

Company Registration No. 03507549
Charity Registration No. 1068198

**PETERBOROUGH CITIZENS ADVICE BUREAU
(A COMPANY LIMITED BY GUARANTEE)**

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2014

**COPY FOR SUBMISSION TO THE
REGISTRAR OF COMPANIES**

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PETERBOROUGH CITIZENS ADVICE BUREAU

COMPANY INFORMATION

CHAIR	B Twiss
DIRECTORS	C Ash B Cross K Gutteridge J Andersen (Resigned 30 January 2014) J Hutchinson D Risk J Rivett (Appointed 19 November 2013) J M Roberts P Stonely W R Symons (Resigned 31 July 2013) P Thomas (Appointed 8 May 2014) S Titman B Twiss
COMPANY SECRETARY	K Jones
CHIEF EXECUTIVE	K Jones
REGISTERED OFFICE	16~17 St Mark's Street Peterborough PE1 2TU
COMPANY NUMBER	3507549
CHARITY NUMBER	1068198
BANKERS	Unity Trust Bank plc Nine Brindleyplace Birmingham B1 2HB Norwich and Peterborough Building Society Lynch Wood Peterborough PE2 6WZ
AUDITORS	Rawlinsons Chartered Accountants 90 Lincoln Road Peterborough PE1 2SP
SOLICITORS	Buckles Solicitors LLP Grant House 101 Bourges Boulevard Peterborough PE1 1NG
WEBSITE ADDRESS	www.peterboroughcab.org.uk

PETERBOROUGH CITIZENS ADVICE BUREAU

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PETERBOROUGH CITIZENS ADVICE BUREAU

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2014

The Trustees have pleasure in presenting their annual report and the audited financial statements for the year ended 31 March 2014. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" SORP issued in March 2005 have been adopted in preparing the annual report and financial statements of the charity.

The trustees, who are also the directors for the purpose of company law, who served during the year and since the year-end are

DIRECTORS/TRUSTEES

C Ash	
B Cross	
K Gutteridge	
J Andersen	(Resigned 30 January 2014)
J Hutchinson	
D Risk	
J Rivett	(Appointed 19 November 2013)
J M Roberts	
P Stonely	
W R Symons	(Resigned 31 July 2013)
P Thomas	(Appointed 8 May 2014)
S Titman	
B Twiss	

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Peterborough Citizens Advice Bureau is a registered charity and a company limited by guarantee. Peterborough Citizens Advice Bureau is also known and referred to as Citizens Advice Peterborough. The maximum liability of each member is limited to one pound. At 31 March 2014, the company had six members. Peterborough Citizens Advice Bureau is governed by its Memorandum and Articles of Association as amended in July 2011.

Peterborough Citizens Advice Bureau Limited was incorporated as a company limited by guarantee on 10 February 1998. The charity commenced operations on 10th February 1998 at which date the assets and liabilities of the unincorporated Peterborough Citizens Advice Bureau were acquired.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected from the local community. An Elections Committee, made up of Trustees, the Company Secretary and chaired by the Trustee Board Chair, is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Trustee Board Chair. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Peterborough Citizens Advice Bureau through the provision of training courses and mentoring by established Trustees.

Organisational Structure

Peterborough Citizens Advice Bureau is governed by its Trustee Board that is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Peterborough Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

PETERBOROUGH CITIZENS ADVICE BUREAU

TRUSTEE'S REPORT (Continued) FOR THE YEAR ENDED 31 MARCH 2014

Related Parties

Peterborough Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Peterborough Citizens Advice Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities, and social services departments on behalf of clients. Where one of the Trustees holds the position of Trustee/Director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision making process.

Major risks

Citizen Advice Bureau has worked on a corporate risk management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Peterborough Citizens Advice Bureau is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss or major reduction of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal financial risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charity. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

OBJECTIVES AND ACTIVITIES

Objects

The charity's objects are to promote any charitable purpose for the benefit of the community in Greater Peterborough, by the advancement of education, the protection, and preservation of health and the relief of poverty, sickness, and distress.

Aims, Objectives, Strategies and Activities for the Year

Peterborough Citizens Advice Bureau aims to provide free, confidential, impartial, and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

The principal activity of Peterborough Citizens Advice Bureau remained the provision of free, confidential, independent, and impartial advice, information, and advocacy for members of the public. This is provided through the bureau operating from city centre premises in Peterborough.

A major new piece of work has commenced as a result of the Government's Welfare Reform Agenda, the CAB has become a key member of the Peterborough Community Assistance Scheme (PCAS). The scheme was established by Peterborough City Council to support people in crisis facing hardship and requiring urgent assistance, who previously would have been eligible for help from the DWP.

PCAS can help people going through unexpected financial difficulties who require urgent assistance. The scheme aims to help meet basic needs as quickly as possible and provides support and advice to help people avoid similar problems in the future.

PCAS can help by providing emergency food, providing emergency furniture or other basic needs such as clothing, toys or household items, one off emergency heating or lighting payment, emergency white goods, debt advice and help to manage money better. CAB provides the initial assessment for people requesting PCAS support or interventions and provides advice around debt or money management, emergency energy payments or electrical appliances and referral to PCAS partners Peterborough Foodbank and CareZone.

PETERBOROUGH CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (Continued) FOR THE YEAR ENDED 31 MARCH 2014

In addition to a generalist advice service the following specialist advisory services were provided

- Specialist Legal Aid Housing advice services
- Specialist MAS debt advice services
- Help at Court Desk at Peterborough Combined Court & Cambridge County Court
- Money advice sessions at outreach locations in the city for Cross Keys Homes tenants
- Financial literacy training to local community groups
- Assistance for people on the Government's Work Programme to help break down the barriers to accessing work through the provision of good quality general advice
- Training for our staff and volunteers together with those from partner agencies on advice areas such as dealing with destitution, dealing with difficult clients, right to reside test, benefit conditionality etc

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. The value of this help is estimated to be in the region of £232,500 in respect of the current year. This includes the time freely given by Volunteer Advisors, Trustees and the additional unpaid hours by Bureau management and staff.

ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

The success of the Advice Transformation Project funded by the Big Lottery Fund is a major achievement. Overall the project has performed well against the stated aims and completed all milestones set. The project has responded well to external factors and adapted to the challenges that this has presented, diverse partnerships have been established to increase the access and quality of advice that is available to people within Peterborough, increasing numbers of clients are being seen year on year and improving training and skills for the front line staff working with clients.

The ATP outcomes we are set to achieve are

- Early intervention, ensuring clients are directed to the best source of advice at the earliest opportunity
- Improved access to advice services for people in need
- Clients receive the appropriate advice they need from better-trained workers
- Develop web-based access to advice for those who are IT proficient
- Develop a phone based advice line covering all partners
- Establish a central email service based advice service covering all partners
- Develop and promote a secure referral process and protocols
- Pilot a common translation service for VCS partners
- Develop a range of training resources for advice providers ranging from a 'First Aid' approach for small organisations through to the training that a full adviser would need

PCAS is seeking to build on the progress made so far by working in partnership with Peterborough City Council and partner agencies whose officers have undertaken significant work around the Welfare Reform Agenda in response to changes introduced by government. These changes have impacted upon advice providers and whilst providing a challenge also provide an opportunity for the sector. Clients need more advice on maximising income, via tax credits and benefits, reducing and managing debt and crisis intervention.

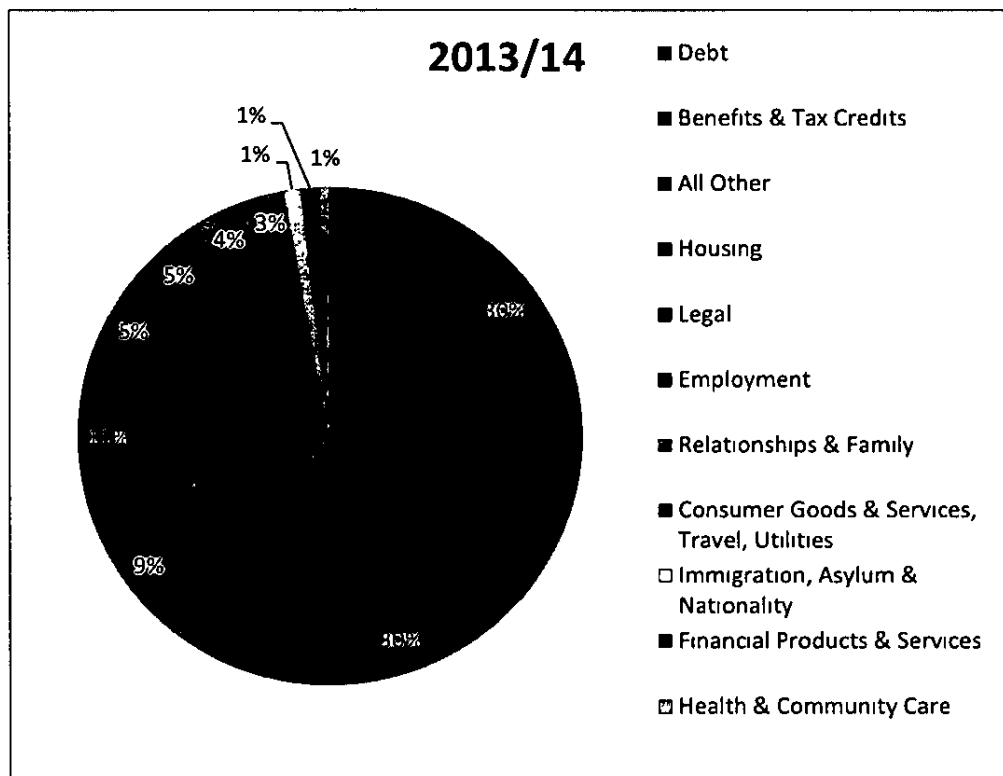
We were successful in renewing contracts to deliver specialist housing law [Legal Aid] from the Legal Aid Agency comprising housing issues for rented properties concerning homelessness, illegal eviction and serious disrepair. This contract is for Peterborough and Cambridgeshire. This has reinforced our position as the main supplier in Cambridgeshire for accessible quality specialist advice on housing issues to local residents. This is a key strand in our focus of reducing child poverty in the city and the prevention of homelessness.

PETERBOROUGH CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (Continued) FOR THE YEAR ENDED 31 MARCH 2014

Our contract to provide specialist debt casework funded by the Money Advice Service was renewed via Citizens Advice, branded Face to Face Debt Advice which provides a vital support to marginalised communities in the city. We have seen a rise in people dealing with multiple debts as pressure on incomes has increased due to welfare reform and the impact of the recession.

During the year due to the impact of PCAS we saw a substantial rise in unique client numbers assisted being a total of 12,050 and dealt with 22,993 enquiries in 2013/2014 (7,341 clients and 22,754 enquiries in 2012/2013). The bureau recorded financial gains for clients of £3,611,908 in the year.



Public Benefit

The Trustees confirm that they have paid due regard to the Charity Commission's guidance on public benefit in deciding what activities the bureau should undertake.

This narrative report details how the public benefit requirement has been met, by detailing the range of services run by the bureau that benefit the public, the number of clients seen during the year and statistics such as clients assisted and the value of financial gains obtained for clients.

Fundraising Activities

Total income for the year was £945,853, an increase of £209,072 on 2012/2013.

Investment Activities

The charity does not currently hold material investments.

PETERBOROUGH CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (Continued) FOR THE YEAR ENDED 31 MARCH 2014

Factors Affecting the Achievement of Objectives

This year has been one of challenge and opportunity. Income from the local authority has been substantially increased due to the new PCAS service provision. We have seen uncertainty as to the future of project funding for services out in the community, together with lack of clarity as to the future and value of Legal Aid work. Combined with these issues are the increased pressures of client demand as the economy flat lines and the Government's welfare reform agenda impact's on individuals and families economic wellbeing.

We as a local charity together with our clients, volunteers, and staff are experiencing the impact of external forces as we face the rising issues associated with the current economic climate.

However the CAB continues to stress the effective role we as a quality assured organisation can play in the community amidst rising resource pressures.

FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £945,853 (2012/2013 £736,781). Of this £264,574 (2012/2013 £434,260) related to project restricted activities (See notes 2 and 3).

There was a surplus of £50,810 in the year (2012/2013 £33,250). At 31 March 2014 total reserves were £182,617 of which £178,804 represented unrestricted funds (2012/2013 £128,373).

Reserves Policy

The Trustees believe that the Bureau should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising.

The Trustees have determined that the aim should be to have reserves equivalent to 2 months normal operating expenditure. In setting the reserves target the Trustees have to balance out the demands of delivering much needed services to current clients against the requirements of maintaining adequate reserves to cover future uncertainty.

The net surplus this year increased the reserves at 31 March 2014 to £182,617 (£178,804 unrestricted) which equates to just over the two months operating expenditure target set by the Trustees. The Board welcomes this further improvement in total reserves but they are still at a modest level, relative to annual expenditure, and the Bureau is still dependent on maintaining a steady stream of funding to support the infrastructure costs.

The Trustees regularly reviews the financial position and remains of the view that the Bureau can continue to operate effectively with the current level of reserves.

Principle Funding Sources

The Trustees extend their gratitude to Peterborough City Council who continues to support the core operating capacity of the charity. Additionally project specific funding was received from the Legal Aid Agency in support of the specialist housing advice. Advice Services Transition Fund, Big Lottery Fund, Money Advice Service, Citizens Advice and Cross Keys Homes, and Axiom Housing Association provided other project funding.

Loans

The charity did not have any borrowings from providers of funding. The previous SFLG loan from Foundation East was fully repaid by May 2013.

Funds in Deficit

No funds were in deficit at the balance sheet date.

PETERBOROUGH CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (Continued) FOR THE YEAR ENDED 31 MARCH 2014

Investment Policy

As required in its Memorandum paragraph 4 15, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law

FUTURE PLANS

As a local advice charity we aim toward continuous improvement in quality and in access to our advice and support services. Our clients remain our top priority, and in collaboration with other local charities and statutory agencies we will work hard to ensure advice and support is delivered as effectively as possible

In the coming year we will further focus on the alleviation of poverty to enable us to focus on those most in need in our local community. To this end in partnership with Peterborough City Council, Peterborough Food Bank, Care Zone and the Credit Union we will lead and further develop the second phase of the Peterborough Community Assistance Scheme (PCAS) to help people and families who are destitute or going through unexpected difficulties that require urgent assistance

We will also continue to boost training support to other voluntary and statutory organisations together with smaller community groups to ensure early intervention to stop problems and issues escalating

We wish to increase the capacity of telephone advice provision and will be utilising a dedicated telephone supervisor and volunteers assisting clients on Adviceline and by email

Welfare Reform is continuing to have a major impact upon local people and we need to ensure that our volunteers and staff have the key skills and knowledge to assist people effectively in what is a now a fast moving landscape

We wish to continue to deliver on the Face to Face debt advice programme, funded by the Money Advice Service (MAS)

Despite the challenges of Legal Aid, we wish to continue to supply specialist legal advice funded by the Legal Aid Agency on housing and homelessness issues as a key part of our prevention of homelessness strategy across Peterborough and Cambridgeshire

Our volunteers are vitally important to us as a local charity. We want and need to broaden the range of roles volunteers can play in the service, speed up training, provide more training and develop clear "volunteer paths" to develop our people

Our service is moving forward and evolving, we are looking to develop and strengthen our work in financial literacy and information and advice on consumer issues

We will embed equality and diversity into all aspects of our work and this will be key to the development and implementation of new services with a view to people having the best possible access to discrimination advice. We are working on the key aims and outcomes of "Standing up for equality"

Despite many challenges, we face a year of opportunity to strengthen and develop our services to local people. All of our efforts are geared to ensuring our clients receive the best possible advice. We want to be the first choice provider for advice for everyone and we want to be as accessible as possible

The work of those on the frontline providing direct services to clients is as important as ever in these challenging times. The huge contribution made by our volunteers is integral to our service and is an admirable example of local people who generously give their time for free to help our clients and make society fairer

AUDITORS

A resolution proposing that Rawlinsons be reappointed as auditors of the company will be put to the members

PETERBOROUGH CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (Continued) FOR THE YEAR ENDED 31 MARCH 2014

STATEMENT OF TRUSTEES' RESPONSIBILITIES

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of the 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 trustees are required to

- (i) select suitable accounting policies and then apply them consistently,
- (ii) observe the methods and principles in the Charities SORP,
- (iii) make judgements and estimates that are reasonable and prudent,
- (iv) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation

The trustees are responsible for maintaining proper accounting records that 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. 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 accordance with company law, as the company's directors, we certify that

- so far as we are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- we have taken all the steps that we ought to have taken in order to make ourselves 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 Statement of Recommended Practice Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions of Part VII of the Companies Act 2006 relating to small entities

On behalf of the Board of Trustees on 19 August 2014



B Twiss
Director

PETERBOROUGH CITIZENS ADVICE BUREAU

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF PETERBOROUGH CITIZENS ADVICE BUREAU

We have audited the accounts of Peterborough Citizens Advice Bureau for the year ended 31 March 2014 set out on pages 10 to 21. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's trustees, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state, to the charitable company's trustees, 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 trustees 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 on page 7, the trustees, who are also the directors of Peterborough Citizens Advice Bureau for the purposes of company law, are responsible for the preparation of the accounts and for being satisfied that they give a true and fair view.

The trustees have elected for the accounts 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 accounts 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 Ethical Standards for Auditors.

Scope of the audit of the accounts

An audit involves obtaining evidence about the amounts and disclosures in the accounts sufficient to give reasonable assurance that the accounts 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 accounts. In addition, we read all the financial and non-financial information in the Trustees' Report to identify material inconsistencies with the audited accounts. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on accounts

In our opinion the accounts

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2014 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, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

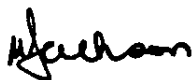
PETERBOROUGH CITIZENS ADVICE BUREAU

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF PETERBOROUGH 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 accounts, or
- the charitable company has not kept adequate accounting records, or
- the accounts are not in agreement with the accounting records and returns, or
- we have not received all information and explanations we require for our audit



Mark Jackson FCA DchA, (Senior Statutory Auditor)
for and on behalf of Rawlinsons Chartered Accountants

Dated 16.9.2014

Registered Auditors

Ruthlyn House
90 Lincoln Road
Peterborough
PE1 2SP

Rawlinsons Chartered Accountants is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

PETERBOROUGH CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES FOR YEAR ENDED 31 MARCH 2014

	Note	Unrestricted Funds £	Designated Funds	Restricted Funds £	Total 2014 £	Total 2013 £
<u>Incoming resources</u>						
Incoming resources from generated funds						
- Voluntary income	2a	1,644	-	-	1,644	15,846
- Investment income	2b	307	-	-	307	327
Incoming resources from charitable activities	3	679,328	-	264,574	943,902	720,608
Total incoming resources		681,279	-	264,574	945,853	736,781
<u>Resources expended</u>						
Charitable expenditure						
Charitable activities	4	620,724	-	269,490	890,214	698,999
Governance costs	5	3,513	-	1,316	4,829	4,532
Total resources expended	6	624,237	-	270,806	895,043	703,531
Net incoming/(outgoing) resources for the year	7	57,042	-	(6,232)	50,810	33,250
Fund balances brought forward		62,765	65,612	3,430	131,807	98,557
Transfers between funds	16	(17,353)	10,738	6,615	-	-
Fund balances carried forward		102,454	76,350	3,813	182,617	131,807

There are no recognised gains and losses other than those passing through the statement of financial activities

All activities derive from continuing operations

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006

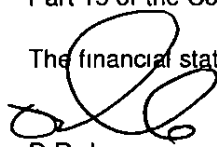
PETERBOROUGH CITIZENS ADVICE BUREAU

BALANCE SHEET FOR YEAR ENDED 31 MARCH 2014

	Notes	2014 £	£	2013 £	£
Fixed assets	11		9,821		27,192
Current assets					
Debtors	12	25,860		23,979	
Cash at bank and in hand		225,286		193,986	
		<u>251,146</u>		<u>217,965</u>	
Creditors: amounts falling due within one year	13	<u>78,350</u>		<u>110,725</u>	
Net current assets			172,796		107,240
Total assets less current liabilities			<u>182,617</u>		<u>134,432</u>
Creditors: amounts falling due after more than one year	14		-		(2,625)
Net assets	15		<u>182,617</u>		<u>131,807</u>
Income Funds					
Restricted funds	17		3,813		3,430
Unrestricted funds					
Designated funds	16		76,350		65,612
Other charitable funds			102,454		62,765
			<u>182,617</u>		<u>131,807</u>

These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006

The financial statements were approved by the board on 19 August 2014



D Risk
Director

PETERBOROUGH CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT FOR YEAR ENDED 31 MARCH 2014

	2014 £	2013 £
Operating surplus/(deficit)	50,503	32,923
Reconciliation to cash generated from operations		
Depreciation of tangible assets	22,877	20,196
Loss on disposal of asset	1,166	-
Decrease / (Increase) in debtors	(1,881)	(4,503)
(Decrease) / Increase in creditors	(35,000)	(36,807)
Cash generated from operations	37,665	11,809
Cash from other sources		
Interest received	307	327
Application of cash		
Payments to acquire tangible assets	(6,672)	(4,324)
Net increase in cash	31,300	7,812
Cash at bank and in hand at beginning of year	193,986	186,174
Cash at bank and in hand at end of year	225,286	193,986
Consisting of:		
Cash at bank and in hand	225,286	193,986
	225,286	193,986

PETERBOROUGH CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS FOR YEAR ENDED 31 MARCH 2014

1 Accounting Policies

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

1.2 Incoming resources

Voluntary income is received by way of donations and are included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included in these financial statements

Incoming resources are stated net of VAT where applicable. They are included in the Statement of Financial Activities in the year in which they are receivable, except for monies received that are for specific periods that cross over the year end

Incoming resources from investments are included when receivable

1.3 Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT when not recoverable in accordance with the partial exemption method

Charitable activities expenditure comprise those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration on each activity is apportioned on the basis of associated people time (staff and volunteers)

1.4 Tangible fixed assets

Fixed assets are included at cost. There are no fixed assets which have not been capitalised

Depreciation is provided to write off the cost, less estimated residual values, of all fixed assets over their expected useful lives. It is calculated at the following rates

Building improvements	5 years straight line
Office furniture and equipment	20% p a reducing balance
Computer equipment	3 years straight line

PETERBOROUGH CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS FOR YEAR ENDED 31 MARCH 2014

1.5 Operating leases

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

1.6 Funds held by the charity

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.

Designated funds are unrestricted funds earmarked by the management committee for particular purposes

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 the costs of overall direction and administration of the charity

PETERBOROUGH CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS FOR YEAR ENDED 31 MARCH 2014

2 Incoming resources from generated funds

a Voluntary income	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Donations	49	-	49	56
Sundry income	1,595	-	1,595	1,790
PCC Capital Grant	-	-	-	14,000
	<u>1,644</u>	<u>-</u>	<u>1,644</u>	<u>15,846</u>

b Investment income	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Bank interest received	<u>307</u>	<u>-</u>	<u>307</u>	<u>327</u>

3 Incoming resources from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Contracts				
Axiom Housing Association	8,000	-	8,000	-
Healthwatch Peterborough	107,595	-	107,595	-
Legal Aid Agency	79,681	-	79,681	133,680
LAA Certificated	17,387	-	17,387	31,996
Peterborough Community Assistance Scheme	340,000	-	340,000	-
Cross Keys Homes	20,500	-	20,500	20,500
Seetec Work Programme	78,900	-	78,900	81,889
Grants				
Advice Integration - Big Lottery Fund	-	29,660	29,660	120,999
Advice Services Transition Funding	-	-	-	70,000
Advice Transition Peterborough	-	110,369	110,369	-
CAB - Face to Face Debt Advice	-	110,006	110,006	105,796
Community Organiser	-	-	-	4,250
PCVS	-	-	-	2,500
Peterborough City Council	-	-	-	105,600
Traveller - Big Lottery Fund	-	-	-	10,694
Migrant Worker	-	14,539	14,539	18,671
Small Projects Funding	27,265	-	27,265	14,033
	<u>679,328</u>	<u>264,574</u>	<u>943,902</u>	<u>720,608</u>

PETERBOROUGH CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS FOR YEAR ENDED 31 MARCH 2014

4 Charitable activities

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Salaries and national insurance	430,376	205,476	635,852	459,032
Premises expenses	37,358	14,897	52,255	53,198
Sub-contract payments	51,833	7,666	59,499	45,900
Depreciation	16,176	6,704	22,880	20,196
Computer costs	19,986	8,935	28,921	16,072
Unrecoverable VAT	7,179	3,394	10,573	14,186
Travelling	11,328	2,797	14,125	13,278
Consultancy	1,056	-	1,056	12,432
Printing, postage, and stationery	7,766	3,292	11,058	10,221
Other staff costs	5,177	2,361	7,538	1,698
Sundry expenses	3,448	1,129	4,577	8,328
Telephone	7,841	3,535	11,376	9,438
Staff training	4,485	4,355	8,840	9,144
Recruitment expenses	1,093	1,245	2,338	6,749
LSC Legal disbursements	2,657	-	2,657	6,195
Insurance	3,533	1,350	4,883	3,935
Loan interest and fees	367	162	529	3,071
Books and journals	1,896	313	2,209	1,614
Loss on disposal of assets	792	374	1,166	-
Health and safety	712	630	1,342	1,452
Furniture	265	27	292	1,380
Professional fees	3,647	209	3,856	1,123
Subscriptions and conference fees	1,753	639	2,392	321
Marketing and advertising	-	-	-	36
	<u>620,724</u>	<u>269,490</u>	<u>890,214</u>	<u>698,999</u>

5 Governance costs

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Audit and accountancy fees	2,273	851	3,124	3,225
AGM expenses	771	289	1,060	1,008
Trustee travelling expenses	469	176	645	299
	<u>3,513</u>	<u>1,316</u>	<u>4,829</u>	<u>4,532</u>

PETERBOROUGH CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS FOR YEAR ENDED 31 MARCH 2014

6 Analysis of total resources expended

	Staff costs £	Other direct costs £	Support costs £	Total 2014 £	Total 2013 £
Contracts					
Legal Aid Agency	44,233	10,662	14,267	69,162	146,525
LAA Certificated	38,647	5,465	8,725	52,837	35,811
Cross Keys Homes	5,408	2	1,961	7,371	7,984
Seetec Work Programme	5,893	52,319	2,492	60,704	52,054
Peterborough City Council (PCAS)	199,856	6,451	113,335	319,642	-
Healthwatch Peterborough	65,468	1,173	21,403	88,044	-
Axiom Housing Association	5,385	-	1,961	7,346	-
Grants					
Advice Integration - Big Lottery Fund	21,458	1,408	8,421	31,287	120,592
CAB - Face to Face Debt Advice	74,926	3,269	37,794	115,989	104,767
Advice Services Transition Funding	-	-	-	-	74,461
Advice Transition Peterborough	73,525	13,763	19,370	106,658	-
Peterborough City Council	-	-	-	-	110,985
Traveller - Big Lottery Fund	-	-	-	-	11,885
Migrant Worker	10,206	131	4,352	14,689	19,017
Macmillan	-	-	-	-	1,617
Community Organiser	-	-	-	-	648
Small Projects Funding	5,720	7,963	2,800	16,483	12,653
	550,725	102,606	236,881	890,212	698,999
Governance costs	-	-	4,831	4,831	4,532
	550,725	102,606	241,712	895,043	703,531

Costs are allocated directly to the relevant activity where possible. Allocations of support costs are based on the people's time (staff and volunteers) on each activity.

Included within staff costs are travel and training costs of £17,802.

Included within support costs are staff salary costs amounting to £102,930 (2013 £59,617) and other staff costs of £11,617 (2013 £7,084).

7 Net (deficit) / surplus for the year

This is stated after charging	2014 £	2013 £
Depreciation	22,880	20,197
Auditors' remuneration	3,125	3,175

PETERBOROUGH CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS FOR YEAR ENDED 31 MARCH 2014

8 Staff Costs and Numbers	2014 £	2013 £
Wages and salaries	586,667	430,282
Social security costs	49,186	28,750
Total emoluments paid	<u>635,853</u>	<u>459,032</u>
No employee received £60,000 per annum or more		
Average number of paid employees of the charity	<u>31</u>	<u>24</u>

9 Trustees remuneration and expenses

During the year, trustees received reimbursement for expenditure they incurred on behalf of the charitable company for travelling expenses amounting to £645 (2013 £279)

During the year, no trustee received remuneration (2013 £Nil)

10 Taxation

The charitable company is exempt from corporation tax on its charitable activities

11 Fixed Assets

	Building Improvements £	Computer and Office Equipment £	Total £
Cost			
At 1 April 2013	74,918	23,403	98,321
Additions	-	6,672	6,672
Disposals and adjustments	-	(4,732)	(4,732)
At 31 March 2014	<u>74,918</u>	<u>25,343</u>	<u>100,261</u>
Depreciation			
At 1 April 2013	57,434	13,695	71,129
Charge for the year	17,484	5,393	22,877
Disposals and adjustments	-	(3,566)	(3,566)
At 31 March 2014	<u>74,918</u>	<u>15,522</u>	<u>90,440</u>
Net Book Value			
At 31 March 2014	<u>-</u>	<u>9,821</u>	<u>9,821</u>
At 31 March 2013	<u>17,484</u>	<u>9,708</u>	<u>27,192</u>

PETERBOROUGH CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS FOR YEAR ENDED 31 MARCH 2014

12 Debtors

	2014 £	2013 £
Prepayments	8,967	8,809
Trade debtors	11,648	14,850
Bike scheme	64	64
Other debtors	5,181	256
	<u>25,860</u>	<u>23,979</u>

13 Creditors, amounts falling due within one year

	2014 £	2013 £
Other accruals	4,435	5,730
Accrued sub-contract payments	-	9,900
LSC Creditors	-	14,491
Other creditors	12,996	10,819
Income received in advance	60,919	55,059
Small Companies Loan Guarantee Scheme	-	14,726
	<u>78,350</u>	<u>110,725</u>

14 Creditors: amounts falling due after more than one year

	2014 £	2013 £
Small Companies Loan Guarantee scheme loan	-	2,625
	<u>-</u>	<u>2,625</u>

15 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total £
Fund balances at 31 March 2014 are represented by			
Tangible fixed assets	7,549	2,272	9,821
Current assets	188,684	62,462	251,146
Current and longer term liabilities	(17,431)	(60,919)	(78,350)
Net assets	<u>178,802</u>	<u>3,815</u>	<u>182,617</u>

PETERBOROUGH CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS FOR YEAR ENDED 31 MARCH 2014

16 Designated funds

	Opening Balance	Incoming Resources	Resources Expended	Transfers (to)/from Unrestricted Funds	Closing Balance
	£	£	£	£	£
Premises	10,000	-	-	-	10,000
Equipment	20,000	-	-	-	20,000
Potential redundancy	35,612	-	-	10,738	46,350
	<u>65,612</u>	<u>-</u>	<u>-</u>	<u>10,738</u>	<u>76,350</u>

The designated funds have been set aside to deal with anticipated costs of upgrading premises and equipment, together with a contingency fund for redundancy in the event of a decline in funding

17 Restricted funds

	Opening Balance	Incoming Resources	Resources Expended	Transfers (to)/from Unrestricted Funds	Closing Balance
	£	£	£	£	£
Advice Integration Project	1,221	29,660	(31,329)	448	-
CAB - Face to Face Debt Advice	1,102	110,006	(116,717)	6,167	558
Migrant Worker Project	240	14,539	(14,779)	-	-
Advice Transition Peterborough	-	110,369	(107,114)	-	3,255
Peterborough City Council	867	-	(867)	-	-
	<u>3,430</u>	<u>264,574</u>	<u>(270,806)</u>	<u>6,615</u>	<u>3,813</u>

Transfers from unrestricted funds are made to cover over-spends and/or to cover the net book value of fixed assets funded by the project

Resources expended include an allocation of governance costs

Purposes of Restricted Funds

Advice Integration Project	A four year project funded by the Big Lottery Fund to develop integrated local advice services Ended June 2013
CAB - Face to Face Debt Advice	A rolling one year project funded by MAS for the provision of debt advice
Migrant Worker Project	A two year project funded by the Lloyds TSB Foundation to provide advice to migrant workers Ended December 2013
Advice Transition Peterborough	A two year grant from the Big Lottery Advices Services Fund to develop the service delivery model Commenced July 2013
Peterborough City Council	Previous grant funding ceased 31 March 2013

PETERBOROUGH CITIZENS ADVICE BUREAU

NOTES TO THE ACCOUNTS FOR YEAR ENDED 31 MARCH 2014

18 Financial commitments

At 31 March 2014, the company had annual commitments under non-cancellable operating leases as follows

	2014		2013	
	Land and buildings £	Other £	Land and buildings £	Other £
Expiry date				
Up to 1 Year	-	-	-	-
Two to Five Years	35,000	3,942	35,000	4,149

19 Control

No one individual has control of the charity