
Citizens Advice Reigate and Banstead Limited

Financial Statements

Year ended 31 March 2020

Registered Charity Number: 1104970

Company Number: 5107133

Data Protection Registration Number: Z9103147



Citizens Advice Reigate and Banstead Limited

Financial Statements **Year ended 31 March 2020**

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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 2020. 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 (CARB)

Charity Registration: 1104970

Company Registration: 5107133

Registered Office: The Horseshoe,
Banstead,
Surrey
SM7 2BQ

Chair: Richard Hoffman

Bank: HSBC Bank plc
72 Station Road
Redhill
Surrey
RH1 1PN

Independent Examiner: David Wheeler FCCA
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

2. DIRECTORS/TRUSTEES and COUNCIL REPRESENTATIVE

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
David Blayney	Trustee	16.05.12
Richard Hoffman	Chair	14.05.14
Brian Jenkins	Trustee	21.11.18
Jonathan Peregrine Lavington	Trustee	20.04.04
Trevor Stevens	Treasurer	15.02.12
Jan Thornton	Trustee	24.03.18
David Woodley	Trustee	2.08.19
Femi Yusoof	Trustee	21.08.19

REIGATE & BANSTEAD BOROUGH COUNCIL REPRESENTATIVE

Cllr Simon Parnall Ward: Chipstead, Kingswood and Woodmansterne

3. STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Citizens Advice Reigate and Banstead Limited (CARB) is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. At 31 March 2020 the company had 8 Trustees (2019: 6) and 7 members (2019:7). The Company is governed by its Memorandum and Articles of Association.

The charity commenced operations in 1939 and was incorporated as a company limited by guarantee on 20 April 2004.

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 headed by the Chair 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 are entitled to appoint persons to the Trustee Board.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

3. STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Organisational Structure

CARB is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policies 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 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.

CARB fully updated its Information Assurance Policy in June 2019 in line with Citizen's Advice new guidance. The Trustee Board is satisfied that CARB is compliant with that policy and an acceptable level of risk has been achieved. Quarterly RAIDs (Risks, Assumptions, Issues and Dependency) are undertaken.

Related Parties

CARB 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 is a 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, CARB 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 the loss of funding. The effects of this have been minimised by procedures in place which have resulted in funding being secured from wider sources and costs 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 charity. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

4. 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

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

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

The strategic priorities for the year were:

- a) Secure permanent premises for the Redhill office with a minimum of 4 client interview rooms
- b) Establish a revised client flow management process that maximises the use of Adviser and Supervisor resources
- c) Expand internal resources to enhance the provision of general advice including a sustainable and diverse pipeline of volunteer Advisers and paid Supervisors
- d) Build on quality and continuous improvement in client service and back office function
- e) Generate a secure and adequate funding pipeline for the next 3-5 years
- f) Replace two servers and all other IT equipment.

Public Benefit

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

The principal activity of CARB remains the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through permanent offices in Redhill and Banstead with outreach services in Horley, Merstham and Tadworth. Tadworth is operated in conjunction with the local Foodbank.

In addition to generalist advice CARB also provided specialist debt casework and specialist welfare benefits advisory services. A panel of 6 solicitors offered pro bono legal appointments.

Advice services were provided through face-to-face consultations, appointments, telephone, email, and postal correspondence.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

4. OBJECTIVES AND ACTIVITIES (continued)

Contribution of Volunteers

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

62 (2019: 61) volunteers contributed 305 (2019: 280) hours per week of volunteering work to CARB during the year. The economic value of this help is estimated at £314,400 (2019: £287,000) (local salary scales – not Outer London) in respect of the year 2019-20.

5. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

The key achievements in the year include:

- We successfully relocated the Redhill office on 16 December 2019 without any disruption to the services provided to clients. This was achieved despite uncertainty about the timing of the enforcement of the Compulsory Purchase Order over the temporary Redhill premises, which ran the risk of compromising application for future funding and the recruitment of volunteers.
- We increased our 'drop-in' times for the public to obtain face to face advice without prior appointment from two mornings a week to five mornings in the Banstead and Redhill offices.
- We attended the Merstham Hub for two full days a week commencing 6 May 2019.
- We increased our attendance at the Merland Rise foodbank in Tadworth from one morning a month to two.
- We successfully completed the second year of the Surrey County Council (SCC) funded Healthwatch Surrey project to provide independent advice and support to clients who have health or social care issues with NHS services. This led to an extension of the Service Level Agreement to March 2021.
- We provided assistance through the SCC Surrey Crisis Fund; 144 (2019: 552) referrals were made to this scheme on behalf of CARB residents. With the support of local food banks, 342 (2019: 504) referrals were made for grants from other charitable providers to assist some of our most vulnerable clients.
- We continue to support Raven Housing Trust tenants providing debt advice including applications for Debt Relief Orders (DRO) and Bankruptcy on their behalf.
- In 2019/20 CARB helped 4,640 clients (2019: 3,490) with 14,375 issues (2019: 11,436) The increase in client numbers is largely due to the introduction of the Universal Credit: Help to Claim project on 1 April 2019 and two new funding sources that have enabled us to operate an Outreach service two days a week in Merstham and expand our capacity by employing an additional Advice Session Supervisor which enabled us to increase our 'drop-in' availability at the two permanent offices from 10 hours a week at the start of the year to 25 hours a week by the year end.
- We continue to experience an increasing length and complexity of client advice sought on welfare.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

5. ACHIEVEMENTS AND PERFORMANCE (continued)

Charitable Activities (continued).

The main areas of advice issues were:

Advice issue	2019/20	2018/19	Increase/(decrease)
Benefits and Tax Credits	3,359	3,169	6.0%
Universal Credit*	2,155	429	402.3%
Consumer goods & services	404	364	11.0%
Debt	1,503	1,287	16.8%
Discrimination, hate & gender-based violence & abuse (GVA)	116	71	63.4%
Education	72	33	118.2%
Employment	1,120	1,082	3.5%
Financial services & capability	158	140	12.9%
Health & Community Care	307	355	(13.5%)
Housing	1,465	1,292	13.4%
Immigration & asylum	289	211	37.0%
Legal	561	522	7.5%
Other	1,241	1,165	6.5%
Relationship & family	1,113	938	18.7%
Tax	150	116	29.3%
Travel & Transport	226	170	32.9%
Utilities & communication	136	91	49.5%
Total issues dealt with	14,375	11,435	

Our client profile showed that 36% (2019:33%) of clients had long term health conditions (Census 2011 RBBC: 14%); 18% (2019:17%) of clients were from the black, Asian and minority ethnic communities (Census 2011 RBBC: 9%).

***The main Benefit issues were:**

Personal Independence Payments

Employment Support Allowance

Housing Benefit

Other welfare benefits

Working and Child Tax Credits

The key housing issues were actual homelessness - 79 new clients (2019: 57) and threatened homelessness - 214 new clients (2019: 132). Local rental costs continue to be a significant factor in rent arrears, which compounded with loss or delay in the payment of welfare benefits can lead to unmanageable debt and/or homelessness.

We applied for 49 (2019: 49) Debt Relief Orders and continue to manage a significant level of debt on behalf of clients.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

Principal Funding Sources and Grants

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

The directors extend their gratitude to Reigate and Banstead Borough Council (RBBC) who continue to significantly support the core operating capacity of the charity. In addition, CARB express their gratitude project-specific funding received:

- Community Foundation Surrey - Contribution to salaries (granted by Bryn Siriol Fund and SES Water Fund)
- Community Foundation Surrey - strategic fund for IT and telephony (granted by RBBC and Fidelity)
- Department of Work & Pensions (via National Citizens Advice) - Universal Credit: Help to Claim support
- Henry Smith – Funding of additional Supervisor
- Netherby Trust - Funding of advice sessions at Merstham hub
- Raven Housing Trust – Specialist debt caseworkers
- Reigate and Banstead Borough Council – core grant funding
- Surrey County Council – Healthwatch Surrey
- Surrey County Council – Local Assistance Scheme

The Co-operative Wholesale Society provided rent free accommodation for occupancy of temporary premises in Redhill for 8.5 months from April 2019 to 13 December 2019 (2019: 12 months). Following the Compulsory Purchase Order of these premises' new accommodation in Redhill town centre has been secured at a commercial rent.

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

Donations and fundraising activities

We are grateful for donations from Asda; Fidelity; George Osborne Ltd; Pfizer; Travellers Insurance and several individuals. Fundraising activities consisted of the Banstead team sponsored walk, participation in the Rotary walk and attendance at the Redhill Summer Fair and the Preston fair in Tadworth.

Relocation

Reigate and Banstead Borough Council provided additional financial support to enable us to relocate following the Compulsory Purchase Order and loss of our free accommodation at 24 High Street, Redhill. These funds are designated to assist the charity to stabilise long term accommodation.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

Investment Activities

The charity does not hold investments other than cash deposits with HSBC Bank Plc.

Factors Affecting the Achievement of Objectives

CARB understands the financial pressures experienced by Reigate & Banstead Council and is taking active measures to seek additional sources of funding. Attention on securing affordable premises in Redhill absorbed management efforts during the year and the insecurity of the premises restricted the capacity to recruit and train more than replacement numbers of volunteers. We continue to be the only agency providing welfare benefit and general advice the local area.

6. FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £382,817 (2019: £166,383) and of these £273,134 (2019: £43,306) related to restricted project activities.

A surplus of £98,282 was recorded for the year (2019: deficit £6,808). £91,634 of this surplus is held in restricted funds because it was provided to fund specific future activities and consequently the funds were received in advance of the related expenditure. At 31 March 2020 total reserves were £138,945 (2019: £40,663) of which reserves of £86,945 (2019: negative £4,689) represent restricted funds and £52,000 (2019: £45,352) represent unrestricted reserves.

Reserves Policy

CARB is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. CARB 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. Trustees 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 March 2020 unrestricted reserves stood at £52,000 which equates to 6.1 months (2019: £45,352; 4.2 months) unrestricted operating expenditure.

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. CARB did not hold any such investments at the year end.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

7. FUTURE PLANS

CARB aims to continually improve access to its service and intends wherever possible to extend its service to a wider participation and access in the community through the provision of an improved website, telephone advice, email, additional outreach locations.

Covid-19 brought significant changes to the way services were provided during the closing days of the year. The Redhill and Banstead offices were closed to the public effective from 13 and 20 March 2020 respectively and from 23 March 2020 the service was delivered entirely by email and telephone by all volunteers and staff working from home. CARB is unlikely to return to the offices with a full cohort of staff and volunteers for the foreseeable future. The most likely scenario is a phased return of senior staff together with a very limited number of volunteers who will be individually risk assessed before being admitted back to the office. Clients are likely to be seen face to face through the use of visually enabled technology combined with physical barriers between Advisers and clients when the meeting is held at the offices or visually enabled technology combined with geographical barriers where Advisers are working from home.

On 01 April 2019 a major project 'Universal Credit: Help to Claim' involving face to face, webchat and telephone advice commenced. This project was successfully concluded and the target of new claimants helped was exceeded. This project has been renewed for 2020-21. The restrictions on face to face advice as set out above will apply to clients and advisers on this project.

Through the work of our Research and Campaigns team we offer opportunities for members of our local communities to highlight areas of concern to the appropriate authorities, with particular relevance to inequalities. We aim to maintain our service to clients. We are unable to foresee a time of return to the offices at the date of this report. It is paramount that we operate within Government guidelines and ensure the ongoing health and safety of our volunteers, staff and clients which is of the utmost importance. We intend to continue providing services to clients through telephony, emails and visually enabled technology. Training staff and volunteers will be provided through visually enabled technology and other communication tools.

Citizens Advice Reigate and Banstead Limited

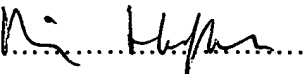
Report of the Directors and Trustees

8. DIRECTORS' RESPONSIBILITIES

The trustees (who are also directors of CARB for the purposes of Company Law) are responsible for preparing the 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 charity and of the incoming resources and application of resources, including income and expenditure, of the charity for that period. In preparing these financial statements, the trustees are required to:

- (a) select suitable accounting policies and apply them consistently,
- (b) observe the methods and principles in the Charities Statement of Recommended Practice (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 charity will continue in operation.
- (f) The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006.
- (g) The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.
- (h) 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..........

Chair of trustees: Richard Hoffman

07 July 2020

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

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2020, set out on pages 14 to 24.

Responsibilities and basis of report

As the charity's trustees of the Company, (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of Charities Act 2011 (the Act), and the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the accounts of the charity 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 charity's accounts as carried out under section 145 of the Charities Act 2011 (the 2011 Act)

In carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)b of the 2011 Act.

Independent examiner's statement

As the charity's income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies

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

- accounting records were not kept in accordance with section 130 of the Act and section 386 of the Companies Act 2006; and
- that the accounts do not accord with those records; or
- that the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in Charities (Accounts and Reports) Regulations 2008 and comply with the accounting requirements of section 396 of the Companies Act 2006 other than any requirement that the accounts show a 'true and fair' view, which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities applicable to charities preparing their accounts in accordance with Financial reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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.

Signed Daniel Wheeler D Wheeler FCCA

Date 07 July 2020

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 2020

Incorporating the Income and Expenditure Account

	Note	Unrestricted funds £	Restricted funds £	Total funds 2020 £	Total funds 2019 £
Income	1b				
Donations and legacies	2a	4,482	-	4,482	9,571
Income from charitable activities	3	118,577	258,168	376,745	156,784
Investment income	2b	110	-	110	28
Fundraising income	2c	1,480	-	1,480	-
Other income		-	-	-	-
Transfer of funds	10	(14,966)	14,966	-	-
Total Income		<u>109,683</u>	<u>273,134</u>	<u>382,817</u>	<u>166,383</u>
Expenditure					
Charitable activities	4	102,480	180,740	283,220	171,847
Governance costs	4	555	760	1,315	1,344
Total Expenditure	4	<u>103,035</u>	<u>181,500</u>	<u>284,535</u>	<u>173,191</u>
Net income/(expenditure) and movement in funds for the year	5	6,648	91,634	98,282	(6,808)
Reconciliation of funds					
Balances brought forward	10	45,352	(4,689)	40,663	47,471
Balances carried forward	10	<u>52,000</u>	<u>86,945</u>	<u>138,945</u>	<u>40,663</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 2020

	Note	Unrestricted Funds	Restricted Funds	Total 2020 £	Total 2019 £
Fixed Assets					
Tangible assets	7	-	-	-	-
Current Assets					
Debtors	8	5,852	21,736	27,588	20,539
Cash at bank and in hand		58,184	65,209	123,393	35,918
		64,036	86,945	150,981	56,457
Liabilities					
Creditors - falling due within one year	9	12,036	-	12,036	15,794
Net Current Assets		52,000	86,945	138,945	40,663
Net assets		52,000	86,945	138,945	40,663
Represented by:					
Funds of the Charity					
Accumulated funds	10	52,000	-	52,000	45,352
Restricted Funds	10	-	86,945	86,945	(4,689)
Total charity funds		52,000	86,945	138,945	40,663

Approval of the financial statements by the directors:

The charity is entitled to exemption from Audit under section 477 of the Companies Act 2006 for the year ended 31 March 2020.

The members have not required the charity to obtain an audit of its financial statements for the year ended 31 March 2020 in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- a. ensuring that the charity keeps accounting records which comply with sections 386 and 387 of the Companies Act 2006 and
- b. preparing financial statements which give a true and fair view of the state of affairs of the charity 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 7th July 2020 and signed on their behalf by:

Chair  Richard Hoffman

Treasurer  Trevor Stevens

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2020

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 CARB 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

Other income, including donations, gifts and covenants are included when received.

iv. Gifts and Intangible income

In addition, the charity receives help and support in the form of voluntary assistance to advise the public. The value of this is not included in the financial statements but it has been estimated and disclosed in section 4 of the directors' report.

v. Deferred income

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

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 to activities as appropriate. Where such costs relate to more than one cost category they have apportioned split on an estimate of time or floor space basis, as appropriate (Notes to the financial statements Note 4).

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2020

1. Accounting policies (continued)

d) Fixed assets and depreciation

Where funding is secured to cover the cost of equipment and other assets the cost is written off to the Income and Expenditure account in the year of acquisition. Otherwise assets with a cost in excess of £2,000 are capitalised and depreciated over their expected useful lives.

e) Restricted funds

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

f) 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.

i) Irrecoverable VAT

CARB is not registered for VAT and is therefore unable to recover VAT.

j) Cash Flow Statement

The charity 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 charity qualifies as a small charity.

k) Going concern

The financial statements have been prepared on the assumption that the charity continues to operate as a going concern. The charity has secured core funding for the following financial year plus additional funding from other sources. The trustees are of the opinion that the charity is able to continue to operate and meet its financial obligations as they fall due.

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2020

2. Income

	Unrestricted £	Restricted £	2020 Total £	2019 Total £
a Donations and legacies				
Donations	4,482	-	4,482	9,571
	<u>4,482</u>	<u>-</u>	<u>4,482</u>	<u>9,571</u>
b Investment income				
Bank interest received	110	-	110	28
	<u>110</u>	<u>-</u>	<u>110</u>	<u>28</u>
c Fund Raising Activities				
Fund raising	1,480	-	1,480	-
	<u>1,480</u>	<u>-</u>	<u>1,480</u>	<u>-</u>

3. Income from charitable activities

	Unrestricted £	Restricted £	2020 Total £	2019 Total £
Government and public authority contracts	118,577	139,107	257,684	106,579
Other paid advisory services	-	119,061	119,061	50,205
	<u>118,577</u>	<u>258,168</u>	<u>376,745</u>	<u>156,784</u>

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2020

4. Expenditure

	General Advisory Services £	Raven £	HTC £	Mersham £	Other projects £	2020 Total £	2019 Total £
Costs directly allocated to activities							
Staff costs	87,039	17,845	66,073	14,745	19,698	205,400	85,583
Other direct costs	-	1,682	2,669	1,934	35,104	41,389	3,937
	<u>87,039</u>	<u>19,527</u>	<u>68,742</u>	<u>16,679</u>	<u>54,802</u>	<u>246,789</u>	<u>89,520</u>
Support costs allocated to activities							
Management	-	-	-	-	-	-	39,700
Office, IT & communications	12,988	2,663	9,859	2,200	2,939	30,649	24,496
Premises & other	2,450	502	1,860	416	554	5,782	18,131
	<u>15,438</u>	<u>3,165</u>	<u>11,719</u>	<u>2,616</u>	<u>3,493</u>	<u>36,431</u>	<u>82,327</u>
Charitable activities	102,477	22,692	80,461	19,295	58,295	283,220	171,847
Governance costs	556	114	423	95	127	1,315	1,344
Total Expenditure	<u>103,033</u>	<u>22,806</u>	<u>80,884</u>	<u>19,390</u>	<u>58,422</u>	<u>284,535</u>	<u>173,191</u>

In 2020 all salary costs, including management salaries, are directly attributed so do not need to be allocated as support costs.

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2020

5. Income/(Expenditure) for the year

	2020 £	2019 £
This is stated after charging:		
Depreciation	-	2,424
Examiners fees	1,260	1,300

6. Information regarding Directors and Employees

	2020 £	2019 £
Wages and salaries	184,867	115,831
Social security costs	9,977	7,112
Pension costs	10,556	7,449
	<u>205,400</u>	<u>130,392</u>

The average number of employees, analysed by function was:

	2020	2019
Charitable purposes	6	4
Management and administration of charity	1	1
	<u>7</u>	<u>5</u>

No employee received remuneration of more than £30,000

Expenses amounting to £67 (2019: £84) were reimbursed to 1 (2019:1) members of the Trustee Board. No trustee indemnity insurance was purchased.

The charity paid £1,813 during the year ended 31 March 2020 for various insurance services. Professional indemnity cover is provided through membership of National Citizens Advice.

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2020

Fixed assets

	Computer Equipment £	Total £
Cost	17,454	17,454
Additions	-	-
Disposals	17,454	17,454
At 31 March 2020	-	-
Depreciation		
At 1 April 2019	17,454	17,454
Charge for the year	-	-
Disposals	17,454	17,454
At 31 March 2020	-	-
Net book value 2020	-	-
Net book value 2019	-	-

Debtors

	2020 £	2019 £
Prepayments	5,852	2,356
Accrued Income	21,736	18,183
	27,588	20,539

Liabilities

Creditors - falling due within one year

	2020 £	2019 £
Deferred income (grants received in advance)	2,020	5,625
Other creditors including tax and social security	8,449	4,912
Accruals	1,567	5,257
	12,036	15,794

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2020

10 Movement in funds

	At 1 April 2019 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2020 £
Restricted Funds					
Raven Housing	-	26,000	22,806	(3,194)	-
Healthwatch	-	9,294	2,604	(6,690)	-
LAS	-	1,845	-	(1,845)	-
CFS	(910)	15,625	6,467	-	8,248
Merstham	-	25,400	19,389	-	6,011
HTC	-	57,968	80,884	22,916	-
HTC- Set Up	(3,779)	-	-	3,779	-
Henry Smith	-	45,300	14,268	-	31,032
Relocation-RBBC	-	55,000	20,209	-	34,791
IT/Phones- Fidelity/RBBC	-	21,736	14,873	-	6,863
Total Restricted Funds	(4,689)	258,168	181,500	14,966	86,945
Unrestricted Funds					
General funds	45,352	124,649	103,035	(14,966)	52,000
Total unrestricted funds	45,352	124,649	103,035	(14,966)	52,000
Total funds	40,663	382,817	284,535	-	138,945

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2020

11. Purposes of restricted funds

Universal Credit: Help to Claim (£58K)

Funding from the Department of Work & pensions via National Citizens Advice. Large scale 1-year project commencing 1 April 2019. Costs included the salary costs and training of 2 dedicated staff for the project and their managers; increasing workstations space and equipment in two offices; laptops for outreach work, printing and other costs

Reigate and Banstead Borough Council Relocation Grant (£55K)

A grant to assist the Redhill office move to alternative premises following the Compulsory Purchase Order of rent-free accommodation. The grant has been used to pay the relocation costs, internal changes to the premises to ensure their suitability and a contribution to the rent payable for 2019/20 and 2020/21.

The Henry Smith Charity (£45K)

The salary and on-costs of an Advice Session Supervisor. The grant is for three years.

Raven Housing Trust (£26K)

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.

Netherby Trust (£25K)

The salary and on-costs of Adviser and room hire at Merstham Community Hub

Community Foundation Surrey (CFS) (£22K)

A grant provided by Reigate and Banstead Council and Fidelity via CFS for 2 new servers, voice over internet protocol (VOIP) telephony, laptops and other IT equipment including visually enabled communication technology.

Healthwatch Surrey (£9K)

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 to provide evidence based feedback to commissioners and providers to influence, inform and challenge, if needed, decisions and plans.

Local Assistance Scheme (LAS) renamed Surrey Crisis fund (£2K)

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

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2020

12. Financial Commitments

Capital Commitments

At the balance sheet date there were no capital commitments.

Operating lease commitments

At 31 March 2020 the company had commitments of £15,000 under a non-cancellable lease for premises in Redhill (2019: nil). The lease ends 31 March 2021.

13. Related party transactions

There have been related party transactions in relation to insurance and information services between CARB and National Citizens Advice. There were no other related party transactions during the year.

14. Taxation

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

15. Pension costs

CARB contributes to pension schemes for employees and is operated on a defined contributions basis. The scheme was changed on 1 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 £10,556 (2019: £7,449).