

**Citizens Advice Reigate and Banstead Limited\***

**Financial Statements**

**For the year ended 31 March 2017**

**Registered Charity No. 1104970**

**Company No. 5107133**

# **Citizens Advice Reigate and Banstead Limited**

## **Financial Statements**

**For the year ended 31 March 2017**

### **CONTENTS**

Report of the Directors and Trustees	3-11
Independent Examiners Report	12
Statement of Financial Activities	13
Balance Sheet	14
Notes to the Accounts	15-24

# Citizens Advice Reigate and Banstead Limited

## Report of the Directors and Trustees

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and financial statements for the year ended 31 March 2017. The provisions of the Statement of Recommended Practice "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 January 2015, and comply with the Charities Act 2011, the Companies Act 2006, and the Memorandum and the Articles of Association.

### 1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Citizens Advice Reigate and Banstead Limited (formerly known as Reigate and Banstead District Citizens Advice Bureaux)
Charity Registration:	1104970
Company Registration:	5107133
Registered Office:	24 Cromwell Road, Redhill, Surrey RH1 1RT
Chairperson:	Richard Hoffman
Company Secretary:	Mandy Impey
Bank:	HSBC Bank plc 72 Station Road Redhill Surrey RH1 1PN
Independent Examiner:	Mrs C E Braidwood FCA Braidwood Wheeler & Co. Chartered Certified Accountants Goodman House 13a West Street Reigate Surrey RH2 9BL

# Citizens Advice Reigate and Banstead Limited

## Report of the Directors and Trustees

The following people were directors/trustees of the charity during the year and/or on the date of approval of the report:

DIRECTORS/TRUSTEES	ROLE	DATE APPOINTED	DATE RESIGNED
T A Stevens	Treasurer	15.02.12	
J P Lavington		29.09.04	
D Blayney		16.05.12	
A Coady		14.05.14	
A Armstrong		14.05.14	
B Brueggemann		14.05.14	16.11.16
R Hoffman	Chairperson	14.05.14	
P Carbury		14.05.14	20.01.17
S Mason		10.05.17	

## COUNCIL REPRESENTATIVE

Cllr Simon Parnall	Kingswood with Burgh Heath (RBBC)
Cllr Keith Foreman	Deputy Mayor (RBBC)

# **Citizens Advice Reigate and Banstead Limited**

## **Report of the Directors and Trustees**

### **2. STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing Document**

Citizens Advice Reigate and Banstead Limited (CAR&BL) is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. At 31 March 2017 the company had 6 Trustees and 5 members (2016 – 16). The Company is governed by its Memorandum and Articles of Association which were amended on 6<sup>th</sup> May 2016 when the name was changed.

CAR&BL was incorporated as a company limited by guarantee on 20th April 2004. The charity commenced operations in 1939 at which date the assets and liabilities of the predecessor of the unincorporated CAR&BL were acquired.

The organisation changed its name from Reigate and Banstead District Citizens Advice Bureau to Citizens Advice Reigate and Banstead Limited on 6<sup>th</sup> May 2016.

#### **Recruitment, Appointment of Trustees**

Trustees, who are also Directors of the Company, are appointed from the local community and must either reside or work in the UK. A Committee, made up of Trustees and chaired by the Chairperson is established to oversee the process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. At least two thirds of the Trustees must be elected by the members; the remainder may be co-opted by the Trustees. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

#### **Induction of Trustees**

Newly appointed Trustees are provided with a comprehensive induction through the provision of training courses both at a local and national level.

#### **Organisational Structure**

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

CAR&BL fully updated its Information Assurance Policy in the year in line with Citizen's Advice new guidance and an end of year review was performed. The Trustee Board is satisfied that CAR&BL is compliant with that policy and an acceptable level of risk has been achieved.

# **Citizens Advice Reigate and Banstead Limited**

## **Report of the Directors and Trustees**

### **Related Parties**

CAR&BL is a member of 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 Trustee 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 government departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

### **Major risks**

The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, CAR&BL is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources and costs being adjusted as far as possible to match income. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

## **3. OBJECTIVES AND ACTIVITIES**

### **Objects**

The charity's objects are to promote any charitable purpose for the benefit of the community in Reigate and Banstead, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

### **Aims, Objectives, Strategies and Activities for the Year**

CAR&BL aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community.

# **Citizens Advice Reigate and Banstead Limited**

## **Report of the Directors and Trustees**

CAR&BL aims to positively influence the development of research and campaigns actively to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high quality advisory services to the local community the primary objectives for the year were to extend the means of service provision to include webchat and email and to establish and retain our specialist debt quality mark at this year's Audit.

To obtain the necessary funding to provide the additional services, applications are made to various local and national funding providers as they arise.

### **Public Benefit**

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by CAR&BL 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 CAR&BL remains the provision of free, confidential, independent and impartial advice, information and advice for members of the public. This is provided through 4 bureaux locations in the Borough at Redhill, Banstead, Horley and Merstham. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Debt Provision
- ii) Welfare benefits advice
- iii) Employment advice

Advice services were provided through face-to-face consultations, appointments, telephone advice lines, email, webchat and postal correspondence at the main offices and various outreach services throughout the Borough.

### **Contribution of Volunteers**

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

81 volunteers contributed 596 hours per week of volunteering work to the bureau during the year. The economic value of this help is worth £720,516 in respect of the current year (2016 - £645,372).

# **Citizens Advice Reigate and Banstead Limited**

## **Report of the Directors and Trustees**

### **4. ACHIEVEMENTS AND PERFORMANCE**

#### **Charitable Activities**

The key achievements in the year were the successful completion of the second year of the SCC funded Healthwatch Surrey project to provide independent advice and support to clients who have a health or social care issues with NHS services. This led to an extension of the contract to March 2017. We have also provided assistance through the SCC Local Assistance Scheme – 552 referrals were made to this scheme on behalf of R&B residents, the highest in the County. With the support of our local food banks, 504 referrals were made on behalf of our clients for grants from other charitable providers to assist some of our most vulnerable clients.

We also continued to offer Webchat and Email advice in a more limited capacity through our volunteer advisers as funding from a Citizen Advice pilot project ended in March 2016.

CAR&BL saw 4,332 (2016 - 6,352) new clients and had 7,713 (2016 – 10,168) repeat client contacts, a total of 12,045 (2016 – 16,520) in the year. The decrease in client numbers is due to the loss of various funding grants.

The main areas of advice enquiry are:

- Benefits
- Debt
- Housing
- Employment

The key housing issues are Actual Homelessness (57 new clients) and threatened Homelessness (132 new clients). Rental costs continue to be a significant factor in the area of arrears, debt, loss of welfare benefits and homelessness. We continue to supply a Court Desk advice provision for those clients attending Court who do not have legal representation to try and prevent homelessness.

Despite the loss of the MAS/Financial Inclusion Fund Debt Project we continued to manage debt of £1,175,226 on behalf of clients in the Borough. We undertook 76 debt relief orders and assisted 10 bankruptcy applications on behalf of clients.

#### **Fundraising Activities**

Total income for the year was £187,780, a decrease of £95,079 from 2016. This decrease is attributable to reduced project income principally as some major projects from the previous year were not ongoing.

#### **Investment Activities**

The charity does not currently hold material investments.



# **Citizens Advice Reigate and Banstead Limited**

## **Report of the Directors and Trustees**

### **Factors Affecting the Achievement of Objectives**

The charity is only too well aware of the financial pressures being experienced by its major funders and in view of this is taking active measures to seek additional sources of funding for its services. However, funding for projects in Surrey and the South East in general are becoming increasingly difficult to source due to the misconception that all residents in this area are in a financially secure position. Lack of secure premises in Redhill has also restricted the recruitment and training of new volunteers and thereby the lack of support available to the most vulnerable members of our local communities. At present, we are the only agency providing Welfare Benefit advice to both our clients and other charities in this area.

## **5. FINANCIAL REVIEW**

### **Financial Position**

Incoming resources in the year were £ 187,780 (2016 £282,859). Of this £81,508 (2016 £149,470) related to restricted project activities.

A deficit of £11,119 was made in the year (2016 surplus £7,233). At 31 March 2017 total reserves were £53,721 (2016 - £64,840) of which £ Nil (2016 - £395) is represented by restricted funds.

### **Reserves Policy**

CAR&BL is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. CAR&BL reviews a projection of income for the future year and beyond and will endeavour to see this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within the future year would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined to aim that 'minimum free' reserves equivalent to at least 3 months operating expenditure should be maintained. At 31<sup>st</sup> March unrestricted reserves stood at £53,721 which equates to 4.4 months unrestricted operating expenditure.

# **Citizens Advice Reigate and Banstead Limited**

## **Report of the Directors and Trustees**

### **Principal Funding Sources**

The Directors extend their gratitude to Reigate and Banstead Borough Council who continued to support the core operating capacity of the charity. Additionally, project-specific funding was received from:

- 1) Surrey County Council – Local Assistance Scheme and Healthwatch Surrey
- 2) Merstham Community Fund
- 3) Raven Housing Trust – Specialist Debt caseworker
- 4) Community Foundation of Surrey – Older Persons Advice Project – Horley
- 5) Access to Justice Foundation – Court Desk provision
- 6) M Lewis – Research into sudden/unexplained deaths

Reigate and Banstead Borough Council also provides the CAR&BL with premises at no financial cost to the charity. Part of this additional funding will end in the next financial year.

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

### **Investment Policy**

Under its Memorandum and Articles of association and in furtherance of its objects and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. The Bureau did not hold any such investments at the year end.

## **6. FUTURE PLANS**

CAR&BL aims to continually improve access to its service and intends wherever possible to extend its service to an even wider number in the community through the provision of an improved website, telephone advice, email and webchat advice and additional outreach locations.

Through the work of our Research and Campaigns Team we also intend to improve the opportunities for members of our local communities to highlight areas of concern to the appropriate authorities, with particular relevance to equalities.

We are currently looking to source funding for the continued demand for Welfare Benefit advice which has reached significant proportions.

CAR&BL is also continuing to assess income generating projects in the advice areas of:-

- a) Employment
- b) Immigration and Asylum

# Citizens Advice Reigate and Banstead Limited

## Report of the Directors and Trustees

### 7. DIRECTORS' RESPONSIBILITIES

The Trustees (who are also directors of CAR&BL for the purposes of Company Law) are responsible for preparing the Trustee's Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- (a) select suitable accounting policies and then apply them consistently
- (b) observe the methods and principles in the Charities SORP,
- (c) make judgements and estimates that are reasonable and prudent,
- (d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements and
- (e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

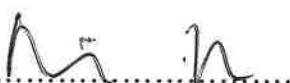
The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity website.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance the provisions applicable to companies subject to the small companies' regime.

Signed.....



Chairperson of Trustees – Richard Hoffman  
23 August 2017



# Citizens Advice Reigate and Banstead Limited

## Independent Examiner's report to the Trustees of Citizens Advice Reigate and Banstead Limited

I report on the accounts of the company for the year ended 31 March 2017, which are set out on pages 13 to 24

### Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for the year under section 144 of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act
- to follow the procedures laid down in the general directions given by the charity Commission under section 145 (5)(b) of the 2011 Act, and
- to state whether particular matters have come to my attention

### Basis of independent examiner's report

My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

### Independent examiner's statement

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

1. which gives me reasonable cause to believe that in any material respect, the requirements:
  - a. to keep accounting records in accordance with section 386 of the Companies Act 2006; and
  - b. to prepare accounts which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charitieshave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed  Mrs C Braidwood FCA

Date  24th August 2017

Braidwood Wheeler & Co.  
Chartered Certified Accountants  
Goodman House  
13a West Street, Reigate, Surrey, RH2 9BL



# Citizens Advice Reigate and Banstead Limited

## Statement of financial activities for the year ended 31 March 2017

### Incorporating the Income and Expenditure Account

	Note	Unrestricted funds £	Restricted funds £	Total funds 2017 £	Total funds 2016 £
<b>Income</b>	1b			-	-
Donations and Legacies	2a	2,026	-	2,026	1,447
Income from charitable activities	3	104,068	81,508	185,576	281,117
Investment income	2b	58	-	58	26
Other income	4	120	-	120	269
Transfer of funds		27,047	(27,047)	-	-
<b>Total Income</b>		<u>133,319</u>	<u>54,461</u>	<u>187,780</u>	<u>282,859</u>
<b>Expenditure</b>					
Charitable activities	5	143,019	54,455	197,474	273,936
Governance costs	5	1,024	401	1,425	1,690
<b>Total Expenditure</b>	5	<u>144,043</u>	<u>54,856</u>	<u>198,899</u>	<u>275,626</u>
<b>Net income/(expenditure) and movement in funds for the year</b>	6	(10,724)	(395)	(11,119)	7,233
<b>Reconciliation of funds</b>					
Balances brought forward 01.04.16	12	64,445	395	64,840	57,607
<b>Balances carried forward at 31.3.17</b>	12	<u>53,721</u>	<u>-</u>	<u>53,721</u>	<u>64,840</u>

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

All activities derive from continuing activities.





# Citizens Advice Reigate and Banstead Limited

## Balance Sheet as at 31 March 2017

	Note	Unrestricted Funds	Restricted Funds	Total 2017 £	2016 £
<b>Fixed Assets</b>					
Tangible Assets	8	3,636	-	3,636	1,129
<b>Current Assets</b>					
Debtors	9	1,784	-	1,784	8,108
Cash at bank and in hand		58,160	-	58,160	80,818
		59,944	-	59,944	88,926
<b>Liabilities</b>					
Creditors - falling due within one year	10	9,859		9,859	25,215
<b>Net Current Assets</b>		50,085	-	50,085	63,711
<b>Net assets</b>		53,721	-	53,721	64,840

Represented by:

### Funds of the Charity

Unrestricted funds					
Accumulated fund	12	53,721	-	53,721	64,445
Restricted Funds	12	-	-	-	395
<b>Total charity funds</b>		53,721	-	53,721	64,840

The charitable company is entitled to exemption from Audit under section 477 of the Companies Act 2006 for the year ended 31<sup>st</sup> March 2017.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31<sup>st</sup> March 2017 in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- ensuring that the charitable company keeps accounting records which comply with sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its profit and loss for each financial year in accordance with the requirements of section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard 102.

The financial statements were approved by the Board on 23 August 2017 and signed on their behalf by:

Chairperson  Richard Hoffman

Treasurer  Trevor Stevens



# **Citizens Advice Reigate and Banstead Limited**

## **Notes to the financial statements for the year ended 31 March 2017**

### **1. Accounting policies**

#### **a) Accounting basis**

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 (effective January 2015), the Charities Act 2011 and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

#### **b) Income**

##### **i. Grants receivable**

Grants made to finance the activities of the CAR&BL are credited to the income and expenditure account in the period to which they relate.

##### **ii. Bank interest**

Bank interest is included in the income and expenditure account on receipt.

##### **iii. Other income**

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

##### **iv. Gifts and Intangible income**

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the Charity has been estimated and disclosed in the directors' report.

##### **v. Deferred income**

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

# **Citizens Advice Reigate and Banstead Limited**

## **Notes to the financial statements for the year ended 31 March 2017**

### **1. Accounting policies (continued)**

#### **c) Expenditure**

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising and publicity and management and administration as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time or floor space basis, as appropriate.

#### **d) Fixed assets and depreciation**

Fixed assets are included at cost. Items are capitalised if their value is over £1,000. Depreciation is charged on a straight line basis on the costs of the assets over their estimated useful lives as follows:

Fixtures, fittings and equipment	-	4 years
Computers	-	4 years

#### **e) Restricted funds**

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

#### **f) Designated funds**

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

#### **g) Pension**

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the income and expenditure account in the period in which they are incurred.

#### **h) Leases**

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

# **Citizens Advice Reigate and Banstead Limited**

## **Notes to the financial statements for the year ended 31 March 2017**

### **i) Irrecoverable VAT**

The bureau is not registered for VAT and therefore unable to recover VAT.

### **j) Cash Flow Statement**

The charitable company has taken advantage of the exemptions in the Statement of Recommended Practice: Accounting and Reporting by Charities, from the requirement to prepare a cashflow statement, as the charitable company qualifies as a small charity.

# Citizens Advice Reigate and Banstead Limited

## Notes to the financial statements for the year ended 31 March 2017

### 2 Income

	Unrestricted £	Restricted £	2017 Total £	2016 Total £
<b>a Donations and legacies</b>				
Donations	2,026	-	2,026	1,447
	<u>2,026</u>	<u>-</u>	<u>2,026</u>	<u>1,447</u>
<b>b Investment income</b>				
Bank Interest received	58	-	58	26
	<u>58</u>	<u>-</u>	<u>58</u>	<u>26</u>

### 3 Income from charitable activities

	Unrestricted £	Restricted £	2017 Total £	2016 Total £
Government and public authority contracts	104,068	-	104,068	173,768
Other paid advisory services	-	81,508	81,508	107,349
	<u>104,068</u>	<u>81,508</u>	<u>185,576</u>	<u>281,117</u>

### 4 Other Income

	Unrestricted £	Restricted £	2017 Total £	2016 Total £
Fundraising activities	-	-	-	35
Shared training contribution	120	-	120	234
	<u>120</u>	<u>-</u>	<u>120</u>	<u>269</u>

# Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2017

## 5 Expenditure

	General Advisory Services £	Raven £	Merstham £	Healthwatch £	Other projects £	2017 Total £	2016 Total £
<b>Costs of generating funds</b>							
Costs of generating voluntary income	-	-	-	-	-	-	-
Fundraising: cost of goods sold	-	-	-	-	-	-	-
<b>Costs of generating funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Costs directly allocated to activities</b>							
Staff costs	87,952	15,880	11,924	3,293	3,301	122,350	176,887
Other direct costs	10,270	592	1,440	-	496	12,798	2,130
	<b>98,222</b>	<b>16,472</b>	<b>13,364</b>	<b>3,293</b>	<b>3,797</b>	<b>135,148</b>	<b>179,017</b>
<b>Support costs allocated to activities</b>							
Management	21,359	3,857	2,896	800	802	29,714	36,757
Office, IT & communications	17,091	3,086	2,317	640	642	23,776	32,794
Premises	6,347	1,146	861	238	244	8,836	25,368
	<b>44,797</b>	<b>8,089</b>	<b>6,074</b>	<b>1,678</b>	<b>1,688</b>	<b>62,326</b>	<b>94,919</b>
Charitable activities	143,019	24,561	19,438	4,971	5,485	197,474	273,936
Governance costs	1,024	185	139	38	39	1,425	1,690
<b>Total Expenditure</b>	<b>144,043</b>	<b>24,746</b>	<b>19,577</b>	<b>5,009</b>	<b>5,524</b>	<b>198,899</b>	<b>275,626</b>

# Citizens Advice Reigate and Banstead Limited

## Notes to the financial statements for the year ended 31 March 2017

### 6 Income/(Expenditure) for the year

	2017	2016
	£	£
This is stated after charging:		
Depreciation	2,341	3,172
Operating lease costs	675	9,528
Examiners fees		
Examination fees	1,400	1,100

### 7 Information regarding Directors and Employees

	2017	2016
	£	£
Wages and salaries	136,365	179,825
Social security costs	7,885	11,643
Pension costs	7,351	9,558
	<u>151,601</u>	<u>201,026</u>

The average number of employees, analysed by function was:

	2017	2016
Charitable purposes	6	7
Fundraising & publicity	0	0
Management and administration of charity	1	1
	<u>7</u>	<u>8</u>

No employee received remuneration of more than £60,000

Travel costs amounting to £25 (2016 - £124) were reimbursed to 1 (2016 – 1) member of the Trustee Board. No trustee indemnity insurance was purchased.

The charitable company paid £1,940 in the year ended 31 March 2017 for various insurance services, including professional indemnity cover.



# Citizens Advice Reigate and Banstead Limited

## Notes to the financial statements for the year ended 31 March 2017

<b>8 Fixed assets</b>			
	Computer Equipment £	Fixtures, fittings and equipment £	Total £
Cost	12,606	17,478	30,084
Additions	4,848	-	4,848
Disposals	-	-	-
At 31 March 2017	<u>17,454</u>	<u>17,478</u>	<u>34,932</u>
Depreciation			
At 1 April 2016	12,606	16,349	28,955
Charge for the year	1,212	1,129	2,341
Disposals	-	-	-
At 31 March 2017	<u>13,818</u>	<u>17,478</u>	<u>31,296</u>
Net book value 2017	<u>3,636</u>	<u>-</u>	<u>3,636</u>
Net book value 2016	<u>-</u>	<u>1,129</u>	<u>1,129</u>
<b>9 Debtors</b>			
		2017 £	2016 £
Prepayments		1,131	-
Accrued Income		653	8,108
		<u>1,784</u>	<u>8,108</u>
<b>10 Liabilities</b>			
<b>Creditors - falling due within one year</b>			
		2017 £	2016 £
Deferred income ( grants received in advance)		4,333	15,000
Other creditors including tax and social security		4,126	6,970
Accruals		1,400	3,245
		<u>9,859</u>	<u>25,215</u>

# Citizens Advice Reigate and Banstead Limited

## Notes to the financial statements for the year ended 31 March 2017

### 11 Analysis of net assets between funds

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds
Tangible Fixed Assets	3,636	-	-	3,636
Current Assets	59,944	-	-	59,944
Current Liabilities	(9,859)	-	-	(9,859)
Net Assets	53,721	-	-	53,721

### 12 Movement in funds

	At 1 April 2016 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2017 £
<b>Restricted Funds</b>					
OPAH	534	4,750	5,082	(202)	-
Raven Housing	-	26,617	24,746	(1,871)	-
Employment	(139)	1,400	40	(1,221)	-
M Lewis	-	1,000	402	(598)	-
Healthwatch	-	9,449	5,009	(4,440)	-
Mersham	-	25,667	19,577	(6,090)	-
LAS	-	2,625	-	(2,625)	-
ATJ	-	10,000	-	(10,000)	-
<b>Total Restricted Funds</b>	<b>395</b>	<b>81,508</b>	<b>54,856</b>	<b>(27,047)</b>	<b>-</b>
<b>Unrestricted Funds</b>					
General funds	64,445	106,272	144,043	27,047	53,721
<b>Total unrestricted funds</b>	<b>64,445</b>	<b>106,272</b>	<b>144,043</b>	<b>27,047</b>	<b>53,721</b>
<b>Total funds</b>	<b>64,840</b>	<b>187,780</b>	<b>198,899</b>	<b>-</b>	<b>53,721</b>

# Citizens Advice Reigate and Banstead Limited

## Notes to the financial statements for the year ended 31 March 2017

### 13. Purposes of restricted funds

#### ***Raven Housing Trust***

A restricted fund financed by this local housing association to provide a specialist Debt caseworker, to work with tenants who have debt and rent arrears and could be facing homelessness.

#### ***Healthwatch Surrey***

A restricted fund provided by Surrey County Council in collaboration with Citizens Advice Surrey to collect and collate views and concerns on health and social care. Then provide evidence based feedback to commissioners and providers to influence inform and challenge if needed decisions and plans.

#### ***Merstham Community Project***

A restricted fund provided by a local private trust to provide for general and specialist advice to the residents of Merstham. This includes outreach provision at both Moat House GP Surgery and Age Concern Merstham.

#### ***Local Assistance Scheme(LAS)***

A restricted Local Assistance fund via Citizens Advice Surrey from Surrey County Council.

#### ***Older Persons Advice – Horley (OPAH)***

A restricted fund from the Community Foundation of Surrey to provide advice services to older residents and their carers in the Horley area.

#### ***Employment Plus***

An income generating project with the objective of providing employment advice and assistance on a paid basis.

#### ***Martin Lewis***

A grant towards research into sudden and unexplained deaths and what support families/carers would require.

#### ***ATJ – Access to Justice***

A grant towards running the Court Desk service at Redhill with a secondary aim of trying to secure local ATJ via a new court service in the Reigate & Banstead area.

# Citizens Advice Reigate and Banstead Limited

## Notes to the financial statements for the year ended 31 March 2017

### 14. Designated funds

There are no designated funds at the year end.

### 15. Financial Commitments

#### Capital Commitments

At the balance sheet date there were no capital commitments.

#### Operating lease commitments

At 31<sup>st</sup> March 2017 the company has commitments under non-cancellable operating leases as follows:

	2017	2016
	£	£
Expiring within two to five years	0	675
Expiring after five years	0	0

### 16. Related party transactions

There have been related party transactions in relation to insurance and information services between CAR&BL and Citizens Advice (Central).

### 17. Taxation

The charity is exempt from corporation tax as all income is applied to charitable purposes.

### 18. Pension costs

CAR&BL contributes to pension schemes for employees and is operated on a defined contributions basis. The scheme was changed on 1<sup>st</sup> February 2016 to comply with auto-enrolment regulations. This is open to all eligible employees at any time. Company contributions are 6% and employee contributions are 2% of eligible salary. The assets of the individual members' schemes are held separately from those of the company in independently administered funds. The pension cost shown in the accounts for the year represents contributions payable by the company and amounted to £7,351 (2016 £9,558). There were contributions of £582 payable at the year end, relating to March 2017 deductions which were paid over to the pension fund in April 2017.