

Company registration number: 06983394

Charity registration number: 1132425

New Forest Citizens Advice Bureau

known as

Citizens Advice New Forest

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2018

Westlake Clark
7 Lynwood Court
Priestlands Place
Lymington
Hampshire
SO41 9GA

New Forest Citizens Advice Bureau

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New Forest Citizens Advice Bureau

Reference and Administrative Details

Chairman

L J Sutton (resigned 23 November 2017)

D J Scillitoe (appointed 23 November 2017)

Chief Executive Officer

M E G Walker (appointed 3 April 2017)

Trustees

M J Lingam-Willgoss

A K Penson (resigned 23 November 2017)

J R Hatchard

S D Simpkins

J A Taylor

D J Scillitoe

E S Read

J Aitken

D Johnston

A J Lawford (resigned 8 September 2017)

L G Miles

J E Morris

H C Nash (appointed 8 April 2018)

Secretary

D J Scillitoe

Principal Office

Newcourt House
28 New Street
Lymington
Hampshire
SO41 9BQ

Registered Office

Newcourt House
28 New Street
Lymington
Hampshire
SO41 9BQ

The charity is incorporated in England and Wales.

New Forest Citizens Advice Bureau

Reference and Administrative Details

Company Registration Number 06983394

Charity Registration Number 1132425

Bankers

CAF Bank Limited
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Scottish Widows Bank
67 Morrison Street
Edinburgh
EH3 8YJ

Virgin Money
Jubilee House
Gosforth
Newcastle Upon Tyne
NE3 4PL

Nationwide Building Society
Kings Park Road
Moulton Park
Northampton
NN3 6NW

Shawbrook Bank Limited
Lutea House
Warley Hill Business Park
The Drive, Great Warley
Brentwood
Essex
CM13 3BE

Independent Examiner

Westlake Clark
7 Lynwood Court
Priestlands Place
Lymington
Hampshire
SO41 9GA

New Forest Citizens Advice Bureau

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2018.

Structure, governance and management

Nature of governing document

New Forest Citizens Advice Bureau (also operating as Citizens Advice New Forest) is governed by its Memorandum and Articles of Association. New Forest Citizens Advice Bureau was incorporated as a company limited by guarantee on 6 August 2009. The maximum liability of each member is limited to £1. At 31 March 2018 the company had 12 members (10 of whom are also Directors).

New Forest Citizens Advice Bureau is a registered charity and a company limited by guarantee. The charity commenced operations on 1 April 2010.

Recruitment and appointment of trustees

Trustees of the charity, who are also Directors of the company, are elected from the local community and surrounding areas. An Elections Committee, made up of Trustees, the Company Secretary and chaired by the Chair is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Induction and training of trustees

Newly appointed Trustees are provided with a comprehensive induction to New Forest Citizens Advice Bureau through the provision of training courses and mentoring by established trustees.

Organisational structure

New Forest Citizens Advice Bureau is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of New Forest Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of Directors' interests is maintained at the registered office, and is available to the public.

Relationships with related parties

New Forest Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of New Forest Citizens Advice Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

New Forest Citizens Advice Bureau

Trustees' Report

Major risks and management of those risks

New Forest Citizens Advice Bureau has created a Risk Register which follows best practice guidance available from the Charity Commission. This identifies the major risks to which the Bureau is exposed and responsibilities and mitigation plans for all of them. This is monitored and updated, as required, at each meeting of the Board, ensuring that the Bureau continually manages its risk.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions. Procedures are periodically reviewed to ensure that they still meet the needs of the charity.

The Bureau has an Information Risk Policy which has been updated to reflect the most recent legislative requirements and is adequate for its purpose.

The CEO is the Senior Information Risk Owner, supported by the Operations Manager and Advice Services Managers, the Policy is overseen by a Trustee Lead. These roles provide a clear structure for the strategic governance and operational management of information risks within the bureau. The Trustee Board is the Data Controller of all personal data that the Bureau processes and Joint Data Controller with Citizens Advice for all client information held on systems provided by Citizens Advice. The Company meets the requirements of the Data Protection Act 1998 and other regulatory requirements. It has planned for and implemented a phased introduction of compliance with the Data Protection Act 2018 and the General Data Protection Regulation.

All staff are required to complete annually the Civil Service Learning 'Responsible for Information' training appropriate for their role and are provided with training. An IT Acceptable Use Policy has been issued to all staff.

Security breaches and near misses are reported to the Executive Committee with individual breaches considered and escalated as appropriate, dependent on their seriousness. During the reporting period there were no breaches identified which required the Company to inform or escalate a matter to Citizens Advice or the Information Commissioner's Office.

Objectives and activities

Objects and aims

The charity's objects are to promote any charitable purpose for the benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the New Forest and surrounding areas.

New Forest Citizens Advice Bureau aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

The Bureau set out its objectives for 2017/18 in its 3-year Business Plan approved by the Trustee Board in August 2017.

Key objectives include:

New Forest Citizens Advice Bureau

Trustees' Report

1. Undertake and implement a strategic review of current services to identify opportunities to improve value, impact, and accessibility
2. Engage with the NFDC Task & Finish Group to improve partnership working for mutual benefit and enable sustainable financial planning
3. Increase the awareness of CANF services in the New Forest through improvements to public information resources, and use of social media
4. Aspire to excellence in people management to ensure our workforce is highly motivated and best equipped to provide a high quality service
5. Work collaboratively with others to improve the client experience and access to the best advice and support outcomes
6. Further expand research and campaigning activities to better identify and address social and economic issues impacting upon the lives of New Forest residents
7. Identify potential new funding streams and sustainable fundraising activities
8. Review, evaluate, and bid for new project opportunities as an additional source of income and to replace contracts nearing completion.

In January 2018 the trustees approved a strategic goal for 2023 where -

Everyone in New Forest area will be able to access free advice to find a way forward, supported by a strong, representative and influential Citizens Advice New Forest; providing our services through multiple digital channels and enabling personal face-to-face involvement with clients at community supported premises, championing equality and diversity while challenging discrimination.

The Trustees also approved the following strategic priorities to support the strategic goal -

Delivery - Centralise management, information, communication and technology. Divest leasehold premises and secure community supported facilities at locations where the service is needed on an outreach basis to meet a growing demand.

Finance - Secure long-term grant-aid arrangements, increasing funded project activities and local fund-raising, to sustain and develop the service to meet client needs.

People - Recruit and retain volunteers and provide them with high quality training and supervision for delivering the service. Employ skilled staff and develop them for the roles required to manage a high-quality service.

Research & Campaigns - Expand research and campaigning activities to identify and address social and economic issues impacting upon the lives of New Forest residents.

Partnership - Work collaboratively with others to improve the client experience and their access to the best advice and support outcomes.

Publicity - Increase the awareness of our services in the New Forest through improvements to public information resources, and use of social media.

Public benefit

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the Bureau during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of New Forest Citizens Advice Bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through 5 offices in the district at: Hythe, Lymington, New Milton, Ringwood and Totton together with an outreach facility in Fordingbridge. In addition to generalist advice the following specialist advisory services were provided:

New Forest Citizens Advice Bureau

Trustees' Report

- i) Specialist debt advice.
- ii) Specialist employment advice.
- iii) Advice and information to people affected by cancer.
- iv) Advice and information to consumers on the best energy deals.
- v) Through Healthwatch providing information, advice, signposting and referrals relating to health care services.
- vi) Through Pensionwise promoting awareness of the new pension legislation.

Advisory services are provided through face-to-face consultations, by telephone, by email, through the Advice Line service operated from the Lyminster Office and through a webchat service.

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Use of volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

120 volunteers contributed approximately 27,195 hours of work to the Bureau during the year. We estimate the value of this help at £588,458 in respect of the current year.

Achievements and performance

The key achievements in the year were:

- Award of an Advice Quality Standard accreditation from August 2017 with highest grades being achieved in 7 out of 9 leadership areas.
- Embedding the requirements of the new membership agreement into the work processes and further developing the quality assurance and governance programmes.
- Development and initial implementation of a five year 'modernisation' plan to provide:-
 - o A centralised telephone service delivery.
 - o Migration from exclusive to shared offices.
 - o Use of mobile technology to facilitate additional outreach facilities.
- Continued development of Research and Campaign activity and the pending publication of a New Forest Homeless report.
- Successful migration of the client relationship management system from Petra to Casebook (Web Based) for recording of client interactions.
- A higher focus on increasing income from all sources including grants, project funding, and general fund-raising activities.
- Further development of new communication channels with the publication of two new publicity brochures.

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Trustees' Report

Charitable activities

New Forest Citizens Advice Bureau saw a total of 7,170 client contacts (2017 - 9,688) with 14,856 problems (2017 - 16,900). In addition, the bureau assisted its clients to achieve financial outcomes amounting to £552,799.

Although the total number of clients has dropped over the year, the number of individual client contacts has increased to 14,871 to 15,593 and call handling times have also risen by a third indicating greater complexity in addressing client issues.

Throughout 2017/18 we have seen an increase in the complexity of client problems and pressure on the clients we advise and support. Reductions in public and support services have made sustainable independent living more difficult for our clients. Changes to welfare and benefit reforms often result in payment delays and lengthy appeals. This, combined with increasing pressure on local authority, health services and other charities, means we are often the only place left for many people to go for help. Nearly 70% of the issues we now deal with, on behalf of clients, are connected with Benefits, Housing, Employment, Relationships and Debt; resulting in us moving away from the consumer and other quick contact areas we have traditionally serviced - many of which are being resolved by web-based solutions. We expect this trend to continue.

Fundraising activities

Total income from donations from individuals for the year was £3,940 (2017 - £7,681). Net income from fund raising for the year was £1,065 (2017 - £1,666). Expenditure incurred in fundraising activities during the year was £nil (2017 - £nil).

Investment activities

The charity does not currently hold material investments.

Factors affecting the achievement of objectives

The charity is well aware of the financial pressures experienced by its major funders and the likelihood of reduced funding in the future and is working with the main funder to identify cost reductions. It is taking active measures to seek additional sources of funding for its services.

Financial review

Incoming resources in the year were £336,986 (2017 - £337,347), of this £25,379 (2017 - £25,802) related to project restricted activities.

A loss of £7,785 (2017 - £6,318) was incurred in the year. At 31 March 2018 total reserves were £128,562 (2017 - £136,347). The loss is attributable to the 'one off' cost of exiting two leased premises.

Policy on reserves

New Forest Citizens Advice Bureau is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. During the year the Trustees assessed the risks associated with maintaining the existing client services and determined that reserves of £125,000 were required to maintain these services for the foreseeable future. Key risks considered included the high dependency on the New Forest District Council Grant, the unpredictability of future project income and the inherent risk of managing five leased properties with dilapidation liabilities.

New Forest Citizens Advice Bureau

Trustees' Report

Principal funding sources

The Trustees extend their gratitude to New Forest District Council who continued to support the core operating capacity of the charity as the principal source of funding.

Additionally, project specific funding was received from:

- Citizens Advice Hampshire in partnership with Macmillan Cancer Support for the provision of information and advice to people with cancer.
- Citizens Advice Hampshire, as part of a consortium with other Hampshire bureaux, to provide webchat services under Phase 1 of a national pilot funded by The National Association of Citizens Advice Bureaux.
- Healthwatch Hampshire for the provision of information and advice or signposting relating to health care services.
- The National Association of Citizens Advice Bureaux for Energy Best Deal Extra to provide advice on the best energy deals available.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Investment policy and objectives

As required in its Memorandum paragraph 4.19, in furtherance of its objects, and for no other purposes, the company has the power to invest monies of the company not immediately required for its purposes in such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

The Trustees consider it appropriate to invest cash in order to achieve a return on that investment to further the aims of the charity. This will be done by seeking the best financial return within a level of risk considered acceptable to the Board.

Plans for future periods

Aims and key objectives for future periods

Key objectives for future periods include:-

1. Secure a future multiyear funding agreement
2. Completion of the ongoing cost reduction program

Small company provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 23 August 2018 and signed on its behalf by:

.....
E S Read
Trustee

New Forest Citizens Advice Bureau

Statement of Trustees' Responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year. 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 charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and 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 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 adequate accounting records that are sufficient to show and explain the charitable company'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.

Approved by the trustees of the charity on 23 August 2018 and signed on its behalf by:

.....
E S Read
Trustee

New Forest Citizens Advice Bureau

Independent Examiner's Report to the trustees of New Forest Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2018 which are set out on pages 11 to 21.

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 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

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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 applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.

.....
Fabrice Legris BEng FCA
Westlake Clark

7 Lynwood Court
Priestlands Place
Lymington
Hampshire
SO41 9GA

4 September 2018

New Forest Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2018 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2018 £ | Total 2017 £ |
|------------------------------------|------|----------------------------|--------------------------|-----------------------|-----------------------|
| Income and Endowments from: | | | | | |
| Donations and legacies | 3 | 279,284 | (7,749) | 271,535 | 280,660 |
| Charitable activities | 4 | 30,235 | 33,128 | 63,363 | 53,505 |
| Other trading activities | 5 | 1,065 | - | 1,065 | 1,666 |
| Investment income | 6 | 1,023 | - | 1,023 | 1,516 |
| Total Income | | <u>311,607</u> | <u>25,379</u> | <u>336,986</u> | <u>337,347</u> |
| Expenditure on: | | | | | |
| Charitable activities | 7 | <u>(318,031)</u> | <u>(26,740)</u> | <u>(344,771)</u> | <u>(343,665)</u> |
| Total Expenditure | | <u>(318,031)</u> | <u>(26,740)</u> | <u>(344,771)</u> | <u>(343,665)</u> |
| Net movement in funds | | (6,424) | (1,361) | (7,785) | (6,318) |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | <u>129,121</u> | <u>7,226</u> | <u>136,347</u> | <u>142,665</u> |
| Total funds carried forward | 16 | <u><u>122,697</u></u> | <u><u>5,865</u></u> | <u><u>128,562</u></u> | <u><u>136,347</u></u> |

Statement of Financial Activities - Comparative Data for the Year Ended 31 March 2017

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2017 £ |
|------------------------------------|------|----------------------------|--------------------------|-----------------------|
| Income and Endowments from: | | | | |
| Donations and legacies | 3 | 280,660 | - | 280,660 |
| Charitable activities | 4 | 27,703 | 25,802 | 53,505 |
| Other trading activities | 5 | 1,666 | - | 1,666 |
| Investment income | 6 | 1,516 | - | 1,516 |
| Total Income | | <u>311,545</u> | <u>25,802</u> | <u>337,347</u> |
| Expenditure on: | | | | |
| Charitable activities | 7 | <u>(317,335)</u> | <u>(26,330)</u> | <u>(343,665)</u> |
| Total Expenditure | | <u>(317,335)</u> | <u>(26,330)</u> | <u>(343,665)</u> |
| Net movement in funds | | (5,790) | (528) | (6,318) |
| Reconciliation of funds | | | | |
| Total funds brought forward | | <u>134,911</u> | <u>7,754</u> | <u>142,665</u> |
| Total funds carried forward | 16 | <u><u>129,121</u></u> | <u><u>7,226</u></u> | <u><u>136,347</u></u> |

All of the charity's activities derive from continuing operations during the above two periods.

New Forest Citizens Advice Bureau

(Registration number: 06983394)
Balance Sheet as at 31 March 2018

| | Note | 2018 £ | 2017 £ |
|---|------|-----------------|-----------------|
| Current assets | | | |
| Debtors | 13 | 19,270 | 21,073 |
| Cash at bank and in hand | | <u>139,750</u> | <u>130,213</u> |
| | | 159,020 | 151,286 |
| Creditors: Amounts falling due within one year | 14 | <u>(13,318)</u> | <u>(14,939)</u> |
| Total assets less current liabilities | | 145,702 | 136,347 |
| Provisions | 15 | <u>(17,140)</u> | - |
| Net assets | | <u>128,562</u> | <u>136,347</u> |
| Funds of the charity: | | | |
| Restricted funds | | 5,865 | 7,226 |
| Unrestricted income funds | | | |
| Unrestricted funds | | <u>122,697</u> | <u>129,121</u> |
| Total funds | 16 | <u>128,562</u> | <u>136,347</u> |

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

Directors' 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 directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements on pages 11 to 21 were approved by the trustees, and authorised for issue on 23 August 2018 and signed on their behalf by:

.....
E S Read
Trustee

New Forest Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2018

1 Charity status

The charity is a charity limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with 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 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

New Forest Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The financial statements have been prepared on a going concern basis at the balance sheet date. The Trustees only have expectation that subject to continuing funding the charitable company has adequate resources to continue in operational existence for the foreseeable future.

Exemption from preparing a cash flow statement

The charity opted to adopt Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

Income and endowments

Voluntary income including donations and grants that provide core funding or are of a general nature is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

New Forest Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2018

Donated services and facilities

Donated services have been recognised in the statement of financial activities as both incoming resources and resources expended valued at the standard retail price less the price actually paid.

Investment income

Investment income is recognised on a receivable basis.

Charitable activities

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Expenditure

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Taxation

The company is a registered charity and is, therefore, exempt from taxation.

New Forest Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2018

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Provisions

Provisions are recognised when the charity has an obligation at the reporting date as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

Fund structure

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

Restricted funds are those donated for use in a particular area or for a specific purpose, the use of which is restricted to that area or purpose.

Further details of each fund are disclosed in note 16.

Operating leases

Leases in which substantially all the risks and rewards of ownership are retained by the lessor are classified as operating leases. Rentals payable under operating leases are charged in the Statement of Financial Activities on a straight line basis over the lease term.

3 Income from donations and legacies

| | Unrestricted funds | Restricted funds | Total 2018 | Total 2017 |
|-----------------------------------|-----------------------|---------------------|----------------|----------------|
| | General £ | £ | £ | £ |
| Donations and legacies; | | | | |
| Donations from individuals | 3,940 | 5 | 3,945 | 7,681 |
| Grants, including capital grants; | | | | |
| Government grants | 275,344 | - | 275,344 | 272,979 |
| Grants from other charities | - | (7,754) | (7,754) | - |
| | <u>279,284</u> | <u>(7,749)</u> | <u>271,535</u> | <u>280,660</u> |

New Forest Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2018

4 Income from charitable activities

| | Unrestricted funds | Restricted funds | Total 2018 | Total 2017 |
|--------------------|-------------------------------|-----------------------------|-----------------------|-----------------------|
| | General £ | £ | £ | £ |
| Contracts and fees | 30,235 | 33,128 | 63,363 | 53,505 |

5 Income from other trading activities

| | Unrestricted funds | Total 2018 | Total 2017 |
|-------------------|-------------------------------|-----------------------|-----------------------|
| | General £ | £ | £ |
| Local fundraising | 1,065 | 1,065 | 1,666 |

6 Investment income

| | Unrestricted funds | Total 2018 | Total 2017 |
|---|-------------------------------|-----------------------|-----------------------|
| | General £ | £ | £ |
| Interest receivable and similar income; Interest receivable on bank deposits | 1,023 | 1,023 | 1,516 |

7 Expenditure on charitable activities

| | Activity support costs | Total 2018 | Total 2017 |
|---------------|-----------------------------------|-----------------------|-----------------------|
| | £ | £ | £ |
| Advice giving | 344,771 | 344,771 | 343,665 |

£318,031 (2017 - £317,335) of the above expenditure was attributable to unrestricted funds and £26,740 (2017 - £26,330) to restricted funds.

New Forest Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2018

8 Analysis of governance and support costs

Support costs allocated to charitable activities

| | Governance costs £ | Finance costs £ | Computer costs £ | Staff costs £ | Admin costs £ | Premises costs including depreciation £ | Other support costs £ | Total 2018 £ | Total 2017 £ |
|---------------|-----------------------|--------------------|---------------------|------------------|------------------|--|--------------------------|-----------------|-----------------|
| Advice giving | <u>2,117</u> | <u>120</u> | <u>4,231</u> | <u>207,376</u> | <u>31,583</u> | <u>90,918</u> | <u>8,426</u> | <u>344,771</u> | <u>343,665</u> |

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

During the year one Trustee was reimbursed expenses totalling £40 (2017 - £55).

No trustees have received any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

| | 2018 £ | 2017 £ |
|--|----------------|----------------|
| Staff costs during the year were: | | |
| Wages and salaries | 176,650 | 169,512 |
| Social security costs | 13,584 | 12,662 |
| Pension costs | 5,362 | 4,999 |
| Other staff costs | <u>11,780</u> | <u>8,173</u> |
| | <u>207,376</u> | <u>195,346</u> |

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

| | 2018 No | 2017 No |
|----------------|------------|------------|
| Managerial | 3 | 2 |
| Administration | <u>4</u> | <u>5</u> |
| | <u>7</u> | <u>7</u> |

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

New Forest Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2018

The total employee benefits of the key management personnel of the charity were £35,000 (2017 - £31,512).

The chief executive officer, as the highest paid member of staff, received benefits totalling £35,000 (2017 - £31,512 (part time)).

11 Independent examiner's remuneration

| | 2018 £ | 2017 £ |
|---|--------------|--------------|
| Examination of the financial statements | <u>2,077</u> | <u>2,076</u> |

12 Taxation

The charity is a registered charity and is therefore exempt from taxation.

13 Debtors

| | 2018 £ | 2017 £ |
|----------------|---------------|---------------|
| Prepayments | 8,276 | 11,159 |
| Accrued income | 10,690 | 7,413 |
| Other debtors | 304 | 2,501 |
| | <u>19,270</u> | <u>21,073</u> |

14 Creditors: amounts falling due within one year

| | 2018 £ | 2017 £ |
|------------------------------------|---------------|---------------|
| Other taxation and social security | 3,898 | 5,194 |
| Other creditors | - | 778 |
| Accruals | 9,420 | 8,967 |
| | <u>13,318</u> | <u>14,939</u> |

15 Provisions

| | Dilapidations £ | Total £ |
|--------------------------|--------------------|---------------|
| Dilapidations provisions | <u>17,140</u> | <u>17,140</u> |

New Forest Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2018

16 Funds

| | Balance at 1 April 2017 £ | Incoming resources £ | Resources expended £ | Balance at 31 March 2018 £ |
|---------------------------------|--|-------------------------------------|-------------------------------------|---|
| Unrestricted funds | | | | |
| <i>General</i> | | | | |
| Unrestricted Income Fund | 116,273 | 282,857 | (306,471) | 92,659 |
| <i>Designated</i> | | | | |
| Energy Best Deal | 12,038 | 14,794 | (6,916) | 19,916 |
| Healthwatch | 810 | 11,456 | (4,601) | 7,665 |
| Hate Crime Project | - | 2,500 | (43) | 2,457 |
| | <u>12,848</u> | <u>28,750</u> | <u>(11,560)</u> | <u>30,038</u> |
| Total Unrestricted funds | <u>129,121</u> | <u>311,607</u> | <u>(318,031)</u> | <u>122,697</u> |
| Restricted funds | | | | |
| Macmillan | (528) | 30,466 | (26,740) | 3,198 |
| Advice Services Transition Fund | 7,754 | (7,754) | - | - |
| Co op IT Grant | - | 2,667 | - | 2,667 |
| | <u>7,226</u> | <u>25,379</u> | <u>(26,740)</u> | <u>5,865</u> |
| Total restricted funds | <u>7,226</u> | <u>25,379</u> | <u>(26,740)</u> | <u>5,865</u> |
| Total funds | <u>136,347</u> | <u>336,986</u> | <u>(344,771)</u> | <u>128,562</u> |
| | Balance at 1 April 2016 £ | Incoming resources £ | Resources expended £ | Balance at 31 March 2017 £ |
| Unrestricted funds | | | | |
| <i>General</i> | | | | |
| Unrestricted Income Fund | 134,911 | 287,961 | (306,599) | 116,273 |
| <i>Designated</i> | | | | |
| Energy Best Deal | - | 17,709 | (5,671) | 12,038 |
| Healthwatch | - | 5,875 | (5,065) | 810 |
| | <u>-</u> | <u>23,584</u> | <u>(10,736)</u> | <u>12,848</u> |
| Total unrestricted funds | <u>134,911</u> | <u>311,545</u> | <u>(317,335)</u> | <u>129,121</u> |
| Restricted funds | | | | |
| Macmillan | - | 25,802 | (26,330) | (528) |
| Advice Services Transition Fund | 7,754 | - | - | 7,754 |
| | <u>7,754</u> | <u>25,802</u> | <u>(26,330)</u> | <u>7,226</u> |
| Total restricted funds | <u>7,754</u> | <u>25,802</u> | <u>(26,330)</u> | <u>7,226</u> |
| Total funds | <u>142,665</u> | <u>337,347</u> | <u>(343,665)</u> | <u>136,347</u> |

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Notes to the Financial Statements for the Year Ended 31 March 2018

The specific purposes for which the funds are to be applied are as follows:

Macmillan - Relates to a specific project set up between Citizens Advice Hampshire and Macmillan Cancer Support to provide advice to meet the needs of those affected by cancer.

Advice Services Transition Fund - Relates to leading a partnership of not for profit providers of local advice with the aim of improving the services offered whilst reducing duplication. The funding of this contract finished last year and the remaining funding not used was paid back to the funder on 28 March 2018.

Co op IT Grant - Relates to helping with the costs of moving from the New Milton office to new premises, specifically to the purchase of new PCs.

17 Analysis of net assets between funds

| | Unrestricted funds | | | |
|---------------------|--------------------|------------------|------------------|----------------|
| | General Funds | Designated Funds | Restricted funds | Total funds |
| | £ | £ | £ | £ |
| Current assets | 123,117 | 30,038 | 5,865 | 159,020 |
| Current liabilities | (13,318) | - | - | (13,318) |
| Provisions | (17,140) | - | - | (17,140) |
| Total net assets | <u>92,659</u> | <u>30,038</u> | <u>5,865</u> | <u>128,562</u> |

New Forest Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2018

18 Related party transactions

During the year the charity made one related party transaction:

Moore Blatch Solicitors

(J R Hatchard (Trustee) is a partner of Moore Blatch Solicitors)

During the year £880 was paid to Moore Blatch Solicitors for legal services associated with the completion of the deed of surrender for the shop at 5 Parklands Place (2017 - £1,983). At the balance sheet date the amount due to/from Moore Blatch Solicitors was £Nil (2017 - £Nil).

In the previous year the following additional related party transactions were reported:

Simpkins and Co

(S D Simpkins (Trustee) is the owner of Simpkins and Co)

The services of Simpkins and Co were engaged to provide advice in relation to an employment tribunal case. This service was provided on pro bono basis.

Sullivan Lawford

(A J Lawford (Trustee) is a director of Sullivan Lawford)

The company signed a lease on new premises in New Milton and Sullivan Lawford acted as letting agent for the lessor of this property and was paid a commission by them which was consistent with its normal commission rate for properties of this type.

All three transactions were approved by the Board under authority of -

- i. Clause 5 of the NFCAB Memorandum,
- ii. Article 78 of the NFCAB Articles of Association, and
- iii. Sections 185 to 186 of the Charities Act 2011.