

Citizens Advice Reigate and Banstead Limited*

Financial Statements

For the year ended 31 March 2019

Registered Charity No. - 1104970

Company No. - 5107133

Data Protection Registration Number – Z9103147

Citizens Advice Reigate and Banstead Limited

Financial Statements

For the year ended 31 March 2019

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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 2019. 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:	The Horseshoe, Banstead, Surrey SM7 2BQ
Chairp:	Richard Hoffman
Bank:	HSBC Bank plc 72 Station Road Redhill Surrey RH1 1PN
Independent Examiner:	Mr D 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

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
J P Lavington	Trustee	29.09.04	
T A Stevens	Treasurer	15.02.12	
D Blayney	Trustee	16.05.12	
B Jenkins	Trustee	21.11.18	
A Armstrong	Trustee	14.05.14	24.05.18
R Hoffman	Chair	14.05.14	
S Mason	Vice Chair	10.05.17	18.03.19
J Thornton	Trustee	24.03.18	

COUNCIL REPRESENTATIVES	
Cllr Simon Parnall	Chipstead, Kingswood with Woodmansterne (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 2019 the company had 6 Trustees (2018: 7) and 7 members (2018:10). The Company is governed by its Memorandum and Articles of Association which were amended on 06 May 2016 when the name was changed.

CAR&BL was incorporated as a company limited by guarantee on 20 April 2004. The charity commenced operations in 1939 at which date the assets and liabilities of the predecessor 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 06 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 are 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 materials and courses 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 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 November 2017 and again in June 2019 in line with Citizen's Advice new guidance. The Trustee Board is satisfied that CAR&BL is compliant with that policy and an acceptable level of risk has been achieved. Quarterly RAIDs (Risks, Assumptions, Issues and Dependency) are undertaken.

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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 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, 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.

CAR&BL 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.

In addition to the continuing provision of high quality advisory services to the local community the primary strategy for the year were to maintain the level of service during a premises move for the Redhill office and to 'set-up' a new 'Universal Support Help to Claim' service including dedicated webchat and telephone advice ready to start delivery 1 April 2019.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

Aims, Objectives, Strategies and Activities for the Year continued

To obtain the necessary funding to provide services, applications are made to various local and national funding providers as opportunities 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 2 offices in Redhill and Banstead with an outreach service provided in Horley, and Merland Rise Tadworth in conjunction with the local Foodbank. In addition to generalist advice we also provided specialist debt casework and specialist Welfare benefits advisory services.

Advice services were provided through face-to-face consultations, appointments, telephone, email, and postal correspondence at the main offices and various outreach locations 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.

61 (2018: 68) volunteers contributed 585 hours per week of volunteering work to CAR&BL during the year. The economic value of this help is estimated at £287,000 (£2018: £559,438) (local salary scales – not Outer London) in respect of the year 2018-19.

4. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

The key achievements in the year include:

- *The successful completion of 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 2019.*
- *We have also provided assistance through the SCC Local Assistance Scheme (now renamed the Surrey Crisis Fund; 552 referrals were made to this scheme on behalf of CAR&BL residents. With the support of our local food banks, 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 including debt advice and undertake Debt Relief Orders (DRO) and Bankruptcy applications.*

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Report of the Directors and Trustees

Charitable Activities (continued)

- We continue to support residents in the Horley area notwithstanding the expiry in June 2018 of the specific funding from Community Foundation for Surrey for an Older Persons Adviser. We offer our full range of advice services to these residents, who are often suffering from long term health conditions. We also provide support to their carers.
- Following the closure of the Redhill Law Courts we supported clients from the R&B and wider East Surrey area who attended Crawley Magistrates Court (under the Guildford Court at Crawley) until the funding from the Access to Justice project expired in May 2018. These clients do not have legal representation and our specialist advisers provided support for them at court. Many of these clients have long term health conditions including mental health issues and the majority do not have any digital access or capability which puts them at a great disadvantage. There is a continuing need to expand video conferencing, or similar, as many clients find the accessibility of either court (Crawley or Guildford) very difficult to reach as many do not have access to their own transport and public transport is often prohibitively costly. The main aim of the court support was to play our part in trying to prevent homelessness arising from evictions within the area. We regret that we have been unable to continue this vital court support without dedicated funding.
- We continue to offer email advice through our volunteer advisers.
- In 2018-19 CAR&BL saw 3,490 clients (2018: 3,999) with 11,436 issues (2018: 11,138) The decrease in client numbers is partly because of i) the impact on available resources following the loss of various funding grants and ii) relocation to new (temporary) premises in Redhill during the year resulting in unavoidable closure for over 3 weeks iii) a reduction in client interview rooms at the new temporary Redhill premises negatively affecting our capacity to meet client demand iv) uncertainty about the timing of the enforcement of the Compulsory Purchase Order over the new temporary Redhill premises which made the application for future funding and the recruitment of volunteers difficult. Our ability to resource client demand was impacted by the increasing length and complexity of welfare benefit casework, our main enquiry area. Only one other organisation in the Borough, a local Housing Association, currently undertakes welfare benefit casework for local residents.
- 33% of clients had long term health conditions (Census 2011 RBBC: 14%); 17% of clients were from the black, Asian and minority ethnic communities (Census 2011 RBBC: 9%)

The main areas of advice issues were:-

Benefits and Tax Credits*	3169	Housing	1,292
Universal Credit*	429	Immigration and A	211
Consumer	364	Legal	522
Debt	1287	Other	1,165
Discrimination	71	Relationship	938
Education	33	Tax	116
Employment	1,082	Travel and Transport	170
Financial services	140	Utilities	91
Health and Community Care	355	Total New Issues	11,436

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Report of the Directors and Trustees

Charitable Activities (continued)

***Top Benefit issues:**

Personal Independence payments

Employment Support Allowance

Housing Benefit

Other welfare benefits

Working and Child Tax Credits

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 or delay in the payment of welfare benefits which can lead to homelessness.

We undertook 49 Debt Relief Orders and continue to manage a significant level of debt on behalf of clients.

Fundraising Activities

Total income for the year was £166,383, an increase of £3,105 from 2018. This increase is mainly attributable to donations from new sources.

Investment Activities

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

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 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. We continue to be 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 £166,383 (2018: £163,278). Of this £43,306 (2018: £54,725) related to restricted project activities.

A deficit of £6,808 was recorded for the year (2018: deficit £6,250). At 31 March 2019 total reserves were £40,663 (2018: £53,721) of which negative reserves of £4,689 (2018: nil) is represented by restricted funds, where expenditure had run ahead of the funding, but in both cases the trustees anticipate a return to break even point over the forthcoming year.

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Report of the Directors and Trustees

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. 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 2019 unrestricted reserves stood at £45,352 which equates to 4.2 months unrestricted operating expenditure.

Principal Funding Sources

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

- Surrey County Council – Local Assistance Scheme
- Surrey County Council – Healthwatch Surrey
- Raven Housing Trust – Specialist debt caseworker
- Healthwatch Surrey
- Community Foundation Surrey
- Set-up grant Universal Support: Help to Claim
- Corporate donations
- Volunteer fundraising activities and unsolicited client donations
- Community Foundation of Surrey: Older Persons Advice Project, Horley (expired June 2018)
- Access to Justice Foundation: Court Desk provision (expired May 2018)

The Cooperative Wholesale Society provided rent free accommodation for occupancy of temporary premises in Redhill for 11 months from April 2018 during the year to 31 March 2019.

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. CAR&BL did not hold any such investments at the year end.

Report of the Directors and Trustees

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, additional outreach locations and from 1 August 2019 increasing our drop-in service at Banstead and Redhill offices from 2 to 5 mornings a week.

On 01 April 2019 a major project 'Universal Support Help to Claim' involving face to face, webchat and telephone advice is planned to commence; in May 2019 a twice weekly drop-in outreach service will start in the Merstham community centre; also in May 2019 the drop-in outreach service at Merland Rise will increase from to 2 mornings a month.

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.

7. DIRECTORS' RESPONSIBILITIES

The trustees (who are also directors of CAR&BL 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 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 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 charitable company 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

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Report of the Directors and Trustees

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.....

Chairp of trustees – Richard Hoffman

21 August 2019

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 2019, which are set out on pages 14 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 explanation, 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 D Wheeler FCCA

Date 30th September 2019

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 2019

Incorporating the Income and Expenditure Account

	Note	Unrestricted funds £	Restricted funds £	Total funds 2019 £	Total funds 2018 £
Income	1b			-	-
Donations and Legacies	2a	9,571	-	9,571	2,884
Income from charitable activities	3	106,579	50,205	156,784	160,380
Investment income	2b	28	-	28	14
Other income		-	-	-	-
Transfer of funds	11	6,899	(6,899)	-	-
Total Income		123,077	43,306	166,383	163,278
Expenditure					
Charitable activities	4	124,299	47,548	171,847	168,247
Governance costs	4	995	349	1,344	1,281
Total Expenditure	4	125,294	47,897	173,191	169,528
Net income/(expenditure) and movement in funds for the year	5	(2,217)	(4,591)	(6,808)	(6,250)
Reconciliation of funds					
Balances brought forward 01.04.18	11	47,569	(98)	47,471	53,721
Balances carried forward at 31.3.19	11	45,352	(4,689)	40,663	47,471

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 2019

Approval of the financial statements by the directors

	Note	Unrestricted Funds	Restricted Funds	Total 2019	Total 2018
				£	£
Fixed Assets					
Tangible Assets	7	-	-	-	2,424
Current Assets					
Debtors	8	20,539	-	20,539	7,569
Cash at bank and in hand		39,378	(3,460)	35,918	47,075
		59,917	(3,460)	56,457	54,644
Liabilities					
Creditors - falling due within one year	9	14,565	1,229	15,794	9,597
Net Current Assets		45,352	(4,689)	40,663	45,047
Net assets		45,352	(4,689)	40,663	47,471
Represented by:					
Funds of the Charity					
Unrestricted funds					
Accumulated funds	11	45,352	-	45,352	47,569
Restricted Funds	11	-	(4,689)	(4,689)	(98)
Total charity funds		45,352	(4,689)	40,663	47,471

The charitable company is entitled to exemption from Audit under section 477 of the Companies Act 2006 for the year ended 31 March 2019.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2019 in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- a. ensuring that the charitable company 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 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 21 August 2019 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 2019

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

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 3 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 2019

1. Accounting policies (continued)

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:

Computers - 4 years

e) Restricted funds

Income received for 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.

i) Irrecoverable VAT

CAR&BL 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.

k) Going concern

The financial statements have been prepared on the assumption that the charitable company continues to operate as a going concern. The charitable company has core funding for the 2019/20 financial year plus additional funding from other donors. The trustees are of the opinion that the charitable company 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 2019

2 Income

	Unrestricted £	Restricted £	2019 Total £	2018 Total £
a Donations and legacies				
Donations	9,571	-	9,571	2,884
	<u>9,571</u>	<u>-</u>	<u>9,571</u>	<u>2,884</u>
b Investment income				
Bank Interest received	28	-	28	14
	<u>28</u>	<u>-</u>	<u>28</u>	<u>14</u>

3 Income from charitable activities

	Unrestricted £	Restricted £	2019 Total £	2018 Total £
Government and public authority contracts	106,579	-	106,579	105,655
Other paid advisory services	-	50,205	50,205	54,725
	<u>106,579</u>	<u>50,205</u>	<u>156,784</u>	<u>160,380</u>

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2019

4 Expenditure

	General Advisory Services £	Raven £	HTC-Set Up £	CFS £	Other projects £	2019 Total £	2018 Total £
Costs of generating funds							
Costs of generating voluntary income	-	-	-	-	-	-	-
Fundraising: cost of goods sold	-	-	-	-	-	-	-
Costs of generating funds	-	-	-	-	-	-	-
Costs directly allocated to activities							
Staff costs	63,355	15,233	3,441	1,408	2,146	85,583	97,881
Other direct costs	-	46	3,879	-	12	3,937	7,055
	63,355	15,279	7,320	1,408	2,158	89,520	104,936
Support costs allocated to activities							
Management	29,389	7,066	1,596	653	996	39,700	31,821
Office, IT & communications	18,134	4,360	985	403	614	24,496	21,830
Premises & other	13,421	3,227	729	299	455	18,131	9,660
	60,944	14,653	3,310	1,355	2,065	82,327	63,311
Charitable activities	124,299	29,932	10,630	2,763	4,223	171,847	168,247
Governance costs	995	239	54	22	34	1,344	1,281
	-	-	-	-	-	-	-
Total Expenditure	125,294	30,171	10,684	2,785	4,257	173,191	169,528

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2019

5 Income/(Expenditure) for the year

	2019	2018
	£	£
This is stated after charging:		
Depreciation	2,424	1,212
Examiners fees	1,300	1,300

6 Information regarding Directors and Employees

	2019	2018
	£	£
Wages and salaries	115,831	115,662
Social security costs	7,112	6,464
Pension costs	7,449	5,395
	<u>130,392</u>	<u>127,521</u>

The average number of employees, analysed by function was:

	2019	2018
Charitable purposes	4	4
Management and administration of charity	1	1
	<u>5</u>	<u>5</u>

No employee received remuneration of more than £60,000

Expenses amounting to £84 (2018: £16) were reimbursed to 1 (2018:1) member of the Trustee Board. No trustee indemnity insurance was purchased.

The charitable company paid £2,212 in the year ended 31 March 2019 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 2019

7 Fixed assets		Computer Equipment £	Total £
Cost		17,454	17,454
Additions		-	-
Disposals		-	-
At 31 March 2019		<u>17,454</u>	<u>17,454</u>
Depreciation			
At 1 April 2018		15,030	15,030
Charge for the year		2,424	2,424
Disposals		-	-
At 31 March 2019		<u>17,454</u>	<u>17,454</u>
Net book value 2019		<u>-</u>	<u>-</u>
Net book value 2018		<u>2,424</u>	<u>2,424</u>
8 Debtors			
		2019 £	2018 £
Prepayments		2,356	2,272
Accrued Income		18,183	5,297
		<u>20,539</u>	<u>7,569</u>
9 Liabilities			
Creditors - falling due within one year			
		2019 £	2018 £
Deferred income (grants received in advance)		5,625	3,290
Other creditors including tax and social security		4,912	5,008
Accruals		5,257	1,300
		<u>15,794</u>	<u>9,598</u>

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2019

10 Analysis of net assets between funds

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds
Tangible Fixed Assets	-	-	-	-
Current Assets	59,917	-	(3,460)	56,457
Current Liabilities	(14,565)	-	(1,229)	(15,794)
Net Assets	<u>45,352</u>	<u>-</u>	<u>(4,689)</u>	<u>40,663</u>

11 Movement in funds

	At 1 April 2018 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2019 £
Restricted Funds					
OPAH	(2,156)	1,623	2,527	3,060	-
Raven Housing	-	26,000	30,171	4,171	-
Healthwatch	-	9,295	6	(9,289)	-
LAS	-	2,840	-	(2,840)	-
CFS	-	1,875	2,785	-	(910)
ATJ	2,058	1,667	1,724	(2,001)	-
HTC- Set Up	-	6,905	10,684	-	(3,779)
Total Restricted Funds	<u>(98)</u>	<u>50,205</u>	<u>47,897</u>	<u>(6,899)</u>	<u>(4,689)</u>
Unrestricted Funds					
General funds	47,569	116,178	125,294	6,899	45,352
Total unrestricted funds	<u>47,569</u>	<u>116,178</u>	<u>125,294</u>	<u>6,899</u>	<u>45,352</u>
Total funds	<u>47,471</u>	<u>166,383</u>	<u>173,191</u>	<u>-</u>	<u>40,663</u>

The deficit on the HTC set up project and the CFS funds are anticipated to be restored to break even in the forthcoming year.

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2019

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 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	A restricted Local Assistance fund via Citizens Advice Surrey from Surrey County Council.
HTC -Set Up	A grant to prepare for the large scale 1 year Universal Support: Help to Claim project commencing 1 April 2019. Set up costs included recruiting and training dedicated staff for the project and their managers; increasing workstations space and equipment in two offices; laptops for outreach work, printing and other costs.
CFS	A grant to pay increased supervisor hours.
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.
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.

14. Designated funds

There are no designated funds at the year end.

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2019

15. Financial Commitments

Capital Commitments

At the balance sheet date there were no capital commitments.

Operating lease commitments

At 31 March 2019 the company had no commitments under non-cancellable operating leases (2018: nil).

16. Related party transactions

There have been related party transactions in relation to insurance and information services between CAR&BL and Citizens Advice (Central). There were no other related party transactions during the year.

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 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 £7,449 (2018: £5,395).