

COMPANY REGISTRATION NUMBER: 05296023
CHARITY REGISTRATION NUMBER: 1107152

Mid Suffolk Citizens Advice Bureau
Company Limited by Guarantee
Unaudited financial statements
31 March 2019

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Financial statements

Year ended 31 March 2019

	Page
Trustees' annual report (incorporating the directors' report)	1
Independent examiner's report to the Trustees	13
Statement of financial activities (including income and expenditure account)	14
Balance sheet	15
Notes to the financial statements	16

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report)

Year ended 31 March 2019

The Trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2019.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) (as amended by Update Bulletin 1 published on 2 February 2016).

Chair's report

Citizens Advice is celebrating its 80th anniversary this year. Established in the shadow of World War II our founding purpose was and remains to help whoever needs it, when they need it, with advice that is free, impartial and confidential. A decent society supports those less fortunate than themselves and society has changed a lot in 80 years: the expansion of social security; creation of the NHS; and joining a European Market that by the time you read this we may have left again. Our help is sought more and more in these turbulent times.

As a local charity helping its local community, we have two key strengths. Firstly, the commitment from our staff and volunteers to provide a quality service, making every donated pound go that much further. On behalf of our community I would like to thank them as they, from receptionist to supervisors, are the front line in identifying the help needed and in assisting effectively and efficiently. I would also like to thank my fellow Trustees once again for a year of commitment, guidance and support.

Secondly, I want to thank our funders who support our service through both general funding and bespoke project funding. Securing funding both short term and longer term remains our main challenge; I'm grateful to all those involved in those ongoing discussions at every level, and I'd like to thank every funder who makes a donation, grant or gift however large or small for continuing to show that support of our Charity.

In the end, we measure ourselves by the impact we have on those we help: relieving the pressures of debt, assisting in sourcing suitable housing, advising on employment disputes and marital break ups, and helping with benefits and raising awareness.

Having had an excellent result from the audit of the quality of our service last year and again this year, we will continue to cooperate with other local charities and with other Citizens Advice offices across Suffolk and we remain committed to continue transforming our approach to make our service as accessible and efficient as possible.

Michael Wangermann
Chair of the Board of Trustees, Mid Suffolk Citizens Advice Bureau

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2019

Reference and administrative details

Registered charity name	Mid Suffolk Citizens Advice Bureau
Charity registration number	1107152
Company registration number	05296023
Principal office and registered office	5 Milton Road South Stowmarket Suffolk IP14 1EZ

The Trustees

The Trustees who served during the year and at the date of approval were as follows:

M Wangermann (Chair)
I Rickard (Company Secretary)
J Ramsay (Treasurer)
S Dorward
N Gowrley
E Hayward
D Muller
M Narey
R Rehahn
N Scarff
R Talbot
I Wright

Management team	C Eagles (Manager) S Clifton (Fundraising and Contracts Officer) K Roberts (PR and Communications Officer) P Roberts (Advice Session Supervisor) E Robertshaw (Advice Session Supervisor)
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Independent examiner	Mr L Thurston FCCA Lovewell Blake LLP Chartered accountants First Floor Suite 2 Hillside Business Park Bury St Edmunds IP32 7EA
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Bankers	TSB 7 Market Street Stowmarket IP14 1DY CAF Bank Limited 25 Kings Hill Avenue Kings Hill West Malling ME19 4JQ
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Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2019

Objectives and activities

Aims and Principles

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

Our network of charities offers confidential advice online, over the phone, and in person, for free.

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations - from companies right up to the government - how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

Our Vision and Values

Our vision is to make a positive and lasting difference to the lives of people living and working in Mid Suffolk.

We want to offer an efficient and accessible advice and information service relating to people's legal rights and responsibilities.

We want to offer our services using a holistic approach and acting with our clients in a supportive, empowering, responsible and professional way.

We want to create a working environment that feels equally friendly, welcoming and respectful to everyone using it.

We operate within an equality framework as agreed by Citizens Advice. This means that we respect equality and diversity and we work within several policies and procedures designed to support them, both in our service delivery and in our recruitment, selection and treatment of volunteers, paid staff and Trustees.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2019

Objectives

The main objective was to continue to provide advice and guidance to the community of Mid Suffolk, and our activities for the year end 31st March 2019 were targeted to meet that goal. This work was carried out by a team of generalist advisers and specialist advisers using a drop-in, appointment, email and telephone service available for 30 hours a week. The charity records 14 key areas of advice: benefits, consumer, debt, education, employment, finance, health, housing, immigration, legal, relationship, tax, travel and utilities.

In addition to generalist advice, we provided specialist advisory services:

- The Energy Best Deal Extra (EBDx) service that provides one to one advice on: getting the best price for your fuel; repaying fuel debts; energy efficiency measures such as loft and cavity wall insulation; and grants for fuel;
- The MS Society Project to provide specialist support for families affected by Multiple Sclerosis;
- Specialist Welfare Benefit advice including form filling, home visits and representation at appeals;
- Specialist Employment advice including negotiations with employers and representation at Employment Tribunals;
- Specialist Debt advice to discuss debt management options available to clients including debt management plans, bankruptcy, Debt Relief Orders and IVA.

How our activities deliver Public Benefit

Our main activities and who we try to help are described above. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The Board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

Contribution of Volunteers

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2018/19 the service employed 11 paid workers (5.4 FTEs) (2017/18: 11 paid workers, 5.5 FTEs), and was supported by 45 volunteers (2017/18: 50 volunteers).

Volunteers represent the indispensable core of the service for without them, there would not be a Mid Suffolk Citizens Advice Bureau service. The volunteers contribute, on average, 21,276 hours per annum (2017/18: 21,112). This may be expressed as an annualised value of £383,240 (2017/18: £392,433). However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. During 2018/19 4 volunteers left to take up external work.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2019

Achievements and performance

The key achievements of the organisation in 2018/19, in line with the Business and Development plan were:

- 3,372 unique clients assisted;
- 9,924 advice issues handled a 6.5% increase on 2017/18;
- £1,275,176 (2018: £1,413,506) debt managed, with average debt of £11,699 (2018: £12,291);
- £910,065 (2018: £789,700) of Welfare Benefits generated by the Benefit and Income Maximisation Project;
- £357,305 (2018: £195,609) awarded in Welfare Benefits through appeals and mandatory reconsiderations;
- £108,892 (2018: £42,862) of income generated for clients affected by Multiple Sclerosis;
- 52 clients (2018: 69) were seen and advised by the Employment Specialist with £12,370 (2018: £3,250) awarded in compensation following pre-hearing negotiation and representation at Employment Tribunals;
- 190 (2018: 217) food parcels issued;
- 84 (2018: 87) free legal advice sessions with a local solicitor;
- 143 (2018: 97) clients provided with Pension Wise guidance;
- Renewed our Advice Quality Standard for quality advice and debt work;
- Awarded the Advice Quality Standard for telephone and welfare benefit advice;
- Completed research on IT developments and their effect on advice giving channels;
- Outreach services continued at Wattisham Flying Station supporting service personnel and their families;
- Outreach provided at Stonham Barns;
- Programme to identify clients who are victims of Gender Violence and Abuse and provide the necessary support;
- In a follow-up survey 91% (2018: 93%) of clients said their overall experience of the service was positive or very positive;
- A monthly email newsletter to staff and volunteers;
- A quarterly newsletter to funders;
- Energy switching and saving group and one-to-one sessions provided as part of the Energy Best Deal and Energy Best Deal Extra campaign funded by Ofgem.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2019

Financial review

Incoming resources in the year were £196,127 (2018: £203,868). Of this £37,068 (2018: £42,802) related to project restricted activities. Expenditure in the year amounted to £199,476 (2018: £203,271) comprised in large part salaries for our 11 employed staff (5.4 FTE) of £130,247 (2018: £130,082). A deficit of £3,349 (2018: surplus of £597) was made in the year.

Fundraising activities and Principal funding sources

Total income for the year was £196,127, a small decrease of £7,741 on 2017/2018. Our principal funding sources were Mid Suffolk District Council (46% of total, 2018: 47%), Suffolk County Council (21% of total, 2018: 20%), Stowmarket Relief Trust (8% of total, 2018: 7%), and Stowmarket Town Council (4% of total, 2018: 4%).

The Trustees extend their gratitude to our principal funders, Mid Suffolk District Council and Suffolk County Council, bodies with whom we share many strategic objectives and who continued to support the core operating capacity of the charity. In addition, project-specific funding was received from Stowmarket Relief Trust, Needham Market & Barking Welfare Charities, Geoffrey Burton Trust and Stowmarket & District Lions in support of the Benefit and Income Maximisation Project; funding was also received from the MS Society to support families affected by MS, and Elmswell Parish Council, Elmswell Fire Station and Elmswell Amenities Association in support of the outreach in that village. Stowmarket Town Council provides Mid Suffolk Citizens Advice Bureau with premises to operate from as well as a grant to subsidise part of the rent.

The charity did not have any borrowings from either a provider of funding or other sources at the Balance Sheet date.

Reserves policy

Mid Suffolk Citizens Advice Bureau is acutely aware of the need to ensure that free monies are available in each financial year to smooth the cash flow and to meet any reasonably foreseeable contingency. Cash flow trends and reserves levels are constantly monitored, and in their planning Trustees and staff try to ensure that income continues to be derived from as wide a variety of sources possible.

We are also aware of the financial pressures experienced by our major funders and our dependence on them and have included this situation in establishing our reserves policy. Trustees have reviewed the potential expenditure that could arise should a significant reduction in income be incurred and have determined that a free unrestricted reserve of between six and nine-month's expenditure should be held (min £99,738: max £149,607 of expenditure).

At 31st March 2019, total unrestricted reserves were £163,248 (2018: £164,780) of which £110,000 (2018: £90,000) is designated for specific purposes as outlined below. The free undesignated reserves were therefore £53,248 (2018: £74,780), which is just over three months of expenditure.

Designated reserves

A proportion of unrestricted funds have been designated with the aim of ensuring the charity's sustainability by making provisions for the replacement of equipment in due course, for fulfilling our contractual commitments, for maintaining our premises and moving if necessary, and for the development of new and innovative ideas. These currently amount to £110,000, as detailed in the notes to the financial statements.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2019

Investment activities

Aside from retaining an amount required to maintain a prudent level of reserves each year, the charity's funds are spent on delivering and developing the free advice service to the community of Mid Suffolk. The reserves were held during the year in a COIF Charities Deposit Account; a Cambridge and Counties 95-day notice account; a CAF Platinum 30-day notice account and a Shawbrook 100-day notice account; these accounts were managed to remain under the £85,000 FCSC compensation limit. The charity does not currently hold any other material investments.

Plans for the future

Developing a sustainable service that meets the needs of our clients remains a priority of the Trustee Board for 2019/20. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high quality service that our clients expect and deserve.

There is a three-year strategic business and development plan with detailed emphasis on the current year. The content of the plan is subject to review by the Trustees and is an agenda item at Trustee Board meetings.

The specific focus this year will be to:

- work with the Local Authority, Citizens Advice and Job Centre Plus to deliver the new Help to Claim Service to ensure that Universal Credit claimants are fully supported in the claiming process;
- work with Suffolk Citizens Advice, Suffolk County Council and the Ipswich and East Suffolk Clinical Commissioning Group to ensure long term sustainable funding;
- work with partners to deliver social prescribing;
- recruit additional volunteers to allow for the expansion of the phone and email advice services;
- continue the quarterly email newsletter to key stakeholders;
- use the evidence provided by our clients to influence and change practices and laws at both a local and national level with attention focused on Welfare Reform;
- develop the skills and knowledge of the existing volunteers and staff;
- deliver the county Marketing Strategy with the Suffolk Local Citizens Advices;
- explore opportunities to deliver advice via webchat.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2019

Structure, governance and management

Governing Document

Mid Suffolk Citizens Advice Bureau is a charitable company limited by guarantee, incorporated on 24 November 2004: Company No. 05296023, Charity No. 1107152. The Company is governed under its Articles of Association adopted by an Extraordinary General Meeting on 23rd July 2014. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

At 31 March 2019, the company had 23 individual and 7 organisation members (2018: 21 individual and 7 organisations).

Mid Suffolk Citizens Advice Bureau is also known and referred to as Citizens Advice Mid Suffolk.

Trustee Recruitment and Appointment

Trustees are either initially co-opted by the Trustee Board and then elected to the Board at an Annual General Meeting within three years of co-option or, alternatively, elected directly at an Annual General Meeting. Any election lasts for three years by which time the Trustee can be re-elected. The charity seeks nominations from local authorities and from organisations which have common aims and aspirations.

Trustees, who are also Directors of the company, are elected from the local community and must either reside or work in Mid Suffolk or the surrounding area. A formal interview process is followed for all applicants with an interview panel comprising of three Trustees. References are taken for all new Trustees. A separate process agreed by the Trustee Board is followed for the election of the Chair and any Observers nominated from local authorities.

Trustee Induction and Training

New Trustees are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the committee and decision-making processes, the strategic business development plan and recent financial performance of the charity. They also meet key employees, volunteers and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Appraisal of the Trustee Board

The Trustees conduct an annual performance appraisal using a Citizens Advice template. Action is taken on any areas under performing to ensure the Trustee Board conforms to best practice.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2019

Organisational Structure

The Trustee Board 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 Mid Suffolk Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day to day operation of the organisation to a paid Manager. The Trustee Board has assigned 'portfolio leadership' responsibilities amongst the Trustee group to allow workload to be shared and to give a clear point of contact for senior Mid Suffolk Citizens Advice Bureau staff. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. From February 2019 all Trustees and key employees are required annually to declare they are a "fit and proper person" to be involved in the running of a charity.

The Trustee Board has two committees: Operations and Appeals. Each committee reports to the Trustee Board. The Chair, Company Secretary, Treasurer and Manager are entitled to attend meetings of the main committees.

- Operations

The committee meets a minimum of four times a year and is responsible for:

- Monitoring, challenging and approval of all budgets; end of year accounts; projects; contracts; salaries; risk assessment; operational issues raised by manager; annual review of HR matters; review of specific staff issues; and review and update of strategic business development plan;

- To consider any issues referred by the board for advice.

Core Membership: M Wangermann, J Ramsay, S Dorward, E Hayward, M Narey, R Rehahn, N Scarff, R Talbot and I Wright.

- Appeals

The committee meets as and when required and is responsible for:

- Considering disciplinary appeals according to the charity's disciplinary policy.

Core Membership: Any two Trustees not previously involved in the case.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2019

Related Parties

Citizens Advice Mid Suffolk is a member of Citizens Advice, the national association for the Citizens Advice service. With effect from April 2015 Citizens Advice Bureaux became known as Local Citizens Advice (LCA) and Mid Suffolk Citizens Advice Bureau became known as Citizens Advice Mid Suffolk (CAMS). The charity also cooperates and liaises with many other advisory services, local charities, trusts and social services departments on behalf of clients.

Audit process

The charitable company is annually audited by Citizens Advice using a Performance and Quality Framework. Every three years the LCA receives a full audit to ensure compliance with the Advice Quality Standard (AQS) and the Money Advice Service Debt Advice Quality Framework (MASDAQF).

The Red/Amber/Yellow and Green (RAYG) scoring system is used to mark each of the five key areas:

- Quality of Advice Assessment;
- Client Experience;
- People Management;
- Leadership;
- Financial Health Monitoring.

Quality of Advice Assessment - every quarter the LCA self-assesses a selection of cases which are then checked by a Citizens Advice auditor for the quality of the self-assessment and quality of advice.

Client Experience - a selection of clients is contacted by email or text after the advice process to assess their satisfaction with the service and the advice provided.

People Management - an annual survey is sent to all staff and volunteers to ask people about their experiences, identify what's working well and see where improvements can be made.

Leadership - the Trustees annually self-assess how well the charity is run and whether it is delivering good quality services. The self-assessment is checked by an auditor from Citizens Advice.

Financial Health - quarterly financial reports are provided to Citizens Advice which are assessed against the budget and the Reserves Policy. A comparison is provided against LCA in the family group.

In September 2018 the charity had its three-year audit and is continuing to score green in all five areas.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2019

Risk management

The Trustees have reviewed their procedures considering corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'. A risk assessment report is contained within the strategic business development plan. The report considers potential changes to the environment in which the charity is working and highlights how these would impact on its services. The organisation faces a range of operational risks and the key to successful risk management is to identify potential risks, the likelihood of them occurring and then mitigate their impact. The Risk Register is a formal statement of the charity's risk management strategy and how the impact of potential risks can be minimised. Identifying the risks is an important element of risk management and has been given detailed and careful consideration.

Mid Suffolk Citizens Advice Bureau's objectives, its internal organisation and the environment in which it operates are continually evolving and as a result, the risks it faces are not constant. Organisational success derives, in part, from successful risk taking and so the purpose of internal control is to help manage and control risk appropriately rather than to eliminate it.

The following measures will help minimise the risks:

- Trustee Board recognises its role as the ultimate authority about the governance of the organisation and the management team and staff recognise that they operate with delegated authority;
- Effective appraisal of the manager and management team;
- Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts;
- The effective use of probationary periods; staff and volunteer supervision and appraisal; and policies to promptly identify and deal with issues of concern;
- Regular case sheet checking; Independent File Reviews and training to ensure quality;
- Regular review and analysis of statistics to ensure targets are met;
- Maintaining good relationships with funders to identify potential future funding problems and potential funding opportunities;
- Ensuring adequate financial reserves;
- Monthly financial monitoring against annual budget;
- Good communication between volunteers, staff, the management team and the Trustee Board;
- Maintaining independence and political neutrality to avoid conflict of interests.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2019

Statement of Internal Control

The Trustee Board oversee the information security of all the personal information that is processed, including the personal information of our clients, staff, funders and strategic partners. Mid Suffolk Citizens Advice Bureau hold joint responsibility for client data that is held in our case management system with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

Independent examiner reappointment

A resolution to appoint Mr L Thurston FCCA of Lovewell Blake LLP as independent examiner will be proposed at the next meeting.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The Trustees' annual report was approved on and signed on behalf of the Board of Trustees by:

John Ramsay
Treasurer
Board of Trustees
Mid Suffolk Citizens Advice Bureau

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Independent examiner's report to the Trustees of Mid Suffolk Citizens Advice Bureau

Year ended 31 March 2019

I report to the charity Trustees on my examination of the financial statements of the company for the year ended 31 March 2019 which comprise the statement of financial activities (including income and expenditure account), balance sheet and the related notes.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements 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 financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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 financial statements 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.

Mr L Thurston FCCA
Independent Examiner

Lovewell Blake LLP
Chartered accountants
First Floor Suite
2 Hillside Business Park
Bury St Edmunds
IP32 7EA

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2019

	Note	Unrestricted funds £	2019 Restricted funds £	Total funds £	2018 Total funds £
Income and endowments					
Grants and donations	5	156,142	35,818	191,960	198,634
Charitable activities	7	2,310	1,250	3,560	4,844
Investment income	8	607	—	607	390
Total income		<u>159,059</u>	<u>37,068</u>	<u>196,127</u>	<u>203,868</u>
Expenditure					
Charitable activities	9	160,591	38,885	199,476	203,271
Total expenditure		<u>160,591</u>	<u>38,885</u>	<u>199,476</u>	<u>203,271</u>
Net (expenditure)/income and net movement in funds		<u>(1,532)</u>	<u>(1,817)</u>	<u>(3,349)</u>	<u>597</u>
Reconciliation of funds					
Total funds brought forward		164,780	5,282	170,062	169,465
Total funds carried forward		<u>163,248</u>	<u>3,465</u>	<u>166,713</u>	<u>170,062</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 16 to 24 form part of these financial statements.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Balance sheet

31 March 2019

	Note	2019 £	£	2018 £	£
Fixed assets					
Tangible fixed assets	14		–		3,403
Current assets					
Debtors	15	940		874	
Cash at bank and in hand		196,838		176,661	
		<u>197,778</u>		<u>177,535</u>	
Creditors: Amounts falling due within one year	16	<u>(31,065)</u>		<u>(10,876)</u>	
Net current assets			166,713		166,659
Total assets less current liabilities			<u>166,713</u>		<u>170,062</u>
Net assets			<u>166,713</u>		<u>170,062</u>
Funds of the charity					
Restricted funds			3,465		5,282
Unrestricted funds			163,248		164,780
Total charity funds	17		<u>166,713</u>		<u>170,062</u>

For the year ending 31 March 2019 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 company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

These financial statements were approved by the Board of Trustees and authorised for issue on, and are signed on behalf of the board by:

John Ramsay (Treasurer)
Trustee

Company registration number: 05296023

The notes on pages 16 to 24 form part of these financial statements.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2019

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 5 Milton Road South, Stowmarket, Suffolk, IP14 1EZ.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006 and the Charities Act 2011. The charity has applied Update Bulletin 1 as published on 2 February 2016.

The charity constitutes a public benefit entity as defined by FRS 102.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The accounts have been prepared on the going concern basis and the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected income and expenditure for the next 12 months from authorising these financial statements. The budgeted income and expenditure are sufficient with the level of reserves for the charity to be able to continue as a going concern.

Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the Trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2019

3. Accounting policies *(continued)*

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office equipment - 25% - 33% Straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2019

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

4. Limited by guarantee

The charity is a company limited by guarantee. None of the Trustees have a beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

5. Grants and donations

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Donations			
Donations	15,301	3,350	18,651
Grants			
Grants	140,841	32,468	173,309
	<u>156,142</u>	<u>35,818</u>	<u>191,960</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Donations			
Donations	7,042	2,756	9,798
Grants			
Grants	149,957	38,879	188,836
	<u>156,999</u>	<u>41,635</u>	<u>198,634</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2019

6. Grants and donations

	2019 £	2018 £
Grants Receivable		
Suffolk County Council	40,501	41,214
Mid Suffolk District Council	90,180	96,520
Stowmarket Town Council	7,600	7,600
Stowmarket Relief Trust	15,000	15,000
The National Association of Citizen Advice Bureaux	9,578	17,669
Suffolk Community Foundation	4,850	2,000
M S Society	4,000	2,533
Elmswell Parish Council	1,600	3,000
Henry Smith Charitable Trust	–	3,000
Bosmere Lodge	–	300
	<u>173,309</u>	<u>188,836</u>

Of the £173,309 of Grants received in the year £32,468 (2018: £38,879) was restricted.

Donations

Private Donations	7,496	2,473
Stowmarket District Lions	1,000	1,000
Alfred Williams Charitable Trust	1,500	1,500
Geoffrey Burton Charitable Trust	1,850	1,650
Suffolk County Council - locality grant	1,050	106
Parish Councils	4,255	2,069
Needham Market Town Council	1,000	1,000
Needham Market & Barking Welfare Charities	500	–
	<u>18,651</u>	<u>9,798</u>

Of the £18,651 of Donations received in the year £3,350 (2018: £2,756) was restricted.

7. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Other income	1,380	1,250	2,630
PensionWise	930	–	930
	<u>2,310</u>	<u>1,250</u>	<u>3,560</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Other income	3,006	1,167	4,173
PensionWise	671	–	671
	<u>3,677</u>	<u>1,167</u>	<u>4,844</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2019

8. Investment income				
	Unrestricted Funds	Total Funds 2019	Unrestricted Funds	Total Funds 2018
	£	£	£	£
Bank interest receivable	<u>607</u>	<u>607</u>	<u>390</u>	<u>390</u>
9. Expenditure on charitable activities				
		Unrestricted Funds	Restricted Funds	Total Funds 2019
		£	£	£
Staff training		3,192	792	3,984
Travel		694	382	1,076
Volunteer Training		277	41	318
Volunteer expenses		3,982	38	4,020
Volunteer other		149	88	237
Wages and salaries		108,061	22,186	130,247
Support costs		<u>44,236</u>	<u>15,358</u>	<u>59,594</u>
		<u>160,591</u>	<u>38,885</u>	<u>199,476</u>
		Unrestricted Funds	Restricted Funds	Total Funds 2018
		£	£	£
Staff training		4,646	452	5,098
Travel		1,318	263	1,581
Volunteer Training		218	66	284
Volunteer expenses		4,221	167	4,388
Volunteer other		389	-	389
Wages and salaries		104,730	25,352	130,082
Support costs		<u>40,602</u>	<u>20,847</u>	<u>61,449</u>
		<u>156,124</u>	<u>47,147</u>	<u>203,271</u>
10. Net (expenditure)/income				
Net income is stated after charging:				
			2019	2018
			£	£
Depreciation of tangible fixed assets			3,403	6,278
Operating lease rentals			19,839	20,544
			<u>23,242</u>	<u>26,822</u>
11. Independent examination fees				
			2019	2018
			£	£
Fees payable to the independent examiner for: Independent examination of the financial statements			<u>1,800</u>	<u>1,800</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2019

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2019 £	2018 £
Wages and salaries	119,425	119,198
Social security costs	2,591	2,739
Pension costs	8,231	8,145
	<u>130,247</u>	<u>130,082</u>

The average head count of employees during the year was 11 (2018: 13).

No employee received employee benefits of more than £60,000 during the year (2018: Nil).

13. Trustee remuneration and expenses

No Trustees received any remuneration during the year. The charity reimbursed Trustees for expenses incurred amounting to £111 (2018: £73).

14. Tangible fixed assets

	Office equipment £
Cost	
At 1 April 2018 and 31 March 2019	<u>35,683</u>
Depreciation	
At 1 April 2018	32,280
Charge for the year	3,403
At 31 March 2019	<u>35,683</u>
Carrying amount	
At 31 March 2019	—
At 31 March 2018	<u>3,403</u>

15. Debtors

	2019 £	2018 £
Prepayments and accrued income	897	874
Other debtors	43	—
	<u>940</u>	<u>874</u>

16. Creditors: Amounts falling due within one year

	2019 £	2018 £
Accruals and deferred income	<u>31,065</u>	<u>10,876</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2019

16. Creditors: Amounts falling due within one year *(continued)*

Included in creditor amounts falling due within one year is deferred income of £23,827 (2018: £6,187) which comprises grant income for future periods.

17. Analysis of charitable funds

Restricted funds

	At 1 April 2018	Income	Expenditure	At 31 March 2019
	£	£	£	£
BIM Project	–	12,775	(12,775)	–
Elmswell Outreach Project	136	1,600	(1,736)	–
Employment Advice	–	5,000	(5,000)	–
Financial Capability	4,721	3,275	(5,001)	2,995
Help to Claim	–	2,818	(2,818)	–
M S Society	425	4,000	(3,955)	470
Rent	–	7,600	(7,600)	–
	<u>5,282</u>	<u>37,068</u>	<u>(38,885)</u>	<u>3,465</u>

	At 1 April 2017	Income	Expenditure	At 31 March 2018
	£	£	£	£
BIM Project	15	13,276	(13,291)	–
Elmswell Outreach Project	1,496	3,106	(4,466)	136
Employment Advice	–	5,000	(5,000)	–
Financial Capability	8,012	–	(3,291)	4,721
Money Advice Project	–	9,820	(9,820)	–
M S Society	103	4,000	(3,678)	425
Rent	–	7,600	(7,600)	–
	<u>9,626</u>	<u>42,802</u>	<u>(47,146)</u>	<u>5,282</u>

Benefit & Income Maximisation ("BIM") Project - a community project aimed at ensuring full entitlement for appropriate benefits and grants for persons within Mid Suffolk;

Elmswell Outreach Project - funding to deliver fortnightly advice services in Elmswell (completed 19th September 2018);

Employment Advice - funding to provide specialist employment advice including representation at employment tribunals;

Financial Capability - funding to provide training to frontline workers and end users to increase awareness on budgeting, savings, credit and energy efficiency;

Help to Claim - set-up costs to provide advice and support via face-to-face, telephone and webchat to Universal Credit claimants until they receive their first full payment (from 1st April 2019);

Money Advice Project - funding to provide budgeting, energy and debt advice and casework to tenants (completed 30th November 2017);

MS Society Project - funding to provide advice to families affected by Multiple Sclerosis.

Rent - Stowmarket Town Council grant towards premises rent.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2019

17. Analysis of charitable funds (continued)

Designated funds	2019 £	2018 £
Equipment Reserve	(10,000)	(10,000)
Contractual Commitment Reserve	(55,000)	(35,000)
Development Reserve	(5,000)	(5,000)
Property Reserve	(40,000)	(40,000)
	<u>(110,000)</u>	<u>(90,000)</u>

Equipment Reserve - a reserve to ensure there is enough capital to upgrade or replace IT and communications as required and to replace office equipment when it becomes obsolete or beyond economic repair. Funds are also required from time-to-time to purchase new equipment for new projects. The Trustees' consider a sum of £10,000 held in reserve will permit replacement of these items when they fail or require upgrading and the purchase of additional equipment.

Contractual Commitment Reserve - a reserve to ensure that the charity can cover contracted payments to staff such as redundancy, provision of maternity, paternity and long-term sickness cover, payment of pension funds and the costs of any disciplinary and/or grievance procedures that may arise. This category of Reserve also covers the costs of curtailing on-going contracts (for instance IT and communications contracts) where necessary. The Trustees consider a sum of £55,000 to be applicable for this purpose.

Development Reserve - a reserve to allow the charity to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such projects. The estimated costing of any proposed projects will be contained within the charity's strategic business and development plan and will be self-supporting once established. An initial project start-up reserve limit of £5,000 will be applicable.

Property Reserve - a reserve to cover the potential costs of a move to alternative premises. These costs would include legal fees; costs for moving the paperwork, furniture and equipment, installation of IT and telecoms equipment and adaptation of the premises to allow for the provision of a confidential advice service to required standards. Added to this is an amount for Dilapidations, i.e. the replacement of carpets and re-decoration and general repairs to existing premises. The total Property Reserve has been set by Trustees at £40,000.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2019

18. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Tangible fixed assets	—	—	—
Current assets	163,248	3,465	166,713
Net assets	<u>163,248</u>	<u>3,465</u>	<u>166,713</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Tangible fixed assets	3,403	—	3,403
Current assets	161,377	5,282	166,659
Net assets	<u>164,780</u>	<u>5,282</u>	<u>170,062</u>

19. Financial instruments

	2019 £	2018 £
The carrying amount of financial instruments at 31 March 2019 were:		
Financial assets measured at amortised cost:		
Cash at bank and in hand	<u>196,838</u>	<u>176,661</u>
Financial liabilities measured at amortised cost:		
Accruals	<u>(7,238)</u>	<u>(4,689)</u>

20. Financial commitments

Total commitments under non-cancellable operating leases are as follows:

	2019 £	2018 £
Amounts due within one year	20,768	10,793
Amounts due between one and 5 years	<u>17,607</u>	<u>1,080</u>
	<u>38,375</u>	<u>11,873</u>

21. Related parties

There have been no related party transactions in this or the previous reporting year.



