
Rural Cambs Citizens Advice Bureau Ltd

FINANCIAL STATEMENTS

FOR YEAR ENDED 31st MARCH 2019



Rural Cambs

INDEX	
Report of the Directors and Trustees	Page 3 – 18
Statement of Financial Activities for the year ended 31 st March 2019	Page 19
Balance Sheet for the year ended 31 st March 2019	Page 20
Statement of Cash Flows for the year ended 31 st March 2019	Page 21
Notes to the Financial Statements for the year ended 31 st March 2019	Page 22 – 37
Independent Auditors Report to the Members of Rural Cambs Citizens Advice Bureau Ltd	Page 38 - 40

Rural Cambs Citizens Advice Bureau Ltd

REPORT OF THE DIRECTORS AND TRUSTEES

The Trustees, who are also the Directors for the purpose of Company Law, present their annual report and the audited financial statements for Rural Cambs Citizens Advice Bureau Ltd ("the Charity") for the year ended 31st March 2019.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their account in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1st January 2015).

Reference and Administration Details

Charity name:	Rural Cambs Citizens Advice Bureau Ltd
Operating name:	Citizens Advice Rural Cambs
Charity registration no:	1146277
Company registration no:	7931354
Financial conduct authority registration no:	617718
Registered office:	9 Church Mews, Wisbech, Cambridgeshire PE13 1HL
Telephone:	01945 469787
Email:	admin@ruralcambscab.org.uk
Website:	www.citizensadvice-ruralcambs.org.uk
Key management personnel:	Chief Officer – Mr N Blencowe Finance Manager – Mrs K Drewry
Company secretary:	Mrs M Coaster *
Bankers:	Barclays Bank plc, Leicester LE87 2BB
Auditors:	Stephenson Smart 2 The Crescent, Wisbech, Cambridgeshire. PE13 1EH

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

The following people serve as Directors/Trustees of the Charity:

Directors /Trustees	Role	Appointed	Elected/Re-elected	Resigned
Mr P D Arch			22.10.15	21.10.16 Chair
Dr M T Evans	Chair		1.11.17	11.06.19
Mrs J D Wilson	Vice-Chair		22.10.15	27.02.18 as Vice-Chair
Ms B Dixon			21.10.16	21.10.18
Mr K J Woodward			03.11.17	15.06.18
Mr B Fawthrop		29.01.18		22.09.18
Mrs J Darroch	Treasurer	01.04.18		
Ms M Lamprecht		03.05.18		11.06.19
Mr M Mealing	Chair	03.05.18 Appointed Chair 11.06.19		
Mr S Wilson	Trustee	06.08.19	15.11.19	

*Mrs M Coaster - Company Secretary (as a non-trustee)

Structure, Governance and Management

Governing Document and Constitution

Rural Cambs Citizens Advice Bureau Ltd is a Registered Charity and a Company Limited by Guarantee. The maximum liability of each member is limited to £1. At 31st March 2019 the Charity had seventeen members (2018 seventeen members).

The Charity was incorporated as a Company Limited by Guarantee on 1st February 2012 and registered as a charity on 7th March 2012.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

The Charity was incorporated under a Memorandum of Association, which established the objectives and powers of the charitable company and is governed under its Articles of Association. Each principal member of the organisation is, therefore, a member of the Charity and has a right to attend and vote at company general meetings. Members support the organisation by volunteering their services free.

The Charity is independent, and is one of three Citizens Advice local centres in Cambridgeshire and covers East Cambridgeshire, Fenland and Huntingdonshire, serving a population of 350,000 residents.

Recruitment and Appointment to Board of Trustees

Trustees, who are also Directors of the Charity, are recruited and elected from the local community. In maintaining its independence, the Trustee Board ("Board") is responsible for ensuring no other persons or external organisations are entitled to appoint persons to the Board.

The maximum number of Trustees is fifteen and the minimum number is three. All elected Trustees shall retire from office at the third Annual General Meeting following their election or appointment respectively but may be re-elected for a further three year term, with a six year restriction applying only to the post of Chair, Vice-Chair and Treasurer. Board members are elected for their knowledge and/or expertise and each has a specific executive responsibility.

In addition to the above Trustees, the following attend the Board Meetings as non-voting members:

- Dr B Dungarwalla (Chief Executive Officer to 25.9.18)
- Mr N Blencowe (Acting Chief Executive Office from 25.06.18/Chief Officer from 01.01.19)
- Mrs M Coaster (Company Secretary/Minute Taker)
- Representatives from the Finance and Operations functions of the Charity.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

Induction and Training of New Members of the Board

New members of the Board are provided with information about the service's governance, the responsibilities of company directors and charity trustees, an invitation to a Citizens Advice Trustee Induction Day and are appointed a mentor from among the Board. As a part of the induction, new Trustees are required to sign a code of conduct in carrying out their responsibilities in the best interests of the Charity. It is generally the case that new members are already aware of the activities and aims of the service.

Organisational Structure and Decision Making

The Charity is governed by its Board, which is responsible for setting the strategic direction of the organisation and the policy of the Charity. The Board carry the ultimate responsibility for the conduct of the Charity and for ensuring the Charity satisfies its legal and contractual obligations.

The Board meets at least six times a year. In between meetings, matters requiring the Board's authorisation are dealt with by email and/or telephone and then ratified and minuted at its next meeting.

The Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

A Funding Panel, which meets regularly, chaired by Mrs J Darroch is responsible for helping the CO to resource new funding and scrutinising service level agreements, contracts and bids and risk.

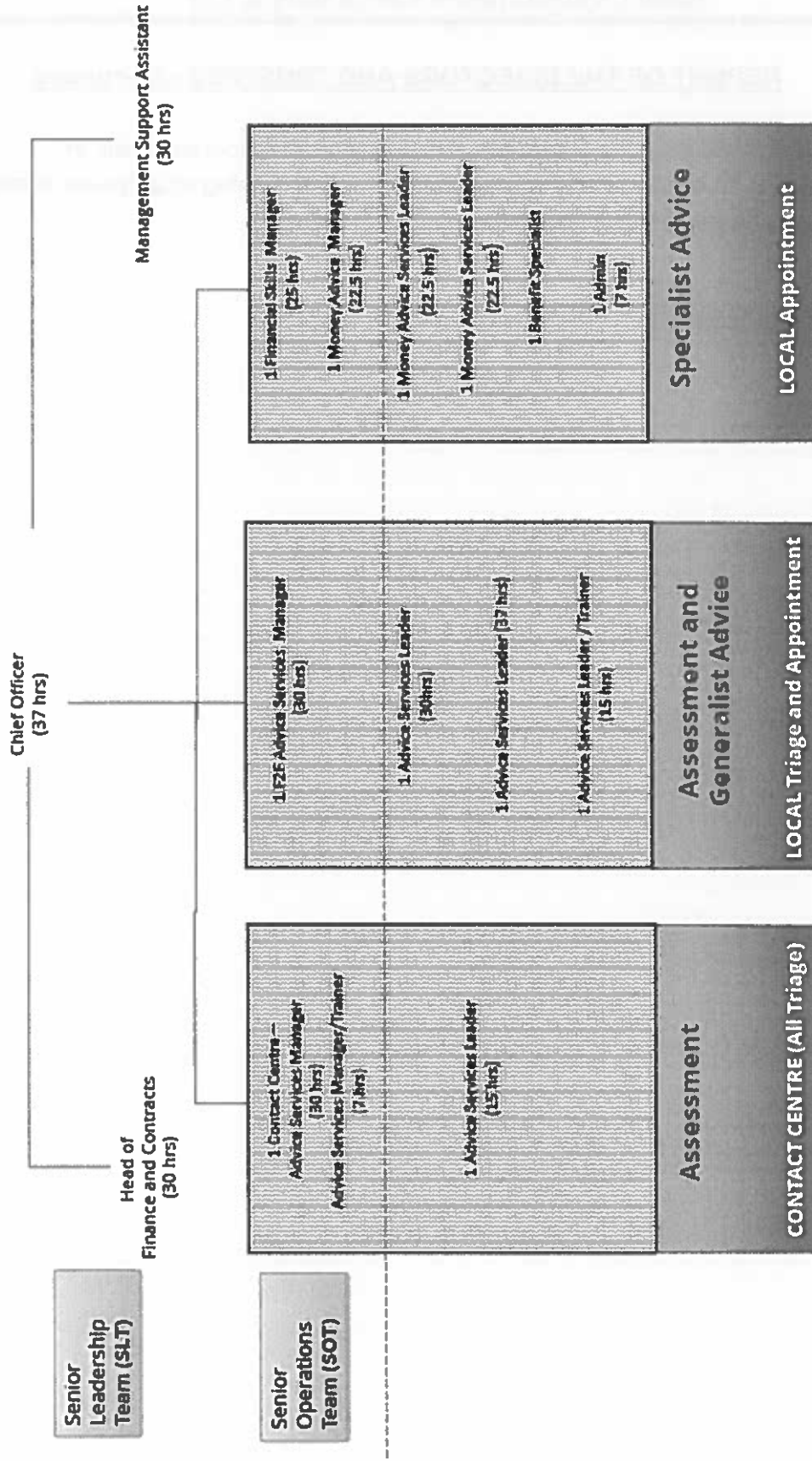
The organisation's Chief Executive Officer was Dr B Dungarwalla until her resignation on 25th September 2018. Prior to that date she was on an extended period of sick leave. From 25th June 2018, Mr N Blencowe was Acting CO until his position was confirmed as from the 1st January 2019. They have been responsible to the Board for:

- Management, development and strategic planning
- Vision and leadership in the continuing development of the Charity

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

- Serving and advising the Board in carrying out their responsibilities, in maintaining an overview of the organisation and in making appropriate strategic, policy and financial decisions.

Staff Structure 2018



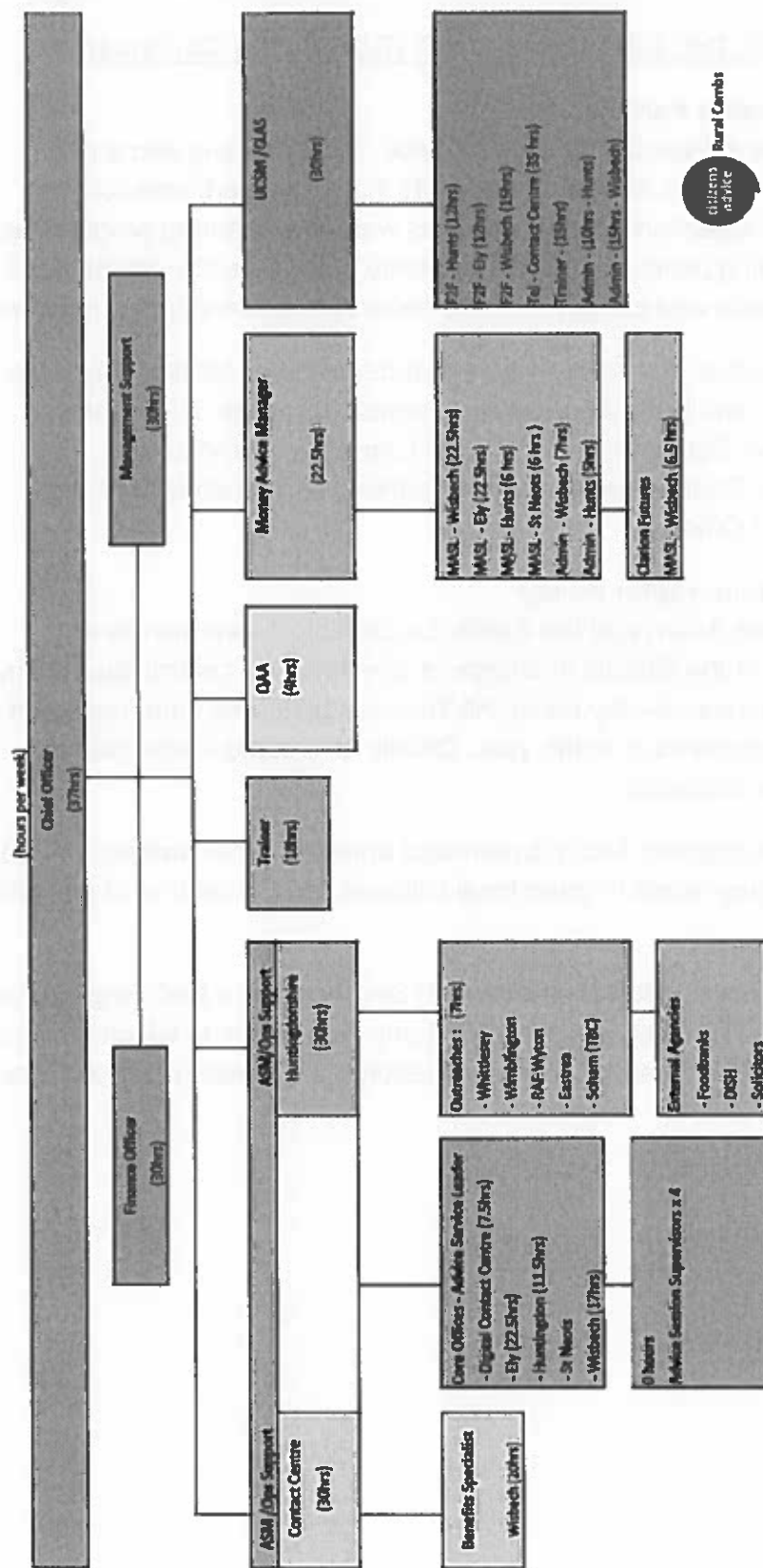
Short term project roles are not included in the above structure but are:

- 880 New Horizons
- Money Mentor (Coach) - (8 hrs)
- Money Mentor Admin - (8 hrs)
- Admin (5 hrs)

Ongoing role:

- QAA checking as per Membership Requirements (3 hrs)

Staff Structure - 2019



citizens advice Rural Cambs

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

Relationships with Related Parties

The Charity is a member of 'National Citizens Advice', the operating name of the National Association of Citizens Advice Bureau, 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 Board 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 the County and District Councils on behalf of clients. The Charity's Principal Funders are the District Councils of East Cambs, Fenland and Huntingdonshire and the Charity maintains good working relationships with their respective Members and Officers.

Management Staff Remuneration Policy

The Trustees consider the Board and the Senior Leadership Team are the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day-to-day basis. All Trustees give their time freely and no Trustee receives any remuneration in the year. Details of Trustees expenses are disclosed in note 7 of the accounts.

The pay of the Senior Leadership Team is reviewed annually. The Trustees are able to benchmark this against pay levels in other local Citizens Advice centres of a similar size.

Major Risks

The Trustees have worked on a Risk Management Strategy and a Risk Register was agreed by the Board. The Trustees recognise that any major risks to which the Charity is exposed need to be reviewed and policies, procedures and systems put in place to mitigate those risks.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

Any interruption to the service is managed by arranging a successful recovery, working with National 'Citizens Advice', staff and volunteers from neighbouring services and the Charity's partners. This happened in the case of the issues referred to above.

Financial risk to the business resulting from a loss of significant funding is managed by the Funding Panel, which includes the Chief Executive Officer, the Charity's Treasurer and the Finance Manager. The panel looks at diversity of funding for the future, efficiency and other cost saving measures.

Objectives and Activities

Mission Statement

The Citizens Advice service gives people the knowledge and confidence they need to find their way forward, whoever they are and whatever their problem. Our advice is free, independent, confidential and impartial.

We value diversity, promote equality and challenge discrimination.

The Charity's Vision

Our Vision is to be the advice deliverer and strategic partner of choice in East Cambs, Fenland and Huntingdonshire Districts by providing a high quality and sustainable service to people who need advice in the most efficient, accessible way as well as effective partnership for other stakeholders.

Advice will be provided in a number of ways including digital media, telephone, 'face to face' and information leaflet. It will include generalist advice, specialist advice and, in some instances, case work. Advice may be provided by us or an approved partner organisation with the relevant specialist knowledge or experience.

Each client that contacts us, by whatever means, will have their needs identified at the earliest opportunity and be guided to the suitable type of advice and method of accessing it.

Increasingly, we aim to introduce initiatives that build people's capability to avoid problems and, based on the evidence we accumulate, campaign to change things that cause problems.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

Charitable Objects

The Charity's objects are to promote any charitable purpose for the public 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 Cambridgeshire and surrounding areas.

Main objectives for 2018/19

- Funding & Finance – To raise the funds needed to achieve our overall vision and to monitor regularly our financial position
- People & Capacity – To encourage and enable our staff and volunteers to reach their full potential in providing the best possible service to our clients
- Quality & Service – To achieve the highest possible standards of service to clients and ensure compliance with our regulatory authorities
- Culture & Communications – To achieve clarity of our purpose, standards and values amongst all our stakeholders.

Strategies for Achieving Objectives for 2018/19

The Charity continued to:

- Work closely and in collaboration/partnership with our funders, County, District and Parish Councils, voluntary sector peers, housing associations, children centres, library and community hubs to ensure the best service
- Monitor and check the advice and service we gave to ensure its quality by the use of satisfaction surveys
- Review and adapt our structures and processes to ensure they met the changing needs of our clients by formal 1:1's and appraisals with all staff and volunteers
- Maintain the standards of Governance.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

The Board continued to review the future strategy of The Charity:

- Financial budgeting is in place with the production of quarterly management accounts and monthly review meetings enabling the Board to monitor and manage its resources and fund balances
- It has identified the continuing need for general funds to finance the day to day running of the Charity and of being able to fund important projects that respond to changing needs
- To obtain the necessary funding to provide the additional services applications were made to various local and national providers of community finance
- Advertisements were placed in the local press for advisory staff both as paid employees and volunteers, induction and training being provided to the extent that necessary knowledge and skills were not pre-existing.

Public Benefit Required

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice 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 the Charity remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through four local offices in Ely, Huntingdon, St Neots and Wisbech. In addition to generalist advice the following specialist advisory services were provided:

- Debt Advice by IMA (Institute of Money Advice) advisors.
- Financial Capability – support with budgeting and financial capability building client's confidence to manage their own money.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

All advisory services were provided through face-to-face consultations, telephone advice lines and outreach services at community hubs throughout the area.

Contribution of Volunteers

The Charity relies on volunteers to achieve its aims and objectives and to work under the supervision of its paid staff. Volunteers are involved in the provision of advice, fundraising, marketing, finance, governance and administration.

A pool of just over 100 volunteers, including the trustees, contributed approximately 39,200 hours of work to the local community through the Charity during the year.

We estimate the value of this help to be approximately £407,288 in respect of the current year. (2017/18 44,000 volunteer hours equating to approximately £457,160)

Achievements and Performance

In the final quarter of 2018/19 we established the capability to provide a centrally delivered service enabling local clients to claim Universal Credit through the Help to Claim Service. This involved the recruitment and training of 8 staff (4 FTE) with training also being provided to existing volunteers.

Factors Affecting the Achievement of Objectives

The Charity is well aware of the financial pressures experienced by its major funders, and in view of this is taking active measures to seek additional sources of funding for its services and looking at ways to deliver the service within

The Charity wishes to secure effective joint working with Cambridgeshire/Peterborough Citizens Advice services in order to be in a position of sustainability and successful transition for the emerging local authority and public service changes which could include new commissioning opportunities under the combined mayoral authority.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

Complaints

The Charity complies with the formal complaints procedure as set out by the Citizens Advice membership standards.

'How to make a complaint' posters and leaflets are clearly displayed in all the local offices.

No formal complaints were brought against the organisation during the year or the preceding year.

The Charity understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate but does not currently fundraise from the public or use any internal fundraisers or external fundraising agencies for either telephone or face-to-face campaigns and received no fundraising complaints during the year.

Financial Review

Financial Position

Income during the year was £538,374 (2017/18 £566,037), of this £147,418 (2017/18 £205,637) related to restricted project activities.

A surplus was made for the year of £1,117 (2017/18 operating deficit £1,729 which together with the exceptional losses gives an overall deficit figure of £75,065.)

As at 31st March 2019, total reserves were £56,364 (2017/18 £55,247).

Reserves Policy

The Board of Trustees reviewed the Reserves Policy during the financial year and the aim is now to hold unrestricted reserves equivalent to the higher of:

- The Charities contingent liabilities and
- Two and a half months of normal operating expenditure.

The charities contingent liabilities as at 31st March 2019 equated to £117,889.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

Two and a half months of budgeted operational expenditure for 2019/20 equates to £116,619.

As at 31st March 2019 the total unrestricted reserves held amounted to £56,364. Whilst this is clearly outside the target of reserves, the Board of Trustees are of the view that by careful budgeting and identifying new sources of funds, the Charity will be able to restore its reserve levels to meet the policy.

The Board reviews the financial position of the Charity at each Board meeting to ensure it can operate effectively within the level of reserves currently held.

Principal Funding Sources

The Trustees extend their gratitude to Fenland District Council, East Cambs District Council, Huntingdonshire District Council, Cambridgeshire County Council, St Neots Town Council, Whittlesey Town Council, National Citizens Advice and the Town and Parish Councils who continue to support the core operating capacity of the Charity. In addition, project specific funding was received from the Money Advice Service, Clarion Housing, CHS Group.

Investment Policy

The Charity does not currently hold material investments. Cash not required in the short term is held in a bank deposit account, which is considered by the Board to be the most suitable investment vehicle in which to safeguard funds.

The Future

Citizens Advice Rural Cambs although a local charity aligns itself closely with and fully supports the principles of the National Citizens Advice, 'Future of Advice' strategy. Fully supporting and embracing the 5 focus areas which we will embed into our organisation over the next 3 years:

- 1) **Advice** – Continue to improve people's experience of our service, so that everyone leaves us with the knowledge and confidence they need to find a way forward.
- 2) **Advocacy** – Be an even stronger voice on issues that matter most to people who need our help.

REPORT OF THE DIRECTORS AND TRUSTEES - Continued

- 3) **Technology** – Use technology to enable a positive experience for everyone, and free up resources to meet more demand.
- 4) **Sustainability** – Underpin our future as a service by ensuring we take a collaborative, proactive approach and commercial approach to securing and maintaining funding.
- 5) **Culture** – Be a collaborative, innovative and high-performing service that challenges discrimination and promotes equality, diversity and inclusion.

Supporting and aiding the National organisation to achieve its vision for 2022:

- You won't ever struggle to get help from us
- Our service will be joined up
- We'll help you find a way forward, whatever your problem
- You'll get the level of support you need
- You know that we'll speak up for you

These five strands fit with what we strive to achieve locally as an organisation and on a national scale.

STRATEGIC PRIORITIES

Introduction

There will always be a lot of major issues, initiatives and programmes underway at any one time and these will need to be prioritised and integrated to ensure that disruption of service to our clients is kept to a minimum and we actually deliver the desired outcomes.

Sustainability and Funding

Realistically, we have to assume that traditional Core Funding will continue to be a struggle and thus we must sustain our strong relationships with our existing Public Sector Funders. In addition, we will try to develop wider support from non-traditional sources and continue to cultivate other project and service contract based Funding opportunities where we have the capability and confidence to deliver.

Priorities for 2019-22

1. **Financial:** To ensure effective use of resources, secure continued support from existing funders and widen our unrestricted funding while actively seeking additional project based funding to complement our existing service.
2. **Workforce:** To develop a high performing, diverse and flexible workforce.
3. **Partners:** To increase our partnership working with selected associates and collaboration with Cambridge and Peterborough LCAs.
4. **Network:** To engage with and ensure effective implementation of new Citizens Advice initiatives.
5. **Access:** To improve client access to services.

Statement of Trustees' Responsibilities

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting 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 to operate.

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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

Approved by order of the board of trustees on

.....*SEPT. 17TH 2019*..... and signed on its behalf by:



M Mealing
Chair of the Board of Trustees

Rural Cambs Citizens Advice Bureau Ltd

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2019

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
Income					
Donations and legacies	3	387,181	147,418	534,599	562,927
Charitable activities	4	3,697	-	3,697	2,997
Investment income	5	78	-	78	113
Total Income		390,956	147,418	538,374	566,037
Expenditure					
Charitable activities	6	389,837	147,420	537,257	646,652
Net Income/(Expenditure) for the year	7	1,119	(2)	1,117	(80,615)
Funds brought forward		55,247	-	55,247	135,862
Transfer between funds	12	(2)	2	-	-
Funds carried forward		56,364	-	56,364	55,247

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 22 to 37 form part of these financial statements

Rural Cambs Citizens Advice Bureau Ltd

BALANCE SHEET AS AT 31 MARCH 2019

	Notes	2019 £	2018 £
Fixed Assets	8	200	600
Current Assets			
Debtors	9	19,594	26,960
Cash at bank and in hand	10	80,303	65,164
		<u>99,897</u>	<u>92,124</u>
Creditors: Amounts falling due within one year	11	43,733	37,477
		<u>56,164</u>	<u>54,647</u>
Net Current Assets		56,164	54,647
Net Assets		<u>56,364</u>	<u>55,247</u>
Funds of the Charity			
Unrestricted Funds	12	56,364	55,247
Restricted Funds	13	-	-
Total Funds		<u>56,364</u>	<u>55,247</u>

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

The financial statements were approved by the Board of Trustees on 30th 17, 2019 and signed on its behalf by:



M Mealing
Chair of the Board of Trustees

The notes on pages 22 to 37 form part of these financial statements

Rural Cambs Citizens Advice Bureau Ltd

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 £	2018 £
Cash Flows from Operating Activities			
Net cash provided by/used in operating activities	18	15,139	(2,745)
Cash Flows from Investing Activities			
Purchase of property, plant and equipment		-	-
Change in cash and cash equivalents in the reporting period		15,139	(2,745)
Cash and cash equivalents at the beginning of the reporting period		65,164	67,909
Cash and cash equivalents at the end of the reporting period		80,303	65,164

The notes on pages 22 to 37 form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

1. Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) General information and basis of preparation

Rural Cambs Citizens Advice Bureau Ltd is a registered charity and a Limited Liability Company incorporated in England & Wales.

Registered Office: see page 2 Reference and Administration Details

Activities: see page 9 – Objectives, Strategies and Activities for 2018/18

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.

The Charity 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.

The financial statements are presented in pounds sterling, which is the functional currency of the Charity.

b) Income

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the item(s) of income has been met, it is probable that the income will be received and the amount can be measured reliably.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

Grant income, whether 'capital' grants or 'revenue' grants, is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donations and other income are included at the point of confirmation of the income.

Interest receivable on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the bank.

When income has related expenditure (as with fund raising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

c) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis.

d) Depreciation

All assets are capitalised at their historical cost when purchased.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost on a straight line basis over their expected useful economic lives as follows:

- Fixtures, Fittings & Equipment - over 4 years
- Computer Equipment - over 3 years

Assets are reviewed for any indications of impairment at each balance sheet date.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

e) Intangible Income

No income is recognised for the services of volunteers in these accounts, except in the dialogue in the 'significant achievements' within the Trustees report.

f) Funds held by the Charity

The Charity's restricted funds relate to its specific projects, separately funded. Restrictions arise when specified by the grant issuing body or donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of the costs of overall direction and administration of the Charity.

Where the donor does not specify a particular fund, donations are included in unrestricted funds which are used in accordance with the charitable objects at the discretion of the Board of Trustees.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

The aim and use of each fund is set out in the notes to the financial statements.

g) Pensions

The charities auto-enrolment date was 1 April 2018 and from that date the Charity has set up a defined contribution pension scheme operated by NEST for the staff.

h) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Pre-payments are valued at the amount pre-paid net of any trade discounts due. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

i) Cash at bank and in hand

Cash at bank and cash in hand includes cash.

j) Creditors

Creditors are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

k) Financial Instruments

The Charity only has financial assets and financial liabilities of a kind, that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

l) Operating leases

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

m) Taxation

The company is considered to pass the test set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

2. Status

The Charity has no share capital being a Company Limited by Guarantee and is a Registered Charity. Each member in the event of a winding up guarantees to contribute a sum not exceeding £1. There are currently twenty one members (2018: sixteen members).

No one individual has control of the charity.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

3. Donations and Legacies

	Unrestricted	Restricted	2019 Total	2018
	£	£	£	£
Donations	7,884	-	7,884	13,535
Restricted Grant Income				
Citizens Advice - MASDAP	-	104,252	104,252	96,801
Citizens Advice - Energy Best Deal	-	-	-	2,400
Citizens Advice - Universal Support	-	18,108	18,108	-
Clarion Housing - Making Money Count	-	5,000	5,000	66,553
CHS Group - Building Better Opportunities (BBO)	-	19,968	19,968	4,085
Fenland District Council - Personal Budgeting Support	-	-	-	2,625
Huntingdon District Council - Personal Budgeting Support	-	-	-	825
Grant income received directly for clients	-	90	90	25,310
Cambridgeshire County Council - Trading Standards	-	-	-	7,038
Unrestricted Grant Income				
Citizens Advice – re financial audit fees	6,066	-	6,066	-
Citizens Advice – Energy Best Deal	5,250	-	5,250	-
Huntingdon District Council	115,700	-	115,700	115,700
Fenland District Council	65,000	-	65,000	73,000
East Cambs District Council	47,347	-	47,347	47,347
Whittlesey Town Council	5,500	-	5,500	5,500
St Neots Town Council	13,500	-	13,500	13,500
Fenland District Council – Personal Budgeting Support	2,475	-	2,475	-
Cambridgeshire Community Local Assistance Scheme (CLAS)	37,243	-	37,243	36,158
Clarion Futures	12,000	-	12,000	12,000
CHS Group - Trailblazer	34,500	-	34,500	3,000
Robert Hall & Hudson Foundation	2,900	-	2,900	-
Cambridgeshire County Council – Trading Standards	2,988	-	2,988	-
Cambridgeshire Community Foundation	-	-	-	(3,000)
Tudor Trust - delivering accessible digital services	-	-	-	31,500
Cambridgeshire County Council - Debt Prevention Care Leavers	-	-	-	9,000
Grant income received directly for clients	28,828	-	28,828	50
	379,297	147,418	526,715	549,392
Total Income for Donations and Legacies	387,181	147,418	534,599	562,927

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

3. Donations and Legacies – continued

Donations were received from our Clients, City of Ely Council, Haddenham Parish Council, Warboys Parish Council, Little Downham Parish Council, Stretham Parish Council, Brampton Parish Council, Abbotsley Parish Council, Sawtry Parish Council, The Dove Trust and the Holy Trinity Masonic Lodge.

In 2018 £205,637 of total grant income was restricted and the remainder of £343,755 was unrestricted.

4 Income from Charitable Activities

.

	Unrestricted £	Restricted £	2019 Total £	2018 £
Other	1,565	-	1,565	1,109
Room Hire	2,132	-	2,132	1,888
	3,697	-	3,697	2,997

All income from charitable activities in 2018 relate to unrestricted funds.

5 Investment Income

.

	Unrestricted £	Restricted £	2019 Total £	2018 £
Bank Interest	78	-	78	113

All investment income in 2018 relates to unrestricted funds.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

6 Analysis of Expenditure on Charitable Activities Year Ended 31 March 2019

Expenditure	Restricted Funds					Universal Support	TOTAL
	MASDAP	MMC	BBO	£	£		
	£	£	£	£	£	£	£
Staff Salaries & NI	73,574	-	16,136	12,310	102,020		
Staff & Volunteer costs	3,534	-	130	1,427	5,091		
Governance	-	-	-	-	0		
Office	1,046	5,002	10	1,387	7,445		
Premises	5,313	-	-	1,532	6,845		
Other	-	-	1,112	-	1,112		
Cross Charges	14,390	-	2,670	1,452	18,512		
Reallocation of Contact Centre	6,395	-	-	-	6,395		
Total Expenditure	104,252	5,002	20,058	18,108	147,420		

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

6 Analysis of Expenditure on Charitable Activities
Year Ended 31 March 2019

Unrestricted Funds												
	CENTRAL		CLAS	Clarion	CHS Trailblazer		Contact Centre	Ely General Fund	Fenland General Fund	Huntingdon General Fund	St Neots General Fund	TOTAL
	£		£	£	£	£	£	£	£	£	£	£
Expenditure												
Staff Salaries & NI	106,600		28,091	6,732	20,535	26,469	11,782	27,020	18,376	13,234		258,839
Staff & Volunteer costs	5,063		537	82	213	4,993	931	3,834	3,366	3,307		22,326
Governance	6,128		-	-	-	-	-	-	-	-		6,128
Office	20,569		64	-	-	721	2,866	2,629	6,540	6,790		40,179
Premises	18		13	-	-	10,014	5,876	25,596	9,570	7,164		58,251
Other	158		35	-	-	-	3,215	21,213	3,800	600		29,021
Cross Charges	-132,469		4,556	1,071	3,110	21,754	25,215	23,667	19,751	14,833		-18,512
Reallocation of Contact Centre	-		3,198	3,198	8,314	-63,951	10,231	11,511	15,988	5,116		-6,395
Total Expenditure	6,067		36,494	11,083	32,172	-	60,116	115,470	77,391	51,044		389,837

389,837

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

6. Analysis of Expenditure on Charitable Activities

Year ended 31 March 2018

Expenditure	Restricted Funds			Unrestricted Funds					St Neots General Fund	TOTAL
	MASDAP	MMC	CENTRAL	CO Target	Contact Centre	Ely General Fund	Fenland General Fund	Huntingdon General Fund		
Staff Salaries & NI	81,033	52,881	17,393	47,678	51,574	46,578	49,211	36,677	29,264	411,000
Staff & Volunteer costs	3,090	3,537	1,519	2,364	6,375	3,448	4,375	4,510	4,234	33,515
Governance	-	-	8,071	-	-	7	-	-	-	-
Office	1,023	1,594	18,129	239	960	3,323	2,918	8,940	8,874	40,766
Premises	9,302	908	-	140	10,491	1,286	31,099	7,437	7,317	60,972
Other	25,720	24,590	136	21,925	-	-	-	-	6,482	77,853
Cross Charges	10,511	4,999	(45,248)	5,075	5,738	5,535	5,909	4,317	3,164	21,101
Total Expenditure	130,679	88,509	-	77,421	75,138	60,177	93,512	61,881	59,335	644,100
		219,188				427,464				644,100

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

7. Net (outgoing)/incoming resources before transfers

	2019	2018
	£	£
This is stated after charging:		
Depreciation	400	1,843
Trustees Expenses	1,496	-
Auditors Remuneration	4,560	6,800
Operating lease payments - buildings	50,465	55,586

During the year four Trustees (2018 - no Trustees) were reimbursed £1,496 for travel expenses.

	2019	2018
	£	£
Wages & Salaries	334,864	384,965
Employers NIC	22,237	25,588
Employers Pension contributions	3,758	1,735
	360,859	412,288

No staff member received remuneration in excess of £60,000.

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

	2019	2018
Management and administration	8	9
Charitable activities	16	19
	24	28

8. Tangible Fixed Assets

	FF & E	Computers	Total
	£	£	£
Cost			
As at 1 April 2018 & As at 31 March 2019	5,767	32,417	38,184
Depreciation			
As at 1 April 2018	5,767	31,817	37,584
Charge for the year	-	400	400
As at 31 March 2019	5,767	32,217	37,984
Net Book Value			
As at 31 March 2019	-	200	200
As at 31 March 2018	-	600	600

Rural Cambs Citizens Advice Bureau Ltd

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

9. Debtors

	2019	2018
	£	£
Other Debtors	11,007	17,580
Prepayments	8,587	9,380
	<u>19,594</u>	<u>26,960</u>

10. Cash at bank and in hand

	2019	2018
	£	£
Cash at bank	79,378	64,726
Cash in hand	925	438
	<u>80,303</u>	<u>65,164</u>

11. Creditors

	2019	2018
	£	£
Trade Creditors	5,873	4,801
Accruals	20,276	25,148
Social Security and Other Taxes	6,673	7,528
Income received in advance	10,911	-
	<u>43,733</u>	<u>37,477</u>

12. Unrestricted Funds: movement in the year

	Balance at 1 April 18 £	Income £	Expenditure £	Transfers (to)/from Other Funds £	Balance at 31 March 19 £
Unrestricted Funds	55,247	390,956	(389,837)	(2)	56,364

	Balance at 1 April 17 £	Income £	Expenditure £	Transfers (to)/from Other Funds £	Balance at 31 March 18 £
Unrestricted Funds	147,606	360,400	(427,464)	(25,295)	55,247

Rural Cambs Citizens Advice Bureau Ltd

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

13. Restricted Funds: movement in the year

	Balance at 1 April 18 £	Income £	Expenditure £	Transfers (to)/from Other Funds £	Balance at 31 March 19 £
Citizens Advice - MASDAP	-	104,252	(104,252)	-	-
Citizens Advice _ Universal Support	-	18,108	(18,108)	-	-
Clarion Housing - Making Money Count	-	5,000	(5,002)	2	-
CHS Group – Building Better Opportunities	-	19,968	(19,968)	-	-
Grant income direct for clients	-	90	(90)	-	-
	-	147,418	(147,420)	2	-

	Balance at 1 April 17 £	Income £	Expenditure £	Transfers (to)/from Other Funds £	Balance at 31 March 18 £
Citizens Advice - MASDAP	-	96,801	(122,096)	25,295	-
Grant income direct for clients	-	25,310	(25,310)	-	-
HDC-Personal Budgeting Support	-	825	(825)	-	-
Cambridgeshire County Council – Trading Standards	-	7,038	(7,038)	-	-
Clarion Housing - Making Money Count	(11,744)	66,553	(54,809)	-	-
Citizens Advice – Energy Best Deal	-	2,400	(2,400)	-	-
CHS Group –Building Better Opportunities	-	4,085	(4,085)	-	-
Fenland District Council – Personal budgeting support	-	2,625	(2,625)	-	-
	(11,744)	205,637	(219,188)	25,295	-

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

**13. Restricted Funds: movement in the year -
continued**

Money Advice Service Debt Advice Project (MASDAP) - Money advice service works with partners to make debt advice easier and quicker to access and to improve standards and quality across the sector.

Making Money Count - A Big Lottery funded project aimed at improving the financial confidence of a range of residents in Fenland. The grant is now administered by Clarion Housing. It is a five year scheme from 2013 to March 2018 to give help across Fenland by providing face-to-face support with budgeting and financial capability building their confidence to manage their own money.

Building Better Opportunities project (BBO) funded by the Lottery and the European Social Fund (ESF), will be used to extend the legacy of the project in Fenland for a further two years. Learning from the MMC project to date was evidenced as good practice to ensure sustainability of client's financial capabilities for the funding bid.

Grant income direct for clients – CARC actively apply for small local grants for individual clients for heating, clothing and household items as part of working closely with some individuals.

Cambridgeshire County Council Trading standards – Legal Advice Providers Grant.

Personal Budgeting Support – Providing clients with Personal Budgeting Support for those on Universal Credit.

Citizens Advice Energy Best Deal – Supporting clients to ensure they are on the most appropriate tariff for their energy bills.

Citizens Advice Universal Support – The grant for the year ended 31st March 2019 was to set up the service for delivery from 1st April 2019 by training staff and volunteers. The Help to Claim service will support clients in the early stages of Universal Credit claim, from application through to first claim. The advisors can help clients for example, to gather evidence for their application or help them to prepare for their first job centre interview.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

14. Net Assets By Funds

2019	Unrestricted Funds	Restricted Funds	Total Funds 2019
	£	£	£
Tangible Fixed Assets	200	-	200
Debtors	19,594	-	19,594
Cash at Bank and in hand	80,303	-	80,303
Creditors	(43,733)	-	(43,733)
	<u>56,364</u>	<u>-</u>	<u>56,364</u>

2018	Unrestricted Funds	Restricted Funds	Total Funds 2018
	£	£	£
Tangible Fixed Assets	600	-	600
Debtors	26,960	-	26,960
Cash at Bank and in hand	65,164	-	65,164
Creditors	(37,477)	-	(37,477)
	<u>55,247</u>	<u>-</u>	<u>55,247</u>

15. Post Balance Sheet Events

No post balance sheet events materially affect these financial statements.

16. Financial Commitments

At 31 March 2019 the charity had future minimum lease payments under non-cancellable operating leases as follows:

		2019	2018
		£	£
Land & Buildings			
Expiry date:	Up to one year	28,853	26,898
	Two to five years	37,775	30,000
	Over five years	-	-
		<u>66,628</u>	<u>56,898</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019**

17. Reconciliation of net expenditure to net cash flow from operating activities

	2019	2018
	£	£
Net income/(expenditure) for the year (as per the statement of financial activities)	1,117	(80,615)
Adjustments for:-		
Depreciation charges	400	1,843
(Increase)/Decrease in Debtors	7,366	64,367
Increase/(Decrease) in Creditors	6,256	11,660
Net cash used in operating activities	15,139	(2,745)

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RURAL CAMBS CITIZENS ADVICE BUREAU LTD

Opinion

We have audited the financial statements of Rural Cambs Citizens Advice Bureau Ltd (the 'charitable company') for the year ended 31 March 2019 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources, including its income and expenditure, for the 31 March 2019 then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the

Rural Cambs Citizens Advice Bureau Ltd

other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

Rural Cambs Citizens Advice Bureau Ltd

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

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



Mr Christopher Goad FCA (Senior Statutory Auditor)

For and on behalf of Stephenson Smart (East Anglia) Limited, Statutory Auditor
2 The Crescent
Wisbech
Cambridgeshire
PE13 1EH

Date: 17/09/2019