

**MID BEDFORDSHIRE CITIZENS ADVICE BUREAU**

**(a company limited by guarantee)**

**REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2012**

**Registered Charity No 1109976**

**Company Registered No 5351800**

**GEORGE HAY PARTNERSHIP LLP  
CHARTERED ACCOUNTANTS  
BRIGHAM HOUSE  
93 HIGH STREET  
BIGGLESWADE  
BEDFORDSHIRE  
SG18 0LD**

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**MID BEDFORDSHIRE CITIZENS ADVICE BUREAU**  
**(a company limited by guarantee)**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2012**

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## **MID BEDFORDSHIRE CITIZENS ADVICE BUREAU**

### **Board's Report for the year ended 31 March 2012**

The Board presents its report and the financial statements for the year ended 31 March 2012

#### **Reference and Administrative Information**

Charity Name	Mid Bedfordshire Citizens Advice Bureau	
Charity registration number	1109976	
Company registration number	5351800	
Registered Office and Operational address	Century House Market Square Biggleswade Bedfordshire	
Additional Operational addresses	The Court House Woburn Street Amphill Bedfordshire	Priory House Monks Walk Chicksands, Shefford Bedfordshire

#### **Trustee Board**

Ms Alison Graham	Chair
Robert Colling	Company Secretary
Roger Sanbrook	Treasurer
Robin Francis	
Dr Carolyn Devereux (outgoing Chair, stepped down 22 Feb 2012)	
Mark Smith	
John Butterfield (Deceased 23 April 2012)	
Peter Cooper	
Cllr Michael Gibson (Resigned May 2011)	
Cllr Angela Barker	
Cllr P Nigel Aldis	

#### **Administrator**

Jenny Hedges (Manager)

#### **Independent Examiners**

George Hay Partnership LLP, Brigham House, 93 High Street, Biggleswade, Bedfordshire, SG18 0LD

#### **Bankers**

Barclays plc

## **MID BEDFORDSHIRE CITIZENS ADVICE BUREAU**

### **Board's Report for the year ended 31 March 2012— (continued)**

#### **Structure, Governance and Management**

##### Governing Document

The governing document is its Memorandum and Articles of Association and was incorporated on 3<sup>rd</sup> February 2005. The Charity is a company limited by guarantee and has no share capital. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

##### Recruitment and Appointment of Trustee Board

The Board of directors of the company is also the Board of trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association the members of Board are elected or co-opted to serve for a period of three years.

The Trust was formed to promote any charitable purpose for the benefit of the community in Mid-Bedfordshire and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Legal skills along with business experience are well represented on the Board. In the event of particular skills being lost through retirement individuals are approached to offer themselves for election or co-option to the Board.

##### Trustee Induction and Training

Apart from being advised by the Company Secretary of the duties of trustees new members work alongside the existing trustees to experience the duties required and to become familiar with the range of work undertaken by the charity. Trustee bulletins and training events are provided by the National Citizens Advice Organisation.

##### Risk Management

The Board continues to review the major risks to which the charity is exposed. A strategic plan has been developed to target the direction the charity will take as the new Central Bedfordshire unitary authority develops its strategy for the voluntary sector. The plan will be continuously updated and will seek to identify new sources of funding and projects. Internal risks are minimised by the implementation of procedures of authorisation of all transactions and projects.

##### Organisational Structure

The Mid Bedfordshire Citizens Advice Bureau has a Board that meets at least quarterly and is responsible for the strategic direction and policy of the charity. During the year the Board had eleven members from a variety of backgrounds relevant to the work of the charity. The Administrator attends the Board meetings but has no voting rights.

Day to day responsibility for the provision of services rests with the Administrator under the direction of trustees as appropriate. Training is provided when necessary to benefit the charity.

## **MID BEDFORDSHIRE CITIZENS ADVICE BUREAU**

### **Board's Report for the year ended 31 March 2012 - (continued)**

#### **Objectives and Activities**

The company's objectives and principal activities are to

- promote any charitable purpose for the benefit of the community in Mid-Bedfordshire and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress
- provide and maintain bureau situated in Ampthill and Biggleswade which are open to the public

The main objectives and activities for the year continue to focus upon giving help and advice to clients on a wide range of subjects. The strategies employed by the charity to achieve this include the following

- providing main advice centres at Ampthill and Biggleswade
- development of an effective Gateway service to improve access to the service and quality of advice
- operating a specialist outreach service from Chicksands, which helps clients mainly with disability benefits
- providing training on basic financial skills to school age young people on request
- providing satellite advice surgeries at Stotfold and Sandy
- seeking diversity of funding to secure long term operation
- maintaining and developing an informative website ([www.midbedscab.org.uk](http://www.midbedscab.org.uk))
- working with local statutory bodies and feeding evidence to our national organization to influence social policy

#### **Achievements and Performance**

The main areas of charitable activity are to provide the advice people need for the problems they face and equally to improve the policies and practices that affect people's lives

The Bureau's website ([www.midbedscab.org.uk](http://www.midbedscab.org.uk)) has continued to provide a source for the wider public to access information by linking into the National Citizens Advice website which informs on many topics

## MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

### Board's Report for the year ended 31 March 2012 - (continued)

#### Financial Review

Against the background of rising costs the charity had to restructure its core services in 2010/11, reducing its opening hours and paid staff costs. This enabled us to operate within our income in 2010/11. For 2011-12 core funding from our main sponsor reduced by 5%. We have searched for new sources of funding with some limited success, but it is clear that in the absence of significant new funding and a further reduction of 5% from our main sponsor, we will be dipping significantly into reserves in 2012-13. The Board continues to seek new sources of funding.

#### Principal Funding Sources

The bureau is grateful for its funding generated via local and national grants and donations. Core funding for the service came from Central Bedfordshire Council. Our core services were also supported by a grant from Potton Consolidated Charities.

Our Outreach service continued to be funded by the following Town and Parish Councils between April 2011 and March 2012:

Ampthill Town Council	Langford Parish Council
Arlesely Parish Council	Lidlington Parish Council
Aspley Guise Parish Council	Marston Moreteyne Parish Council
Clifton Parish Council	Maulden Parish Council
Cranfield Parish Council	Meppershall Parish Council
Flitton and Greenfield Parish Council	Sandy Town Council
Flitwick Town Council	Shefford Town Council
Harlington Parish Council	Stotfold Town Council

Additionally in the year we received funding for the Outreach project from Wixamtree Trust and St Mary's Church Potton. The service was also financed by the balance of a grant awarded in the previous year by Bedfordshire and Luton Community Foundation's Woburn 1986 Charitable Grassroots Fund. Maintaining adequate funding streams for a salaried post of this nature continues to prove challenging.

Planned changes to Citizen's Advice national advice systems have necessitated an upgrade to our computer systems and we were very grateful to be able to obtain a grant of £ 6,000 from the Steel Charitable Trust to fund these changes.

During the year the bureau introduced a satellite surgery at Stotfold Town Council and we were grateful to Stotfold Town Council and to the Eleemosynary Charity of William Field for grants to cover the volunteer travel and information technology costs associated with the project.

#### Investment Policy

The Board has considered the most appropriate policy for investing funds.

## **MID BEDFORDSHIRE CITIZENS ADVICE BUREAU**

### **Board's Report for the year ended 31 March 2012 - (continued)**

#### **Reserves Policy**

The Board has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the expenditure. Budgeted expenditure for 2012-13 is £ 118,535 and therefore the target is £ 29,634 to £ 59,268 in unrestricted funds. The reserves are needed to meet the working capital requirements of the charity. The present unrestricted fund of the charity is £56,591 (2011 £54,931).

#### **Plans for Future Periods**

The charity plans to continue with the activities outlined above and take an active role to achieve its objectives in response to the more competitive and challenging public service environment. Plans therefore are in train to

- strive constantly to provide a quality service for the people of the northern communities of Central Bedfordshire including increasing satellite services
- continue to be able to offer the CAB service to housebound clients in their own homes and give money advice and benefits help to vulnerable members of the community
- continue to provide on request financial capability training in the community

## MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

### Board's Report for the year ended 31 March 2012 — (continued)

#### Responsibilities of the Board

Company law requires the Board to prepare the financial statements for each financial year, which gives a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements the board should follow best practice and

- select suitable accounting policies and apply them consistently,
- make judgments and estimates that are reasonable and prudent, and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis

The Board is responsible for proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Board is 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.

#### Members of the Board

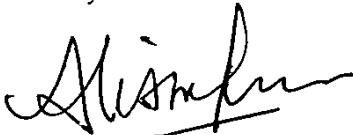
Members of the Trustee Board, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 1.

#### Independent Examiners

George Hay Partnership LLP was appointed as the charitable company's reporting accountants and has expressed its willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice Accounting and Reporting by Charities (issued in March 2008) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board on 13 June 2012 and signed on its behalf by



Alison Graham – Chair of the Board



## **MID BEDFORDSHIRE CITIZENS ADVICE BUREAU**

### **Independent Examiners' Report to the Trustees of Mid Bedfordshire Citizens Advice Bureau**

We report on the accounts of the Company for the year ended 31 March 2012, which are set out on pages seven to thirteen

#### **Respective responsibilities of trustees and examiners**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an independent examination is needed.

It is our responsibility to

- examine the accounts under section 145 of the 2011 Act,
- follow the procedures laid down in the General Directions given by the Charity Commissioners under section 145(5)(b) of the 2011 Act, and
- state whether particular matters have come to our attention

#### **Basis of independent examiners' statements**

Our examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts.

#### **Independent examiners' statement**

In connection with our examination, no matter has come to our attention

- 1 which gives us reasonable cause to believe that in any material respect the requirements
  - to keep accounting records in accordance with section 386 of the 2011 Act, and
  - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met, or
- 2 to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

14<sup>th</sup> June 2012

**George Hay Partnership LLP**  
**Chartered Accountants**  
**93 High Street**  
**Biggleswade**  
**Bedfordshire**

# MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

## Statement of Financial Activities (including Income & Expenditure Account) for the year ended 31 March 2012

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2012 £	Total 2011 £
<b>Incoming Resources</b>					
<i>Voluntary Income</i>					
Donations and Grants		97,788	16,000	113,788	113,808
<i>Activities for Generating Funds</i>					
Investment Income	5	48	-	48	47
Fundraising Events		1,880	-	1,880	-
Other		6,361	-	6,361	3,410
<b>Total Incoming Resources</b>		<u>106,077</u>	<u>16,000</u>	<u>122,077</u>	<u>117,265</u>
<b>Resources Expended</b>					
<i>Costs of Generating Funds</i>					
Fundraising Trading, Cost of Goods					
Sold and Other Costs	2	931	7	938	94
Charitable Activities	2	93,298	18,110	111,408	104,316
Governance Costs	2	8,306	1,071	9,377	9,923
<b>Total Resources Expended</b>		<u>102,535</u>	<u>19,188</u>	<u>121,723</u>	<u>114,333</u>
<b>Net Incoming Resources Before</b>					
Other Recognised Gains	3	3,542	(3,188)	354	2,932
Transfers between Funds		(1,882)	1,882	-	-
		<u>1,660</u>	<u>(1,306)</u>	<u>354</u>	<u>2,932</u>
<b>Other Recognised Gains</b>		-	-	-	-
<b>Net Movement in Funds</b>		<u>1660</u>	<u>(1,306)</u>	<u>354</u>	<u>2,932</u>
<b>Reconciliation of Funds</b>					
Total Funds Brought Forward		54,931	3,449	58,380	55,448
Funds Introduced		-	-	-	-
<b>Total Funds Carried Forward</b>		<u>56,591</u>	<u>2,143</u>	<u>58,734</u>	<u>58,380</u>

All incoming resources and resources expended derive from continuing activities

The notes on pages 10 to 14 form part of these accounts

Movements in funds are disclosed in Note 10 to the accounts

# MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

## BALANCE SHEET

At 31 March 2012

	Notes	2012	2011
		£	£
<b>CURRENT ASSETS:</b>			
Cash at Bank and in Hand		80,666	71,756
Debtors	6	<u>900</u>	<u>7,767</u>
		81,566	79,523
<b>CURRENT LIABILITIES</b>			
Creditors	7	<u>6,072</u>	<u>7,575</u>
<b>NET CURRENT ASSETS</b>		75,494	71,948
<b>SPECIFIED PROVISIONS</b>	8	16,760	13,568
<b>NET ASSETS</b>		<u>58,734</u>	<u>58,380</u>
<b>REPRESENTED BY</b>			
<b>Unrestricted Income Funds:</b>			
General Fund	9	56,591	54,931
<b>Restricted Income Fund.</b>			
Outreach Workers Funding		-	3,449
Computer Funding		2,143	-
		<u>58,734</u>	<u>58,380</u>

The directors are satisfied that the company was entitled to exemption under Section 477 of the Companies Act 2006 and that members have not required an audit in accordance with Section 476

The directors acknowledge their responsibilities for

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

With regard to the Companies Act disclosure requirements only, these financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard of Small Entities (effective April 2008)

The accounts on pages 8 to 14 were approved by the Board on 13 June 2012 and signed on its behalf by

  
Alison Graham – Chair of the Board

The notes on pages 10 to 14 form part of these accounts

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**MID BEDFORDSHIRE 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 historic cost convention, with the exception of investments, which are included at market value. The financial statements have been prepared in accordance with the Statement of Recommended Practice — Accounting and Reporting by Charities (SORP 2005) issued in March 2005, applicable UK Accounting Standards and the Companies Act 2006. The principal accounting policies adopted in the preparation of the financial statements are set out below.

**Incoming resources**

Investment income and other incoming resources are recognised on a receivable basis.

**Resources expended**

Resources expended are recognised in the period in which they are incurred and are allocated to the particular activity where the cost relates directly to that activity.

**Taxation**

The company is a registered charity and as such is not generally liable to taxation.

**Funds Structure**

**Unrestricted Funds**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

**Restricted Funds**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

**MID BEDFORDSHIRE CITIZENS ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS - (continued)**

**For the year ended 31 March 2012**

**2 Resources Expended**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2012 £	Total 2011 £
<b>Fundraising Trading</b>					
Cost of Goods Sold and Other Costs		931	7	938	94
		<u>931</u>	<u>7</u>	<u>938</u>	<u>94</u>
<b>Charitable Costs</b>					
Salaries, including Pensions	4	72,868	13,006	85,874	84,498
Clearing		118	9	127	135
Rent and Rates		2,877	217	3,094	3,191
Rent and Redecoration Prior Year Adjustment		1,532	-	1,532	-
Repairs and Service Charges		1,271	20	1,291	360
Electricity and Gas		147	11	158	104
I T Costs		2,680	4,059	6,739	3,710
Stationery and Equipment		1,788	135	1,923	1,884
Telephone and Postage		4,187	315	4,502	4,004
Subscriptions		2,307	174	2,481	2,483
Training and Recruitment		1,448	8	1,456	1,787
Insurance		1,529	115	1,644	1,450
Sundry Expenses		546	41	587	710
		<u>93,298</u>	<u>18,110</u>	<u>111,408</u>	<u>104,316</u>
<b>Governance Costs</b>					
Travel Expenses		6,441	1,071	7,512	8,176
Independent Examiner's Fees		1,080	-	1,080	1,050
Bank Charges		95	-	95	74
Professional Fees		690	-	690	623
		<u>8,306</u>	<u>1,071</u>	<u>9,377</u>	<u>9,923</u>

**MID BEDFORDSHIRE CITIZENS ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2012 — (continued)**

**3. Net incoming resources**

The net incoming resources are stated after charging

	2012 £	2011 £
Directors' emoluments and other benefits etc	<u>-</u>	<u>-</u>

**4 Staff Costs and Numbers**

	2012 £	2011 £
<b>Staff Costs</b>		
Wages and Salaries	73,732	72,119
National Insurance Costs	5,807	5,707
Pension Costs	<u>6,335</u>	<u>6,672</u>
	<u>85,874</u>	<u>84,498</u>
 Average Number Employed	 <u>5</u>	 <u>6</u>

**5 Investment Income**

	2012 £	2011 £
Bank Interest	<u>48</u>	<u>47</u>

**MID BEDFORDSHIRE CITIZENS ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2012 — (continued)**

**6. Debtors**

	2012	2011
	£	£
Amounts falling due within one year		
Sundry Debtors and Prepayments	<u>900</u>	<u>7,767</u>

**7 Creditors**

	2012	2011
	£	£
Amounts falling due within one year		
Sundry Creditors and Accruals	<u>6,072</u>	<u>7,575</u>

**8 Specified Provisions**

Reserves have been provided for specific expenditure

	2012	2011
	£	£
Repairs and Renewals Fund	600	600
Redecoration Fund	2,500	1,440
Redundancy Fund	<u>13,660</u>	<u>11,528</u>
	<u>16,760</u>	<u>13,568</u>

**9 Analysis of Net Assets between Funds**

	General Purpose Funds	Restricted Funds	Total
	£	£	£
Current Assets	79,423	2,143	81,566
Current Liabilities	(22,832)	-	(22,832)
	<u>56,591</u>	<u>2,143</u>	<u>58,734</u>

**MID BEDFORDSHIRE CITIZENS ADVICE BUREAU**

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2012 — (continued)**

**10. Movement in Funds**

The income funds of the charity include restricted funds comprising of unexpended balances of grants held on trust to be applied specifically for outreach workers

<b>Balance</b>	<b>Incoming</b>	<b>Resources</b>	<b>Balance</b>
<b>31 03.2011</b>	<b>Resources</b>	<b>Expended</b>	<b>31.03.2012</b>
<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
58,380	122,077	(121,723)	58,734
<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

**11 Share Capital**

Mid Bedfordshire Citizens Advice Bureau is a company limited by guarantee and does not have a share capital

**12 Guarantee**

Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up during the time that he or she is a member or within one year afterwards, for payment of the debts and liabilities of the company contracted before he or she ceases to be a member, and of the costs, charges and expense of winding up the same and for the adjustment of the rights of contributors amongst themselves, such amount as may be required not exceeding, in the case of any member, the sum of £1