot C.A.

Auditors

Peter Deans Chartered Accountants 42 Stirling Street Denny Stirlingshire FK6 6DJ

Bankers

Unity Trust Bank 9 Brindley Place Birmingham FK3 8HW

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Bureau (Grangemouth & Bo'ness) Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping 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. 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Peter Deans Chartered Accountants, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 14 September 2020 and signed on its behalf by:

Report of the Trustees for the Year Ended 31 March 2020

Ms H R Stewart - Trustee

HR. Ster

Report of the Independent Auditors to the Trustees and Members of Citizens Advice Bureau (Grangemouth & Bo'ness) Limited

Opinion

We have audited the financial statements of Citizens Advice Bureau (Grangemouth & Bo'ness) Limited (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 12 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Report of the Independent Auditors to the Trustees and Members of Citizens Advice Bureau (Grangemouth & Bo'ness) Limited

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and the trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Derek Proudoox C.A. (Senior Statutory Auditor)

for and on benalf of Peter Deans Chartered Accountants

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

42 Stirling Street

Denny Stirlingshire FK6 6DJ

14 September 2020

Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the Year Ended 31 March 2020

	Notes	Unrestricted fund £	Restricted funds £	31.3.20 Total funds £	31.3.19 Total funds £
INCOME AND ENDOWMENTS FROM Donations and legacies		141,974	-	141,974	128,518
Charitable activities Citizens Advice Bureau		95,556	-	95,556	107,986
Investment income	2	1,003	-	1,003	-
Total		238,533		238,533	236,504
EXPENDITURE ON Charitable activities Citizens Advice Bureau		216,630	-	216,630	226,481
NET INCOME		21,903	-	21,903	10,023
RECONCILIATION OF FUNDS					
Total funds brought forward		89,675	-	89,675	79,652
TOTAL FUNDS CARRIED FORWARD		111,578		111,578	89,675

Balance Sheet 31 March 2020

FIXED ASSETS	Notes	Unrestricted fund £	Restricted funds	31.3.20 Total funds £	31.3.19 Total funds £
Tangible assets	8	117	-	117	138
CURRENT ASSETS Prepayments and accrued income Cash at bank and in hand		3,570 110,345 		3,570 110,345 	91,569
CREDITORS Amounts falling due within one year	9	(2,454)	-	(2,454)	(2,032)
NET CURRENT ASSETS		111,461	-	111,461	89,537
TOTAL ASSETS LESS CURRENT LIABILITIES		111,578	-	111,578	89,675
NET ASSETS		111,578		111,578	89,675
FUNDS Unrestricted funds	10			111,578	89,675
TOTAL FUNDS				111,578	89,675

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 14 September 2020 and were signed on its behalf by:

J T Lambie / T/Justee

H R Stewart - Trustee

M.R. Ster

Notes to the Financial Statements for the Year Ended 31 March 2020

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The entity's ability to continue as a going concern - Covid-19

These financial statements are prepared on the assumption that the company is a going concern. However, there is a material uncertainty due to non-adjusting subsequent events caused by the Covid-19 pandemic that may cast significant doubt upon the company's ability to continue as a going concern. The key uncertainty caused by Covid-19 is the possible long-term impact on company's ability to generate income through revenue. If the Covid-19 pandemic, contrary to management's current expectations, extends beyond 2020 and significantly impacts the company's long-term ability to generate income through revenue, the going concern assumption may be threatened, as cumulative losses over time may lead to a negative equity position. Management will continue to prepare and review income and costs analysis on a regular basis and take all available steps to ensure the company remains a going concern. Management therefore believe that a going concern assumption is justified.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office Equipment - 20% on cost

Fixtures and fittings - 15% on reducing balance

Computer equipment - 33% on cost

Taxation

As a charity registered with Inland Revenue Charities, Edinburgh, the company is exempt from taxation.

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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Notes to the Financial Statements - continued for the Year Ended 31 March 2020

2. INV	ESTMENT	INCOME
--------	---------	--------

	31.3.20	31.3.19
	£	£
Rents received	1,003	-
	•	

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.20	31.3.19
	£	£
Auditors' remuneration	840	840
Depreciation - owned assets	21	24
•		

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2020 nor for the year ended 31 March 2019.

5. STAFF COSTS

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

Direct charitable work Administration	51.3.20 5 2	51.3.19 5 2
	7	7

No employees received emoluments in excess of £60,000.

6. EX GRATIA PAYMENTS

Volunteer workers received payment of expenses only.

No employee received emoluments of more than £60,000.

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM Donations and legacies	128,518	-	128,518
Charitable activities Citizens Advice Bureau	107,986	-	107,986
Total	236,504		236,504
EXPENDITURE ON Charitable activities Citizens Advice Bureau	226,481	-	226,481

31 3 10

24 2 20

Notes to the Financial Statements - continued for the Year Ended 31 March 2020

7.	COMPARATIVES FOR THE STATEMENT OF FINA	ANCIAL ACTIVI	Unrestricted	Restricted	Total
			fund £	funds £	funds £
	NET INCOME		10,023	-	10,023
	RECONCILIATION OF FUNDS				
	Total funds brought forward		79,652	-	79,652
	TOTAL FUNDS CARRIED FORWARD		89,675	-	89,675
8.	TANGIBLE FIXED ASSETS		Fixtures		
		Office Equipment £	and fittings £	Computer equipment £	Totals £
	COST At 1 April 2019 and 31 March 2020	2,650	6,579	20,065	29,294
	DEPRECIATION At 1 April 2019 Charge for year	2,650 -	6,441 21	20,065	29,156 21
	At 31 March 2020	2,650	6,462	20,065	29,177
	NET BOOK VALUE At 31 March 2020		117		117
	At 31 March 2019		138	-	138
9.	CREDITORS: AMOUNTS FALLING DUE WITHIN O	ONE YEAR		31.3.20	31.3.19
	Trade creditors			£	£
	Other creditors			2,453	2,031
				2,454 ———	<u>2,032</u>
10.	MOVEMENT IN FUNDS			Net	
			At 1.4.19 £	movement in funds £	At 31.3.20 £
	Unrestricted funds Core activities		89,675	21,903	111,578
	TOTAL FUNDS		89,675	21,903	111,578

Notes to the Financial Statements - continued for the Year Ended 31 March 2020

10. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

Unrestricted funds	Incoming resources £	Resources expended £	Movement in funds £
Core activities	238,533	(216,630)	21,903
TOTAL FUNDS	238,533	(216,630)	21,903
Comparatives for movement in funds			
University to defend to	At 1.4.18 £	Net movement in funds £	At 31.3.19 £
Unrestricted funds Core activities	79,652	10,023	89,675
	,	•	·
TOTAL FUNDS	79,652	10,023	89,675
Comparative net movement in funds, included in the above are as fo	ollows:		
	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds Core activities	236,504	(226,481)	10,023
TOTAL FUNDS	236,504	(226,481)	10,023
A current year 12 months and prior year 12 months combined positi	on is as follows:		
		Net	
	At 1.4.18 £	movement in funds £	At 31.3.20 £
Unrestricted funds Core activities	79,652	31,926	111,578
TOTAL FUNDS	79,652	31,926	111,578

Notes to the Financial Statements - continued for the Year Ended 31 March 2020

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds Core activities	475,037	(443,111)	31,926
TOTAL FUNDS	475,037	(443,111)	31,926

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2020.

12. FRC ETHICAL STANDARD - PROVISIONS AVAILABLE FOR SMALL ENTITIES

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

Detailed Statement of Financial Activities for the Year Ended 31 March 2020	31.3.20	31.3.19
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies Grants	141,974	128,518
Investment income Rents received	1,003	-
Charitable activities Falkirk Council - core funding	95,556	107,986
Total incoming resources	238,533	236,504
EXPENDITURE		
Charitable activities Wages Social security Pensions Rent, rates & insurance Travelling Light and heat Telephone Post, stationery & advertising Repairs and renewals Sundries Staff training Subscriptions NACAB/CAS Publicity & information costs Cleaning expenses Fixtures and fittings	169,633 12,341 4,167 12,760 3,722 2,784 959 1,215 1,388 863 1,455 436 752 1,660 21	168,278 11,977 4,135 15,313 4,995 3,107 884 2,754 8,207 1,413 596 676 1,698 24
Support costs		
Finance Bank charges	121	131
Governance costs Auditors' remuneration Legal and professional Accountancy and legal fees	840 13 1,500 	840 13 1,440
Total resources expended	216,630	226,481
Net income	21,903	10,023