

EXETER CITIZENS ADVICE BUREAU
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008

Charity No 1091143
Company No. 4334063 (England & Wales)

TUESDAY



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08/07/2008
COMPANIES HOUSE

Simpkins
Edwards | CHARTERED ACCOUNTANTS
BUSINESS ADVISERS
TAX CONSULTANTS

EXETER CITIZENS ADVICE BUREAU

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CHARITY INFORMATION

Governing Document	Memorandum and Articles of Association
Constitution	The Charity is a company limited by guarantee and not having share capital
Charity Number	1091143
Company Number	4334063
Registered Office	Wat Tyler House 3 King William Street Exeter Devon EX4 6PD Tel (01392) 208133 Fax (01392) 201203
Registered Auditors	Simpkins Edwards Chartered Accountants Michael House Castle Street Exeter EX4 3LQ
Bankers	NatWest Plc 59 High Street Exeter Devon EX4 3DP CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ

CHARITY INFORMATION

Trustees

Dennis Mardon
Kelvin Nicholson
Mark Deveraux
John Bunting
Anna Warne
Michael Maguire
Hazel Ball
Dave West
Tony Osborne (resigned 9 October 2007)
Bernard Pugh (resigned 9 October 2007)
Yvonne Amer
Geoffrey Caston
Geoffrey Poad
Jayshree Nathwani
Lesley Pattison
Derek Phillips
Val Dixon
Pauline Lane (resigned 7 December 2007)
Sheila Hobden (appointed by Devon County Council 15 August 2007)
Keith Steer
Pam Pritchard (appointed 19 March 2008)

Name of the corporate body

The trustee board

Method of appointment of Trustees

The maximum number of Trustees shall be twenty-four and the minimum shall be eight, being either -

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

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2008**

The Trustees' who are directors for company law purposes, present their report together with the audited financial statements for the year ended 31 March 2008 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 and activities

The charity's objects are to promote any charitable purpose for the benefit of the community in Exeter and surrounding districts ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress

The charity is a member of Citizens Advice (The National Association of Citizens Advice Bureaux) and provides 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. Largely, those benefiting from our services are those most in need, particularly those in financial hardship

The Bureau 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, gender, religion 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

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 bureau, including financial management and control. The day to day running of the Bureau is delegated to the Director and the senior management team, consisting

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

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

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 home visits to some clients 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 15,652 hours of time, or equivalent to 10.4 full-time staff members, or some £197,465 in value. The Board wish to thank the many volunteers who ensure the continued operation of the charity by donating their time and experience

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2008

Achievements and performance*Advice Needs*

During the year, the Bureau has seen 8,914 clients involving 25,718 issues (23,984 in 2006/2007) and the demand on our services by issue is as follows

	2008	2007
Debt	47%	46%
Benefits	24%	27%
Housing	7%	7%
Employment	7%	5%
Legal	4%	4%
Relationships	2%	2%
Other	9%	9%

As can be seen from the figures above, the Bureau continues to put the majority of its resources towards debt and welfare benefits issues, with these catering for some 71% of our client issues. Given the emerging 'credit crunch' we have had to devise new working practices to 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 Bureau does tend to retain the most vulnerable clients or those with high support needs. We are now managing some £4-6 million of debt on behalf of our clients at any one time.

As can also be seen from the figures above, we have seen a two percentage point increase in the number of employment related issues. We are grateful to Michelmores Limited Liability Partnership who provide a free monthly advice session to our clients with employment issues. This is an area we will keep under close review over the coming year.

Furthermore, the complexity of client issues continues to increase, with some 2.9 problems per contact in 2007/2008 (2.7 problems per contact in 2006/2007 and 2.5 problems per contact in 2005/2006). This means that our advisers are increasingly seeing clients with two, three or more related problems that are more complex and take longer to resolve than in previous years. We pay tribute to our volunteer generalist advisers for their continued support and expertise.

Supported Self help

During the year, the Bureau has assisted a further 7,529 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, and a comprehensive range of information guides and leaflets. We pay tribute to our volunteer information guides for their continued support and expertise.

Governance

During the year the trustee board has carried out a review of governance arrangements, with particular attention paid to our Committee structures which report to the full Trustee Board. This review has resulted in a reduction from three to two Committees, with responsibilities split between Resources and Operations/Policy.

Strategy

During the year the trustee board plotted a new strategy for the Bureau over the next 5 years, commencing 1 April 2008, with the following headline priority themes

- 1 **Improved facilities and access** 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

TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2008

- 2 **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 health and well-being
- 3 **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 surrounding areas, working together, will provide comprehensive and integrated advice and support to clients
- 4 **Improved quality of working life within the bureau** Sustained improvement in the recruitment and retention of paid members of staff and volunteers will be based on the principles of being a 'good employer', providing job satisfaction and providing opportunities for development and growth of knowledge, skills and experience
- 5 **Long Term Financial Stability** 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
- 6 **Recognised as leading provider of quality advice** We will develop a positive and high profile within the City and surrounding areas and develop a leadership role in working with others in co-ordinating an information and advice network
- 7 **Provide more advice 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 able to access it. The Bureau will develop ways of identifying changing needs for its services and how these can best be met. The Bureau's working practices will be flexible in order to meet changing needs
- 8 **More and diverse volunteers** Volunteers working within the Bureau will reflect the range of clients who access our service and in order to ensure this is the case, the Bureau's working arrangements will be as varied and flexible as possible within the remit of the Citizens Advice membership requirements

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

Financial review

Last year's Trustees' Report highlighted the financial difficulties that the Bureau potentially faced over the year ending 31 March 2008. We are very pleased to report that the Bureau has managed to balance its finances over this period and now faces the future in a stronger financial position. Nonetheless, the current funding climate remains a difficult and challenging one.

The charity has benefited from grants from Exeter City Council, Devon County Council, Lloyds TSB Foundation for England and Wales and The Nationwide Foundation which has enabled the continuation of generalist telephone and advice sessions by volunteer advisers and information guides, managed by paid staff.

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

- **Fairer Charging** – a contractual arrangement with Devon Welfare Rights Unit (part of Citizens Advice) on behalf of Devon County Council Social Services to undertake a minimum of 13 home visits per week in respect of new referrals of Social Services clients in order to undertake financial assessments and welfare benefits checks. This contract employs one full-time case worker.
- **Legal Services Commission** – a contractual arrangement 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 employs two full-time case workers, and one full-time administrative officer.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2008**

Furthermore, this year the Bureau has attracted project funding towards

- **Royal British Legion 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 basis. This contract employs one full-time case worker, and one part-time administrative officer.

Reserves policy

The Bureau aims to maximise the use of available funds for the benefit of citizens of Exeter and the surrounding area so far as is commensurate with a prudent level of reserves, equivalent to one month's running costs. In this regard, our policy is to set aside funds only for known or probable liabilities. We would not expect to see our total reserves fall below £30,000 (the total at 31 March 2008 was £76,876).

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.

Risk management

The major risks, to which the charity is exposed, as identified by the trustees, have been reviewed and systems have been established to mitigate those risks.

Future plans

The trustee board is convinced that the work that the Bureau does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the Bureau, many clients would have nowhere to go and no-one to help them with their problems. Therefore, the Bureau will use its new five-year strategy to drive forward further service, and other, improvements.

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

- **Boundary Committee Review of Local Government in Devon** A wide ranging review of local government boundaries in Devon has now been commissioned by the Secretary of State. Recommendations are due at the end of 2008, after which more detailed analysis of the impact will be considered.
- **Increasing debt burden** The Bureau will continue to review and refine its own working practices to ensure that it is effective in meeting the advice needs of those most in need in relation to debt and money advice.
- **Exeter Advice and Information Network** The Bureau is keen to develop a network to co-ordinate and share advice and information services, and improve the quality of free legal advice, across the not-for-profit legal advice providers in the City. Funding opportunities are being explored to achieve this.
- **Collaboration between Devon Bureaux** A new piece of work identified during March 2008 has been agreement that there is potential benefit in wider collaboration amongst Devon Bureaux. In the coming year we will work to make this a reality.
- **Trading** The Bureau starts 2008/09 with a new trading company having been established as a wholly owned subsidiary of the charity. The coming year will see the trading company aiming to contract with local business to produce profits to be gifted back to the charity to cover running costs.
- **Contracting Agenda** Increasingly, national bodies are developing plans to tender or commission services across a regional or sub-regional (County) area. This agenda means that we must collaborate more widely with other Bureaux in Devon and other advice agencies if we are to benefit from contracting arrangements in the future.

**TRUSTEES' REPORT (continued)
FOR THE YEAR ENDED 31 MARCH 2008**

- **Environmental impact of our work** During 2007, the Bureau commissioned, jointly with Exeter Council for Voluntary Service, a carbon/energy audit of activities within Wat Tyler House. During the coming year we will look to implement the recommendations made and reduce the Bureau's carbon footprint and energy use

Statement of the trustees' responsibilities

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing the financial statements giving a true and fair view the trustees are required to

- Select suitable accounting policies and then apply them consistently,
- Make judgements and estimates that are reasonable and prudent,
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any 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 charity will continue in operation

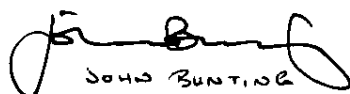
The trustees are responsible for keeping accounting records which disclose with reasonable accuracy the financial position of the charity and which enable them to ascertain the financial position of the charity and to ensure that the financial statements comply with the Charities Act 1993 and the Companies Act 1985. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of disclosure to auditor

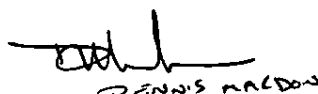
- a) as far as the trustees are aware, there is no relevant audit information of which the charity's auditors are unaware, and
- b) they have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information

This report has been prepared in accordance with the special provisions and Part VII of the Companies Act 1985 relating to small companies and was approved by the board on **18 June 08** and signed on their behalf by -

Signed


JOHN BUNTING

Signed


DENNIS NELSON

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
EXETER CITIZENS ADVICE BUREAU**

We have audited the financial statements of Exeter Citizens Advice Bureau for the year ended 31 March 2008 which comprise the Statement of Financial Activities, the Balance Sheet, and the related notes. These financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

This report is made solely to the charitable company's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit 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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's 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 described in the Statement of Trustees' (who are also directors of the Exeter Citizens Advice Bureau for the purposes of company law) Responsibilities the charity's trustees are responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the Trustees' Report is not consistent with the financial statements, if the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustees' remuneration and transactions with the charitable company is not disclosed.

We read the Trustees' Report and consider whether it is consistent with the audited financial statements. We consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the financial statements. Our responsibilities do not extend to any other information.

Basis of Opinion

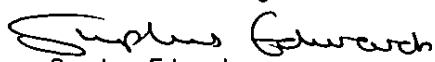
We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud, or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion:

- The financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, and the state of the charities affairs as at 31 March 2008 and of its incoming resources and application of resources including its income and expenditure for the year then ended.
- The financial statements have been properly prepared in accordance with the Companies Act 1985, and
- The information given in the Trustees Report is consistent with the financial statements.


Stephen Edwards
Chartered Accountants
Registered Auditors

4th July 2008
Michael House
Castle Street
Exeter EX4 3LQ

**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2008**

	Notes	Unrestricted funds 2008 £	Restricted funds 2008 £	Total funds 2008 £	Total funds 2007 £
Incoming resources					
<i>Voluntary income</i>					
Grants					
Exeter City Council		72,889	21,000	93,889	87,707
Devon County Council - Core		58,600	-	58,600	57,100
Donations and other income	2	5,706	450	6,156	1,681
		<hr/>	<hr/>	<hr/>	<hr/>
		137,195	21,450	158,645	146,488
<i>Investment income</i>					
Bank interest received		7,818	-	7,818	7,319
		<hr/>	<hr/>	<hr/>	<hr/>
<i>Incoming resources from charitable activities</i>					
Grants,					
Legal Service Commission		86,090	-	86,090	86,799
NACAB - LPSA2		-	-	-	5,440
- Fairer Charging		-	30,388	30,388	41,309
BOP		-	-	-	17,830
SWOOP		-	-	-	14,559
Royal British Legion		-	25,444	25,444	-
Awards for All		-	9,920	9,920	-
Lloyds TSB Foundation		-	15,000	15,000	-
Nationwide Foundation		-	5,000	5,000	-
3 RD Party Grants to Clients		-	5,700	5,700	5,089
		<hr/>	<hr/>	<hr/>	<hr/>
		86,090	91,452	177,542	171,026
Total incoming resources					
	1	<hr/>	<hr/>	<hr/>	<hr/>
		231,103	112,902	344,005	324,833

**STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2008 (Continued)**

	Notes	Unrestricted funds 2008 £	Restricted funds 2008 £	Total funds 2008 £	Total funds 2007 £
Resources expended					
Charitable expenditure		241,801	96,370	338,171	362,194
Governance costs		2,550	450	3,000	2,962
Total resources expended	1/3	244,351	96,820	341,171	365,156
Net income/(expenditure) before transfers		(13,248)	16,082	2,834	(40,323)
Transfers	9/10	9,303	(9,303)	-	-
Net income/(expenditure) for the year		(3,945)	6,779	2,834	(40,323)
Total funds brought forward		74,009	33	74,042	114,365
Total funds carried forward	9/10	70,064	6,812	76,876	74,042

EXETER CITIZENS ADVICE BUREAU

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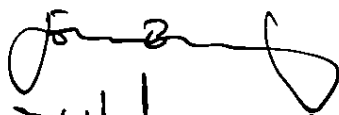

BALANCE SHEET AS AT 31 MARCH 2008

	Notes	£	2008	£	£	2007	£
Fixed assets							
Tangible assets for use by the charity	6			3,993			9,991
Current assets							
Debtors and prepayments	7		1,493			8,643	
Cash at bank and in hand			105,613			89,206	
			<u>107,106</u>			<u>97,849</u>	
Creditors, amounts falling due within one year	8		<u>(34,223)</u>			<u>(33,798)</u>	
Net current assets				<u>72,883</u>			<u>64,051</u>
Net assets				<u>£76,876</u>			<u>£74,042</u>
Funds							
Unrestricted funds	9			70,064			74,009
Restricted funds	10			6,812			33
				<u>£76,876</u>			<u>£74,042</u>

The financial statements have been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies and with the Financial Reporting Standard for Smaller Entities (effective January 2007)

Approved by the trustees and authorised for issue on ~~18 June 08~~ ^{18 June 08} and signed on their behalf

(Trustee)

 (JOHN BUNTING)
 (DENNIS MARDON)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008**

1. Accounting policies**a) Company status**

The charity is a company limited by guarantee. The members of the company are the trustees named on page 2. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

b) Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention in accordance with applicable accounting standards and the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2005) issued March 2005, the Charities Act 1993, the Companies Act 1985 and the Financial Reporting Standard for Smaller Entities (effective 2007).

c) 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.

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

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

d) Volunteers and donated services

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

e) Resources expended

Expenditure is recognised when a liability is incurred.

- Costs of generating funds are those costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.
- Charitable activities include charitable distributions and the costs involved in the provision of the services that the Exeter Citizens Advice Bureau provides.
- Governance costs include those incurred in the governance of the charity and its assets, and are primarily associated with constitutional and statutory requirements.

Resources expended include attributable VAT which cannot be recovered.

f) Pension costs

The pension costs charged in the financial statements represent the contributions payable by the company during the period in accordance with FRS17.

g) Leasing

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008 (Continued)**

1. Accounting policies (continued)**h) 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 each year.

The rent and rates charge advised by Exeter City Council this year was £21,000 (2007 £21,000).

i) Assets and liabilities

These are included in the balance sheet at the following amounts

Fixed assets at cost less an appropriate provision for depreciation
Current assets at the lower of cost and net realisable value
Liabilities at their settlement value

j) Tangible fixed assets for use by the charity

Tangible fixed assets for use by the charity are included at cost. All assets costing more than £50 are capitalised.

Depreciation is provided at rates calculated to write off the cost of tangible fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computer equipment	- straight line method over 3 years
Fixtures, fittings and equipment	- 25% on written down value except for recently purchased assets which are written down by straight-line method over 4 or 5 years

k) Grants provided specifically for fixed assets

Grants provided specifically for the purchase of fixed assets are recognised in full in the statement of financial activities as soon as the fixed assets are purchased. The fixed assets are not capitalised unless the projects which they are to be used for have a life span of two years or more.

l) Fund accounting

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.

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

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.

m) 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. The charity registered for VAT from 1 April 2008, with the result that relevant income and expenditure will be shown net of VAT from that date.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008 (Continued)

2 Donations and other income

	Unrestricted funds 2008 £	Restricted funds 2008 £	Total funds 2008 £	Total funds 2007 £
Donations	4,135	-	4,135	237
Other income	1,571	450	2,021	1,444
	<u>5,706</u>	<u>450</u>	<u>6,156</u>	<u>1,681</u>

3. Resources expended

	Expenditure on Core and unrestricted activities £	Non core activities £	Total expense 2008 £	Total expense 2007 £
Charitable expenditure				
Wages and salaries	164,543	53,061	217,604	245,898
Employers National Insurance	17,561	3,007	20,568	20,304
Pension costs	8,205	618	8,823	7,637
Recruitment	-	1,461	1,461	2,067
Training and Conferences	431	2,682	3,113	2,136
Travel costs	3,219	1,966	5,185	5,119
Information systems	2,492	133	2,625	5,540
Premises, insurance costs	10,065	22,047	32,112	25,499
Telecommunications	10,150	1,702	11,852	7,885
Office costs	9,895	909	10,804	18,659
Publicity	-	-	-	105
Legal and professional charges	2,203	17	2,220	-
Computer software	706	1,166	1,872	12
Bank charges	61	-	61	99
Sundry expenses	2,097	229	2,326	2,046
Depreciation	5,154	910	6,064	5,842
Loss on disposal of fixed assets	-	-	-	272
Repairs/renewals/improvements	642	43	685	7,445
IT support	4,377	719	5,096	540
Third Party Grants	-	5,700	5,700	5,089
	<u>241,801</u>	<u>96,370</u>	<u>338,171</u>	<u>362,194</u>
Governance costs				
Auditors' remuneration	2,550	177	2,727	2,962
AGM/Annual Report expenses	-	273	273	-
	<u>2,550</u>	<u>450</u>	<u>3,000</u>	<u>2,962</u>
Total resources expended	<u>244,351</u>	<u>96,820</u>	<u>341,171</u>	<u>365,156</u>

It has not proved possible to analyse the expenses between expenditure arising on voluntary income and expenditure arising on incoming resources from charitable activities

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008 (Continued)**

4 Net income for the year	2008	2007
	£	£
Net income for the year is stated after charging		
Depreciation of tangible assets	6,064	5,842
Operating lease rentals (photocopier)	1,101	845
Auditors' remuneration	2,726	2,962
	<hr/>	<hr/>
5 Staff costs	2008	2007
	£	£
The average number of employees	11	14
	<hr/>	<hr/>
Gross salaries and wages	217,604	245,898
Employer's national insurance	20,568	20,304
Pension contributions	8,823	7,637
	<hr/>	<hr/>
	246,995	273,839
	<hr/>	<hr/>

The retirement benefits to employees are provided by a defined contribution scheme with an insurance company. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the insurance company.

During the year there were no employees with emoluments in excess of £60,000.

6. Tangible fixed assets for use by the charity

	Fixtures fittings and Equipment £	Computer Equipment £	Total £
Used directly for charitable purposes			
Cost			
At 1 April 2007	16,628	19,445	36,073
Additions	-	66	66
Disposals	-	(199)	(199)
	<hr/>	<hr/>	<hr/>
At 31 March 2008	16,628	19,312	35,940
	<hr/>	<hr/>	<hr/>
Depreciation			
At 1 April 2007	12,476	13,606	26,082
Charge for the year	1,186	4,878	6,064
On disposals	-	(199)	(199)
	<hr/>	<hr/>	<hr/>
At 31 March 2008	13,662	18,285	31,947
	<hr/>	<hr/>	<hr/>
Net book value			
At 31 March 2008	2,966	1,027	3,993
	<hr/>	<hr/>	<hr/>
At 31 March 2007	4,152	5,839	9,991
	<hr/>	<hr/>	<hr/>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008 (continued)

7. Debtors	2008	2007
	£	£
Sundry Debtors	1,493	1,987
Project delivery debtors	-	5,215
Prepayments	-	1,441
	<hr/>	<hr/>
	1,493	8,643
	<hr/>	<hr/>
8. Creditors: amounts falling due within one year and income received in advance	2008	2007
	£	£
Other taxation and social security	6,544	5,063
Grant received in advance	4,384	-
Accruals		
Exeter City Council	14,217	12,127
Pension costs	-	523
Staff and Volunteers Social Fund	455	626
Office costs	640	1,671
Travel expenses etc of Staff and Volunteers	812	788
Lights, heating and cleaning	3,537	3,485
Telecommunications	695	717
Legal Services Commission	-	2,562
Amounts owed to clients	-	123
Audit	2,800	2,620
Sundry	-	49
Insurance	139	156
Accountancy charges	-	311
New Telephone System	-	2,977
	<hr/>	<hr/>
	34,223	33,798
	<hr/>	<hr/>

9 Unrestricted funds

	General Fund
	£
As at 1 April 2007	74,009
(Deficit)/Surplus for year	(13,248)
Transfers	9,303
	<hr/>
At 31 March 2008	70,064
	<hr/>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008(continued)**

10 Restricted Funds

	Opening Balance 1 April 2007 £	Income £	Expenditure £	Transfers £	Closing Balance 31 March 2008 £
Fairer Charging	-	30,388	(27,122)	(3,266)	-
Royal British Legion	-	25,444	(19,440)	(6,004)	-
Awards for All	-	9,920	(3,108)	-	6,812
Support in kind	-	21,000	(21,000)	-	-
Lloyds Bank Foundation	-	15,000	(15,000)	-	-
Nationwide Foundation	-	5,000	(5,000)	-	-
3 rd Party grants to clients	-	5,700	(5,700)	-	-
IT reserve	33	-	-	(33)	-
Foot Anstey Solicitors	-	450	(450)	-	-
	33	112,902	(96,820)	(9,303)	6,812

Fairer Charging Project

Funding is provided by Citizens Advice (NACAB) to provide home visits to Social Service clients

The surplus made on the project has been transferred to the general fund as a contribution to core costs

Royal British Legion

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

Awards for All

Provision of additional training to staff and volunteers. Also the development of the groups website and promotional materials to assist in volunteer recruitment and information services

Support in kind

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

Lloyds TSB Foundation

Provision of £15,000 towards the salary of a Money Advice Officer

Nationwide Foundation

Grant towards providing information to women who are victims of domestic violence, in partnership with Exeter Women's Refuge

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008 (continued)**

10 Restricted Funds (continued)

Foot Anstey Solicitors

Donation of £450 by Foot Anstey towards the cost of the Bureau's Annual General meeting

11 Summary of net assets by funds

	Unrestricted Funds £	Restricted Fund £	Total £
Fixed assets	3,993	-	3,993
Net Current assets	66,071	6,812	72,883
	<hr/>	<hr/>	<hr/>
Net assets	70,064	6,812	76,876
	<hr/>	<hr/>	<hr/>

12 Financial commitments

At 31 March 2008 the charity had annual commitments under non-cancellable operating leases as follows

	2008		2007	
	Land & buildings	Other	Land & buildings	Other
	£	£	£	£
Expiry date				
Within one year	-	-	21,000	-
In two to five years	-	1,836	-	1,836
After five years	33,190	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>
	33,190	1,836	21,000	1,836
	<hr/>	<hr/>	<hr/>	<hr/>

The Bureau has agreed a 10 year lease with Exeter City Council for the use of Wat Tyler House. The annual rent has increased to £33,190 from April 2008

13. Trustees' remuneration and expenses

No remuneration or expenses were paid to trustees during the year