

Company registration number 4334063
Charity registration number 1091143

Exeter Citizens Advice Bureau

(A company limited by guarantee)

Annual Report and Financial Statements
for the Year Ended 31 March 2012

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COMPANIES HOUSE

Thompson Jenner LLP
Statutory Auditors
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Exeter Citizens Advice Bureau

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Exeter Citizens Advice Bureau
Reference and Administrative Details

Charity name Exeter Citizens Advice Bureau

Charity registration number 1091143

Company registration number 4334063

Registered office Wat Tyler House
3 King William Street
Exeter
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EX4 6PD

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Bankers

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EX4 3DL

CAF Bank Ltd
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Kent
ME19 4JQ

The Co-operative Bank
PO Box 101
1 Balloon Street
Manchester
M60 4EP

Auditor

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Exeter Citizens Advice Bureau Reference and Administrative Details

Trustees

Yvonne Amer
Hazel Ball
Phil Brock
John Bunting
Michael Clayson
Mark Devereux
Pete Edwards
Dimitra Filippou
Michael Maguire
Dennis Mardon
Lesley Pattison
Derek Phillips
Pam Pritchard
Stephen Salter
Keith Steer
Anna Warne
Dave West

Name of the corporate body

The trustee board

Method of appointment of Trustees

The maximum number of Trustees shall be seventeen and the minimum be three, being either

- (a) Elected at the annual general meeting, and who shall hold office from the conclusion of that meeting, or
- (b) Co-opted by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees

Exeter Citizens Advice Bureau Chair's Report 2012

I would like to start my report by thanking the volunteers, staff and trustees of Exeter Citizens Advice Bureau for their fantastic efforts again this year. I continue to be amazed at the dedication and professionalism of everyone involved with the Bureau on a daily basis.

During the current economic difficulties, the services we provide are more needed than ever, nor are the pressures of delivering such a service more challenging. I am delighted that the charity has been able to meet these challenges head on, showing the kind of forward planning, determination and dedication which is so essential in these circumstances.

We have a significant impact **every day** on the lives of individuals who may be experiencing problems with debt, in their relationships, with housing or with their employer. Clients come to us for help with their benefit applications and we support them through the process. We see people who are often in one of the most distressing periods in their lives and we make a real difference for them. Therefore, I am delighted that **this year we have been able to help 41,381 clients with their advice and information needs.**

We continue to campaign for changes on local and national policies that affect people's lives. The Government plans for welfare reform, and reform of the legal aid system, are both areas that affect our clients directly. Whilst we recognise the need for some reform, we must do all we can to ensure that those in greatest need are not disadvantaged disproportionately by these reforms.

Moreover, my report should be seen in the context of a root and branch organisational review which we undertook in the second half of 2011/12 and which was fully implemented on 1st April 2012. This will see the charity reduce its costs and invest ever more resources in meeting the advice needs of our community.

This has all been achieved without compromising the quality of the services we provide or, after setting aside one-off re-structuring costs (staff redundancy), by reducing our working balances. We will continue with our policy of retaining funds in reserve equivalent to three months operational costs, a healthy IT replacement fund and fully covering any future liability for redundancy and other staffing costs.

Dennis Mardon

Chair of Trustees

Exeter Citizens Advice Bureau

Trustees' Report

The Trustees who are directors for company law purposes, present their annual report together with the audited annual accounts for the period ending 31 March 2012 which comply with current statutory requirements, the charity's governing documents and the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in 2005

The Charity was incorporated on 4 December 2001 and is a company limited by guarantee, having no share capital

Objectives

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community of Devon and surrounding areas

Purposes and aims

The charity is a member of Citizens Advice (The National Association of Citizens Advice Bureaux) and aims

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives

The charity provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. Our aims fully reflect the purposes that the charity was set up to further

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set

How our activities deliver public benefit

All our charitable activities focus on the provision of free advice to the general public on a range of issues, including debt and money, welfare benefits and tax credits, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit. Largely, those benefiting from our services are those most in need, particularly those in financial hardship

Client satisfaction

We carefully monitor our clients' satisfaction with our service, the feedback we receive is vital to our planning process. Of those replying to our survey in 2011/12, 79% of clients were very satisfied with the service provided, 74% were very satisfied with the advice provided, 72% were very satisfied with access to our services, and 100% said that they would recommend the Bureau to someone else. Moreover, 60% of clients told us that their general health and well-being would improve as a result of our services, and 83% felt that they would have better life chances

Exeter Citizens Advice Bureau

Trustees' Report

Principles

The charity adopts the following principles in its work

- A client will be given as much time as he or she needs, but it is recognised that this may not be as much time as he or she wants
- Services will be targeted towards those who are most in need through the effects of social exclusion, whether that be through reasons of finances, disability, education, culture, age, gender, sexual orientation, religion, belief or race
- Exeter CAB is a client-focussed organisation
- The quality of services offered to clients must remain demonstrably high
- The financial and structural viability of the organisation shall first be considered before any new services are introduced
- It is recognised that new services and initiatives should be directed primarily at strengthening the core of the service, either structurally or financially, and at taking the service out to the people of Exeter (where appropriate)

Governance

The charity is managed by its Trustee Board, which is drawn from the local community. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity.

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and the relevant company legislation.

New trustees are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunities for visits to observe the work of the charity and presentations at Board meetings on an area of the charity's work. The charity also uses a trustee appraisal process where trustees are able to share experiences and learning and development needs. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Management

The day to day running of the charity is delegated to the Director and the senior management team, consisting

Steve Barriball	Director
Anita de Visser	Advice Services Manager
Lyndsay Jarman	Finance, Office and IT Manager

Administration

Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input, photocopying and typing. We pay tribute to our administrative volunteers for their continued support and dedication to our work.

Exeter Citizens Advice Bureau

Trustees' Report

Who used and benefited from our services?

During the year, the charity has continued to offer telephone and face-to-face advice services, as well as opportunities for supported self-help through provision of internet access and information materials. Furthermore, it has been able to offer outreach and limited home visits, where resources have permitted.

Without the contribution of volunteers, our generalist advice service would not run. During the year, they have given in the region of 21164 hours of time, or equivalent to 11.6 full-time equivalent staff members, or some £308,958 in value. The Board wish to thank the many volunteers who ensure the continued operation of the charity by donating their time and experience.

Client Profile

Of the clients who used the services of the charity during the year, 89.7% were of working age, 52.7% were female, 11.3% were from black and minority ethnic communities, and 26.9% were disabled.

Advice Needs

During the year, the charity directly assisted 3638 clients with their advice needs, involving 15229 individual issues.

The demand on our services by issue was as follows:

	2012	2011	2010
Benefits	5,757	5,261	3,818
Debt	4,643	4,988	4,826
Employment	1,001	896	749
Signposting	994	1,720	2,288
Housing	779	867	718
Relationships	491	410	379
Legal	475	417	291
Finance	354	173	147
Consumer	235	217	189
Immigration	98	188	104
Other	402	425	316

As can be seen from the figures above, the charity continues to put the majority of its resources towards debt and welfare benefits issues, with these catering for over two-thirds of our current client issues. Given the continuing impact of the economic difficulties we expect to see continuing high levels of money and debt enquiries as household incomes reduce and debt repayments become ever more challenging for our clients.

We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. During the year, we have managed some £4.39 million of debt on behalf of our clients. Furthermore, Bureau workers have achieved some £4.10 million of financial gains for our clients.

The charity has a worker present at Exeter County Court to advise and advocate where clients are facing repossession of their homes. In cases where we have assisted the client at Court, in over 75% of cases, repossession has been avoided.

We are grateful to Michelmores Limited Liability Partnership, and Tim Davies and Bethan Jones in particular, who provide a free monthly advice session to our clients with employment issues.

Exeter Citizens Advice Bureau

Trustees' Report

We pay tribute to our volunteer generalist advisers and gateway assessors for their continued support and expertise

Supported Self help

During the year, the charity has assisted a further 37,743 clients by providing supported self help in the form of access to a free Reception telephone line linked to major local and national helper agencies, a kiosk information point containing information on a range of problem areas with links to other local and national websites, a recorded telephone information system available twenty four hours a day, in-house web based resources, and a comprehensive range of information resources and leaflets

We pay tribute to our volunteer information guides for their continued support and expertise

Social policy, campaigning and prevention

Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients

We also deliver preventative measures to ensure that people have the skills to budget, borrow and save with confidence. This is where our Nationwide MoneyActive project comes in. We offer friendly and informal sessions designed to help everyone, no matter what their level of money knowledge or financial capability. It's not easy talking about money, but our trained volunteers are able to cut through the jargon and pass on valuable tips which can really make a difference to people's lives.

We also run a debt literacy partnership with Exeter University's School of Law to train law students delivering a programme of financial capability training to secondary school pupils in Exeter. The project aims to ensure that the next generation of financial consumers understand the basics around money. This project is in its fourth successful year.

Strategy

The charity aims to deliver against the following strategic priorities

- 1 **Long term sustainability** The Bureau will be able to plan for the future and respond to the changing requirements because the medium term financial base on which it operates is secure. The Bureau will expand its sources of revenue, seek longer term funding agreements and develop effective partnerships which optimise the use of resources.
- 2 **Recognised as leading provider of free quality advice** We will develop a positive and high profile within the City and County and develop a leadership role in working with others in co-ordinating information and advice networks.
- 3 **Provide more advice and information to more people** Those individuals and groups who need the advice and support that the Bureau can provide will be aware of the service and be able to access it. The Bureau will develop ways of identifying changing needs for its services and how these can best be met. The delivery of our services will be flexible in order to meet changing needs. The bureau will seek to recruit its workforce from across a broad spectrum of the community to meet these needs.
- 4 **Improved client health and quality of life** The services provided and the social policies pursued will contribute directly to improving clients' abilities to manage their lives effectively and improve their general health and well-being.
- 5 **Improved financial literacy in the community** Clients and potential clients will gain opportunities to develop knowledge and skills in managing their financial situation and understanding of financial products. Agencies within the City and County, working together, will provide comprehensive and integrated financial advice and support to clients.

Exeter Citizens Advice Bureau

Trustees' Report

- 6 **Improved facilities, access and working practices** Clients will be able to access confidential services at a location and in the language or via the method that is most suitable for their needs. Recruitment and retention of Bureau workers will be based on the principles of being a 'good employer'. Our workforce will reflect the range of clients who access our service and live in the local community.

This strategy and the supporting business plan will be used to guide the charity's development over the coming years.

Financial review

Setting aside one-off re-structuring costs (staff redundancy) again this year the charity has been able to operate within a balanced budget. However, overall our expectation is that the future financial climate will mean that the charity will face a more difficult and challenging operating environment going forward.

The charity has benefited from grants from Exeter City Council and Devon County Council, and others, which has enabled the continuation of generalist telephone and face-to-face advice sessions by volunteer advisers, gateway assessors and information guides, managed by paid staff.

In addition, the charity has again successfully delivered the following projects in addition to the generalist advice and information service:

- **Fairer Charging** – a contractual arrangement with Devon Welfare Rights Unit (a service of Citizens Advice) on behalf of Devon County Council to undertake home visits in respect of new referrals of Social Services clients in order to undertake financial assessments and welfare benefits checks. This contract employed one part-time visiting officer.
- **Legal Services Commission** – a contractual arrangement, in a consortium with Shelter, with the Legal Services Commission to offer advice and support to clients who meet the legal aid criteria on debt, welfare benefits and housing issues. This contract employed 2.6 full-time equivalent case workers, and one full-time administrative officer.
- **Royal British Legion/RAF Benevolent Fund Money Advice and Benefits Project** – a contractual arrangement funded by The Royal British Legion and The RAF Benevolent Fund to provide advice to current or former armed forces personnel, or their dependents, on debt and welfare benefits. We operate this project on a largely home visiting outreach basis. This contract employs one full-time case worker, and one part-time administrative officer.
- **FORCE Cancer Charity** - a contractual arrangement funded by FORCE Cancer Charity to provide welfare benefits advice to people living with cancer. We operate this project on an outreach basis. This contract employs one part-time welfare benefits adviser.
- **Exeter and District Multiple Sclerosis Society** - a contractual arrangement funded by Exeter and District Multiple Sclerosis Society to provide welfare benefits advice to people living with multiple sclerosis. We operate this project on an outreach basis. This contract employs one part-time welfare benefits adviser.
- **Citizens Advice Nationwide Grant** – a contractual arrangement funded by the Nationwide Building Society through Citizens Advice to deliver the MoneyActive volunteering project to deliver a programme of financial capability training and education in the local community. This contract employed one part-time Project Manager.
- **Big Lottery Fund Brighter Futures Project** - grant funding received from the Big Lottery Fund Reaching Communities programme for the Brighter Futures project which aims to recruit more volunteers and assist more clients affected by the economic difficulties. The project funds advice session supervision, administrative assistance and management costs.

Exeter Citizens Advice Bureau

Trustees' Report

- **Lloyds TSB Foundation for England and Wales** – a contractual arrangement which placed a part-time money and benefits adviser in the Exeter City Council Customer Service Centre on an outreach basis
- **Wonford Community and Learning Centre** – a contractual arrangement funded by the Wonford Community and Learning Centre to provide generalist advice services to people living in the Wonford area of Exeter. We operate this project on an outreach basis. This contract employed one part-time generalist adviser

Furthermore, this year the Bureau has attracted project funding towards

- **Repossession advice service** – project funding received from Ashworth Charitable Trust and the David Gibbins Trust to assist clients facing repossession of their homes
- **Exeter City Council Court Desk** - a contractual arrangement with Exeter City Council to provide a County court based repossession advice service to people facing repossession of their homes
- **Working Age Carers Project** – a contractual arrangement with Devon County Council through Devon Welfare Rights Unit (a service of Citizens Advice) to provide an income maximisation service for working age carers. This contract employs one part-time adviser
- **Santander Foundation** – a contractual arrangement with the Santander Foundation through Citizens Advice for support to neighbouring Bureaux to provide financial capability services to local people and support organisations
- **Staying Warm and Well in Devon** – a contractual arrangement with Citizens Advice in partnership with Devon County Council to provide a home visiting service to older people

Reserves policy

The charity, being mindful of Charity Commission guidance, aims to maximise the use of available funds for the benefit of the citizens of Exeter and the surrounding area so far as is commensurate with a prudent level of unrestricted reserves, equivalent to at least three month's running costs (the total at 31 March 2012 was £141,895). In this regard, our policy is to set aside funds only for known or probable liabilities

Investment powers

The constitution authorises the trustees to make and hold investments using the general funds of the charity but no such investments are presently held other than cash held on deposit

Subsidiary undertakings

The charity has one wholly owned non-charitable subsidiary undertaking registered in England and Wales, called Exeter Citizens Advice Bureau (Services) Limited, registered company number 6561932. The company is incorporated. The aim of the company is to raise income for the charity for charitable activities

Risk management

The major risks, to which the charity is exposed, as identified by the trustees, have been reviewed with Citizens Advice as part of the annual liaison visit process, and systems have been established to mitigate those risks

Exeter Citizens Advice Bureau

Trustees' Report

Future plans

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems.

In terms of external, and other, factors that the charity is planning for, these include:

- **Comprehensive Spending Review** The Bureau will continue to review and refine its own working practices to ensure that it is effective in meeting the advice and volunteering needs of those most in need. This is particularly relevant, as some 30% of those in work in Exeter are in the public sector.
- **Legal aid reform** We will prepare for the reduction in scope of social welfare law advice (debt, welfare benefits and housing).
- **CAB Devon** We will continue to collaborate more widely with other Bureaux in Devon to benefit from contracting arrangements in the future and to provide a client focussed service to the residents of Devon.
- **Devon Advice Network** We will collaborate more widely with other advice agencies in Devon to benefit from contracting arrangements in the future and to provide a client focussed service to the residents of Devon.

Exeter Citizens Advice Bureau

Trustees' Responsibilities in relation to the Financial Statements

The trustees (who are also directors of Exeter Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and the 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

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

The trustees are responsible for keeping proper 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. They 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.

In so far as the trustees are aware

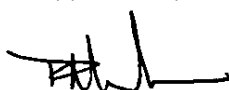
- there is no relevant audit information of which the charitable company's auditor is unaware, and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

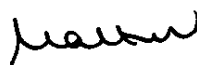
Small company provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

Approved by the Board on 27 June 2012 and signed on its behalf by



Dennis Mardon
Trustee



Stephen Salter
Trustee

Independent Auditors' Report to the Trustees of Exeter Citizens Advice Bureau

We have audited the financial statements of Exeter Citizens Advice Bureau for the year ended 31 March 2012 which comprise of the Statement of Financial Activities, Balance Sheet and related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company's members, as a body, in accordance with section 144 of the Charities Act 2011 and the regulations made under section 154 of that Act. Our work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the Trustees' Responsibilities Statement set out on page 11, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditors under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees, and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2012 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended,
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to smaller entities, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Independent Auditors' Report to the Trustees of
Exeter Citizens Advice Bureau**

continued

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements, or
- the charitable company has not kept adequate accounting records, or
- the financial statements are not in agreement with the accounting records and returns, or
- we have not received all the information and explanations we require for our audit


Thompson Jenner LLP
Statutory Auditors

Date 3rd July 2012

1 Colleton Crescent
Exeter
Devon
EX2 4DG

Thompson Jenner LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

Exeter Citizens Advice Bureau

**Statement of Financial Activities (including Income and Expenditure Account)
for the Year Ended 31 March 2012**

		Unrestricted Funds	Restricted Funds	Total Funds 2012	Total Funds 2011
	Note	£	£	£	£
Incoming resources					
Incoming resources from generated funds					
Voluntary income	2	154,562	33,190	187,752	218,616
Investment income	4	409	-	409	449
Incoming resources from charitable activities	5	137,109	185,358	322,467	361,870
Total incoming resources		<u>292,080</u>	<u>218,548</u>	<u>510,628</u>	<u>580,935</u>
Resources expended					
Charitable activities	6	327,683	201,928	529,611	520,109
Governance costs	6	5,347	975	6,322	5,307
Total resources expended		<u>333,030</u>	<u>202,903</u>	<u>535,933</u>	<u>525,416</u>
Net (expenditure)/income before transfers		(40,950)	15,645	(25,305)	55,519
Transfers					
Transfers between funds		<u>36,414</u>	<u>(36,414)</u>	<u>-</u>	<u>-</u>
Net incoming/outgoing resources for the year		(4,536)	(20,769)	(25,305)	55,519
Reconciliation of funds					
Total funds brought forward		<u>146,431</u>	<u>37,886</u>	<u>184,317</u>	<u>128,798</u>
Total funds carried forward		<u>141,895</u>	<u>17,117</u>	<u>159,012</u>	<u>184,317</u>

All incoming resources and resources expended derive from continuing activities

The charity has no recognised gains or losses for the year other than the results above

The notes on pages 16 to 32 form an integral part of these financial statements

Exeter Citizens Advice Bureau (Registration number: 4334063)

Balance Sheet as at 31 March 2012

		2012		2011	
	Note	£	£	£	£
Fixed assets					
Tangible assets	11		1,199		1,956
Investments	12		<u>1</u>		<u>1</u>
			1,200		1,957
Current assets					
Debtors	13	13,199		2,926	
Cash at bank and in hand		<u>317,657</u>		<u>219,302</u>	
		330,856		222,228	
Creditors: Amounts falling due within one year	14	<u>(173,044)</u>		<u>(39,868)</u>	
Net current assets			<u>157,812</u>		<u>182,360</u>
Net assets			<u>159,012</u>		<u>184,317</u>
The funds of the charity:					
Restricted funds in surplus			17,117		37,886
Unrestricted funds					
Unrestricted income funds			<u>141,895</u>		<u>146,431</u>
Total charity funds			<u>159,012</u>		<u>184,317</u>

For the financial year ended 31 March 2012, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476

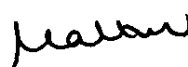
The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and with the Financial Reporting Standard for Smaller Entities (effective April 2008)

Approved by the Board on 27 June 2012 and signed on its behalf by



Dennis Mardon
Trustee



Stephen Salter
Trustee

The notes on pages 16 to 32 form an integral part of these financial statements

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

1 Accounting policies

Basis of preparation

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities (SORP 2005)', issued in March 2005, the Financial Reporting Standard for Smaller Entities (effective April 2008) and the Companies Act 2006

Fund accounting policy

Unrestricted funds comprise accumulated surpluses and deficits on unrestricted funds. They are available for use at the discretion of the trustees, in furtherance of the general charitable objectives.

Restricted funds are created when income is received for a particular area or purpose, the use of which is restricted to that area or purpose. Expenditure is charged to the restricted fund when incurred.

Designated funds are amounts which have been set aside at the discretion of the trustees for specific purposes.

Further details of each fund are disclosed in note 19.

Incoming resources

Voluntary income consists of all incoming resources (whether in cash or assets in hand) other than incoming resources received for investment income, gains or payments for goods or services. This is recognised in the statement of financial activities as soon as it is received. Grants in respect of core activities are classified as voluntary income.

Incoming resources from charitable activities are included in incoming resources in the period in which the income relates. Grants received for performance of a specific service are classified as incoming resources from charitable activities.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods, or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

The value of services provided by volunteers has not been included.

Investment income is accrued on a daily basis and is credited on the basis in the statement of financial activities.

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

continued

Resources expended

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are those costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds. These costs include attributable VAT which cannot be recovered.

Charitable activities expenditure include charitable distributions and the costs involved in the provision of the services that the Exeter Citizens Advice Bureau provides. These costs include attributable VAT which cannot be recovered.

Governance costs

Governance costs include those incurred in the governance of the charity and its assets, and are primarily associated with the constitutional and statutory requirements. These costs include attributable VAT which cannot be recovered.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Fixed assets

Individual fixed assets costing £1000 or more are initially recorded at cost.

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Computer equipment	33 33% straight line basis
Fixtures, fittings and equipment	20% straight line basis

Investments

Fixed asset investments are included at cost at the balance sheet date.

Operating leases

Rentals payable under operating leases are charged in the statement of financial activities on a straight line basis over the lease term.

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

continued

Pensions

The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

Gift in kind

The charity operates from premises owned by Exeter City Council. A figure for the notional rent and rates charge is included within restricted income and expenditure.

The rent and rates charge advised by Exeter City Council this year was £33,190 (2011 £33,190).

Taxation

The company is a registered charity and as such is not liable to corporation tax. Income and expenditure is shown gross of Value Added Tax, apart from the following:

The charity registered for Value Added Tax from 1 April 2008 in order to account for income and expenditure on its Legal Services Commission contract with the result that relevant income and expenditure is shown net of VAT from that date.

Group accounts

The financial statements present information about the charity as an individual undertaking and not about its group. The charitable company has not prepared group accounts as the results and net assets of its subsidiary are immaterial. Details of the charitable company's subsidiary undertaking are shown in note 12.

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

continued

2 Voluntary income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
Donations and legacies				
Donations and other income	29,173	-	29,173	22,405
Grants				
Grants receivable	125,389	33,190	158,579	196,211
	<u>154,562</u>	<u>33,190</u>	<u>187,752</u>	<u>218,616</u>

3 Grants receivable

	Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
Exeter City Council	70,489	33,190	103,679	123,012
Devon County Council	54,900	-	54,900	61,720
Abbey National	-	-	-	4,479
DCC - Advice Strategy	-	-	-	5,000
The Norman Family Trust (CRA Service)	-	-	-	1,000
Co-op Community Fund (CRA Service)	-	-	-	1,000
	<u>125,389</u>	<u>33,190</u>	<u>158,579</u>	<u>196,211</u>

4 Investment income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
Interest on cash deposits	409	-	409	449

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

continued

5 Incoming resources from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
Core activities				
Legal Service Commission	84,583	-	84,583	90,379
Access to work	1,275	-	1,275	1,911
Fairer Charging	-	4,104	4,104	15,673
FORCE	36,170	-	36,170	28,696
MS Society	8,213	-	8,213	6,195
RBL/RAFBF	-	57,041	57,041	56,080
3rd Party Grants to Clients	-	5,323	5,323	-
BIS/HMTAHA Grant	-	-	-	23,925
Migrant Workers Project	-	-	-	26,089
Nationwide Money Active Project	-	23,049	23,049	17,253
Advice Services Alliance	-	-	-	5,000
Wonford Project	2,400	-	2,400	8,961
Big Lottery Brighter Futures	-	59,332	59,332	59,708
LTSB Trinity Project	-	-	-	22,000
ECC Court Desk	-	7,956	7,956	-
Working Age Carers Project	-	6,803	6,803	-
RejuveNation	1,302	-	1,302	-
Bridge Collective	3,166	-	3,166	-
Santander	-	15,750	15,750	-
Repossession Advice Service	-	6,000	6,000	-
	<u>137,109</u>	<u>185,358</u>	<u>322,467</u>	<u>361,870</u>

Exeter Citizens Advice Bureau
Notes to the Financial Statements for the Year Ended 31 March 2012

continued

6 Total resources expended

For the Year Ended 31 March 2012

	Core activities	Non-core activities	Governance	Total
	£	£	£	£
Direct costs				
Rent	33,190	-	-	33,190
Employment costs	168,871	240,823	-	409,694
Establishment costs	14,020	17,432	-	31,452
Repairs and maintenance	1,761	2,216	-	3,977
Office expenses	5,595	16,651	-	22,246
Sundry and other costs	850	318	-	1,168
Third Party Grants	10,723	5,000	-	15,723
Travel and subsistence	6,304	4,985	-	11,289
Bank charges	79	36	-	115
Depreciation of tangible fixed assets	757	-	-	757
	<u>242,150</u>	<u>287,461</u>	<u>-</u>	<u>529,611</u>
Support costs				
Auditors' remuneration	-	-	4,800	4,800
Legal and professional costs	-	-	1,522	1,522
	<u>-</u>	<u>-</u>	<u>6,322</u>	<u>6,322</u>
	<u>242,150</u>	<u>287,461</u>	<u>6,322</u>	<u>535,933</u>

Included in employment expenditure are one-off re-structuring costs (staff redundancy) incurred during the year Trustees having previously set aside funds within the Designated Fund

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

continued

For the Year Ended 31 March 2011

	Core activities	Non-core activities	Governance	Total
	£	£	£	£
Direct costs				
Rent	33,190	8,596	-	41,786
Employment costs	144,088	236,177	-	380,265
Establishment costs	13,388	17,387	-	30,775
Repairs and maintenance	8,640	133	-	8,773
Office expenses	12,259	16,614	-	28,873
Sundry and other costs	873	6,298	-	7,171
Third Party Grants	4,079	-	-	4,079
Management fee	2,043	-	-	2,043
Travel and subsistence	7,176	4,934	-	12,110
Bank charges	125	23	-	148
Depreciation of tangible fixed assets	4,086	-	-	4,086
	<u>229,947</u>	<u>290,162</u>	<u>-</u>	<u>520,109</u>
Support costs				
Auditors' remuneration	-	-	4,800	4,800
Legal and professional costs	-	-	507	507
	<u>-</u>	<u>-</u>	<u>5,307</u>	<u>5,307</u>
	<u>229,947</u>	<u>290,162</u>	<u>5,307</u>	<u>525,416</u>

7 Trustees' remuneration and expenses

No trustees received any remuneration or expenses during the year

8 Net (expenditure)/income

Net (expenditure)/income is stated after charging

	2012	2011
	£	£
Auditors' remuneration - audit services	4,800	4,800
Depreciation of tangible fixed assets	<u>757</u>	<u>4,086</u>

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

continued

9 Employees' remuneration

The average number of persons employed by the charity (including trustees) during the year was as follows

	2012 No.	2011 No.
Charitable activities	19	19

The number of full time equivalent employees during the year was 13.6

The aggregate payroll costs of these persons were as follows

	2012 £	2011 £
Wages and salaries	363,370	335,031
Social security	28,592	28,918
Other pension costs	10,939	10,019
	<u>402,901</u>	<u>373,968</u>

Included in wages and salaries above are one-off restructuring costs (staff redundancy) amounting to £34,511 (2011: £Nil)

Senior employees

During the year, the number of senior employees who received emoluments falling within the following ranges was

	2012 No.	2011 No.
£0 - £60,000	19	19
£60,000 and above	-	-
	<u>19</u>	<u>19</u>

During the year, defined contribution pension contributions on behalf of these staff amounted to £10,939 (2011: £10,019)

During the year, the number of staff who were accruing benefits under pension schemes was as follows

	2012 No.	2011 No.
Money purchase	12	11

10 Taxation

The charity's activities fall within the exemptions afforded by the provision of the Income and Corporation Taxes Act 1988. Accordingly there is no taxation charge in these accounts.

Exeter Citizens Advice Bureau
Notes to the Financial Statements for the Year Ended 31 March 2012

continued

11 Tangible fixed assets

	Fixtures, fittings and equipment £
Cost	
As at 1 April 2011 and 31 March 2012	<u>42,759</u>
Depreciation	
As at 1 April 2011	40,803
Charge for the year	<u>757</u>
As at 31 March 2012	<u>41,560</u>
Net book value	
As at 31 March 2012	<u>1,199</u>
As at 31 March 2011	<u>1,956</u>

Exeter Citizens Advice Bureau
Notes to the Financial Statements for the Year Ended 31 March 2012

continued

12 Investments held as fixed assets

	Investments in group and associated undertakings £
Cost	
As at 1 April 2011 and 31 March 2012	<u>1</u>
Net book value	
As at 31 March 2012	<u>1</u>
As at 31 March 2011	<u>1</u>

All investment assets were held in the UK

The charity holds more than 20% of the share capital of the following company

	Country of incorporation	Principal activity	Class	%
Subsidiary undertakings				
Exeter Citizens Advice Bureau (Services) Limited	England	The provision of advice to businesses and organisations with the purpose of raising money for the charity Exeter Citizens Advice Bureau	Ordinary	100
		Capital & reserves £	Profit/(loss) for the period £	
Subsidiary undertakings				
Exeter Citizens Advice Bureau (Services) Limited		229	(136)	

13 Debtors

	2012 £	2011 £
Trade debtors	<u>13,199</u>	<u>2,926</u>

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

continued

14 Creditors: Amounts falling due within one year

	2012 £	2011 £
Trade creditors	13,475	10,250
Taxation and social security	14,336	9,735
Other creditors	64,178	-
Accruals and deferred income	81,055	19,883
	<u>173,044</u>	<u>39,868</u>

Creditors amounts falling due within one year includes deferred income

	2012 £	2011 £
As at 1 April 2011	15,083	31,393
Amount released to incoming resources	(15,083)	(31,393)
Amount deferred in the year	76,255	15,083
As at 31 March 2012	<u>76,255</u>	<u>15,083</u>

15 Members' liability

The charity is a company limited by guarantee and accordingly does not have share capital. Every member of the charitable company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

16 Operating lease commitments

As at 31 March 2012 the charity had annual commitments under non-cancellable operating leases as follows

Operating leases which expire

	Land and Buildings		Other	
	2012 £	2011 £	2012 £	2011 £
Within one year	-	-	-	2,225
Over five years	33,190	33,190	-	-
	<u>33,190</u>	<u>33,190</u>	<u>-</u>	<u>2,225</u>

Exeter Citizens Advice Bureau
Notes to the Financial Statements for the Year Ended 31 March 2012

continued

17 Pension scheme

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £10,939 (2011 - £10,019)

There were no outstanding or prepaid contributions at either the beginning or end of the financial year

Exeter Citizens Advice Bureau
Notes to the Financial Statements for the Year Ended 31 March 2012

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18 Related parties

Controlling entity

The charity is controlled by the Trustees

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

continued

19 Analysis of funds

	At 1 April 2011	Incoming resources	Resources expended	Transfers	At 31 March 2012
	£	£	£	£	£
Designated Funds					
IT replacement	13,750	-	-	5,115	18,865
LSC contract	1,553	84,583	(97,997)	11,981	120
Redundancy fund	38,891	-	(34,511)	34,795	39,175
	<u>54,194</u>	<u>84,583</u>	<u>(132,508)</u>	<u>51,891</u>	<u>58,160</u>
General Funds					
Unrestricted funds	<u>92,237</u>	<u>207,497</u>	<u>(200,522)</u>	<u>(15,477)</u>	<u>83,735</u>
Restricted Funds					
Fairer Charging	-	4,104	(3,731)	(373)	-
RBL/RAFBF	-	57,041	(45,049)	(11,992)	-
Support in kind	-	33,190	(33,190)	-	-
3rd Party Grants to Clients	400	5,323	(5,723)	-	-
Nationwide Money Active Project	-	23,049	(18,718)	(4,331)	-
Big Lottery Fund Brighter Futures	19,236	59,332	(56,003)	(9,380)	13,185
Lloyds TSB Trinity Project	8,250	-	(6,651)	(1,599)	-
ECC Court Desk	-	6,000	(6,000)	-	-
Partnership Grant	10,000	-	(10,000)	-	-
Working Age Carers Project	-	6,803	(6,020)	(783)	-
Santander Grant	-	15,750	(11,818)	-	3,932
Repossession Advice Service	-	7,956	-	(7,956)	-
	<u>37,886</u>	<u>218,548</u>	<u>(202,903)</u>	<u>(36,414)</u>	<u>17,117</u>
	<u>184,317</u>	<u>510,628</u>	<u>(535,933)</u>	<u>-</u>	<u>159,012</u>

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

continued

Unrestricted funds

Comprise of accumulated surpluses and deficits on unrestricted funds. They are available for use at the discretion of the trustees, in furtherance of the general charitable objects.

Designated funds

The trustees have made a provision for the on-going replacement of faulty equipment within the charity's IT systems. The trustees have designated 10% per annum of the estimated cost of replacing such systems. The fund is now equivalent to 50% of the total estimated replacement costs.

The LSC contract is treated as a separate designated fund within unrestricted funds reflecting the fact that it is the only project amongst the charity's activities that has to account for VAT on its income and expenditure.

For the purposes of transparency and good governance, the trustees have decided to create a reserve to cover potential liabilities of the charity as at 1 April 2012.

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

continued

Restricted funds

Fairer Charging Project

Funding provided by Devon County Council through Devon Welfare Rights Unit (a service of Citizens Advice) to provide home visits to Social Service clients

RBL/RAFBF

A contractual arrangement funded by The Royal British Legion and The RAF Benevolent Fund through Citizens Advice to provide advice to current or former armed forces personnel, or their dependents, on debt and welfare benefits

Big Lottery Fund Reaching Communities

A grant received from the Reaching Communities programme for the Brighter Futures project to recruit more volunteers and assist more clients affected by the economic recession

Support in kind

This support takes the form of rent free premises and discretionary rates relief provided by Exeter City Council

Third party grants to clients

These grants are where Exeter Citizens Advice Bureau acts as an intermediary between local charities and the clients concerned. The income and related expenditure are reflected in the Statement of Financial Activities

Citizens Advice Nationwide Grant

Funding provided by the Nationwide Building Society through Citizens Advice for the MoneyActive volunteering project to deliver a programme of financial capability training and education in the local community

Lloyds TSB Foundation for England and Wales

A grant received towards the salary costs of a Money and Benefits adviser, premises, office costs, overheads, management and supervision costs

Exeter City Council Court Desk

A grant received from Exeter City Council towards the costs of providing a County court based repossession advice service to people facing repossession of their homes

Repossession advice service

Funding received from Ashworth Charitable Trust and the David Gibbins Trust to provide an advice service for people facing repossession of their homes

Working Age Carers Project

Funding provided by Devon County Council through Devon Welfare Rights Unit (a service of Citizens Advice) to provide an income maximisation service for working age carers

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2012

continued

Santander Foundation

Funding provided by the Santander Foundation through Citizens Advice for support to neighbouring Bureaux to provide financial capability services to local people and support organisations

Staying Warm and Well in Devon

Funding provided by Citizens Advice in partnership with Devon County Council to provide a home visiting service to older people

20 Transfers

Transfers from restricted funds to unrestricted funds have been made during the year in accordance with each funder. This is to cover management charges for the administration of the restricted funds. The trustees have agreed to all restricted to unrestricted transfers.

21 Net assets by fund

	Unrestricted Funds	Restricted Funds	Total Funds 2012	Total Funds 2011
	£	£	£	£
Tangible assets	1,199	-	1,199	1,956
Investments	1	-	1	1
Current assets	330,806	95,047	330,856	222,228
Creditors: Amounts falling due within one year	(190,111)	(77,930)	(173,044)	(39,868)
Net assets	<u>141,895</u>	<u>17,117</u>	<u>159,012</u>	<u>184,317</u>