

Registered Number: 04354628

Charity number: 1090669

RUSHMOOR CITIZENS ADVICE BUREAUX
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

RUSHMOOR CITIZENS ADVICE BUREAUX
(A company limited by guarantee)

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RUSHMOOR CITIZENS ADVICE BUREAUX

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES' AND
ADVISERS FOR YEAR END 31 MARCH 2017**

Trustees

Ms Clare Davies (Chair – to June 2017)
Mr Mark Chatterton (Chair – from June 2017)
Mr Gerald Baker
Mrs Donna Bone
Mrs Anne Fillis
Mrs Janet Field
Mr Charles Fraser-Fleming
Mr Ricky Hanshaw (Assistant Treasurer)
Cllr Mrs Barbara Hurst (Vice-Chair)
Mr John Kelly (Treasurer)
Mr Rudra Khadka
Cllr Frank Rust
Mr Richard Robinson

Company registered number

04354628

Charity registered number

1090669

Website

citizensadvicrushmoor.org.uk

Registered Office

Elles Hall
Meudon Avenue
Farnborough
Hampshire
GU14 7Le

Chief officer

A F Hughes

Independent auditors

Brewers
Chartered Accountants and Statutory Auditors
Bourne House
Queen Street
Gomshall
Surrey
GU5 9LY

RUSHMOOR CITIZENS ADVICE BUREAUX

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES' AND
ADVISERS FOR YEAR END 31 MARCH 2017**

Advisers (continued)

Bankers

Royal Bank of Scotland
Farnborough
Hampshire
GU14 7NR

Scottish Widows
Edinburgh
EH3 8YJ

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
Kent
ME19 4JQ

RUSHMOOR CITIZENS ADVICE BUREAUX

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TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2017

Objectives and Activities

a. POLICIES AND OBJECTIVES

The Citizens Advice service aims to provide the advice people need for the problems they face; and to improve the policies and practices that affect people's lives.

Achievements and performance

a. GOING CONCERN

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

b. REVIEW OF DEVELOPMENTS, ACTIVITIES AND ACHIEVEMENTS

The Trustees have considered the guidance provided by the Charity Commission regarding public benefit and the work of the charity for this year and for the future.

Advice issues dealt with by the bureau for 2016/17 totalled 25,191 compared to 22,981 in 2015/16. This 9.6% increase in activity reflects the needs of the local community, as well as the growth in our telephone and online delivery, and a sharp increase in uptake of our Pension Wise service in the last quarter of the year.

The service continues to look for new ways to meet the changing needs of clients. Whether this is "own language" support and help for our vulnerable local Nepali community, or light touch guidance for more able clients through webchat, phone and face to face, we work to ensure we match client needs to the right level of help. This requires continued focus and innovation, taking into account the skills of our volunteer teams and the resources available.

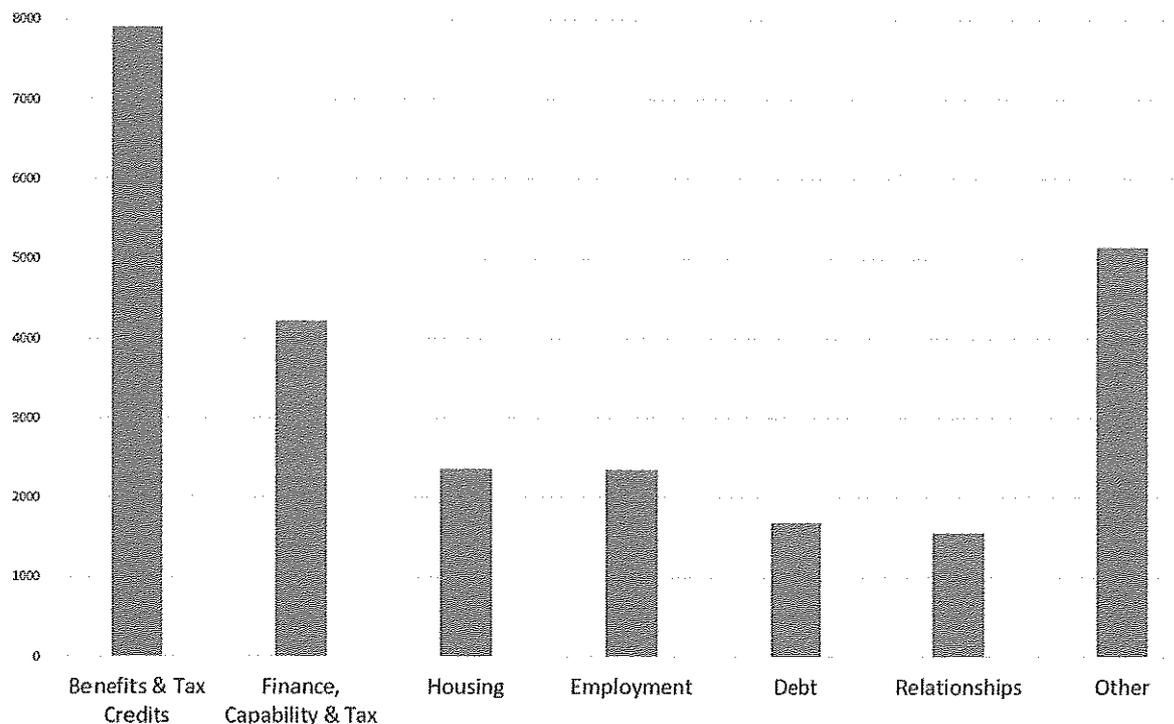
The chart below shows the distribution of the 25,191 advice issues across the different categories of work, with welfare benefits accounting for 31% of all issues. The constantly changing welfare reform legislation not only creates high needs for vulnerable clients, but also requires consistent training and updating for our team to ensure accurate and expert advice. The steady erosion in the income of vulnerable clients, alongside stringent conditionality rules, also means we are seeing more clients in crisis.

The changing policy agenda heightens the importance of our research and campaigns work, to highlight specific issues and concerns. During 2016/17 we produced a highly effective piece of research into the impact of welfare reform on working families, which has been used to influence both national and local policy agendas, and is the subject of ongoing partnership work locally.

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TRUSTEES' REPORT (Continued)
FOR THE YEAR ENDED 31 MARCH 2017

Advice Issues 2016-17



Our Pension Wise service accounts for most of the work under "Finance, Tax and Capability". As a new service in 2015, numbers have been relatively low, but January 2017 saw a sharp increase in demand, with an expectation that this will remain consistently high. Rushmoor is now one of only 16 delivery centres nationally, covering Hampshire, Berkshire, Surrey and West Sussex.

During 2016/17 over 126 volunteers have worked with us (not including Trustees). Our increasing range of flexible opportunities has enabled recruitment of volunteers to new roles, particularly contributing to research and campaigns activities. Experience gained, alongside the structured training and supervision provided, helps volunteers gain the skills and confidence to move into paid work – an average of 5 per quarter, totalling 20 during 2016/17. In addition they have moved on to new education and training opportunities after volunteering. There is strong evidence that volunteering plays an important role in social cohesion, as well as improving health and wellbeing.

Our paid specialists continue to work to meet the needs of our vulnerable clients in specific projects. Working in the psychiatric unit and mental health settings, our Heathlands team face daily challenges to meet the needs of the most vulnerable, whilst at Prospect Estate Big Local, The Brain Tumour Charity and the Wellbeing Centre, we are taking our service out to raise our visibility and support to people who might not otherwise access us. Our ongoing partnership work ensures we maintain a high profile, and are available to pick up opportunities to meet community needs as they arise.

RUSHMOOR CITIZENS ADVICE BUREAUX

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TRUSTEES' REPORT (Continued)

FOR THE YEAR ENDED 31 MARCH 2017

Ensuring good governance of our organisation is another impressive group of volunteers, our Trustees, ensuring accountability and effective leadership. During 2016/17, Citizens Advice Rushmoor Trustees participated in a number of national pilots, covering quality, service, people and organisation, to test the new national membership requirements. Implementation of the new nationally adopted Citizens Advice Membership Agreement in April 2017 will support our collective strength as a service, as well as sustaining an effective focus on local client and community needs.

We have prioritised our positive relationship with Rushmoor Borough Council, sharing our commitment to respond to local developments and requirements in a rapidly changing environment. By working together to support resilience and cohesion in the local area, we can help ensure effective use of the limited resources available.

We are continuing to work in partnership to identify new resources to develop services to meet the needs of the local Nepali community. We are also prioritising our work on health and wellbeing for the coming year, reflecting funding from Clinical Commissioning Groups as well as the growing recognition of the key role that advice can play in supporting health and wellbeing.

c. INVESTMENT POLICY AND PERFORMANCE

Regular reviews of investment of reserves are undertaken through our Resources Committee, to ensure the most favourable return for the charity. Reserves and running costs are split between Scottish Widows, Royal Bank of Scotland and CAF Bank.

d. RESULTS

The results for the year and the charity's financial position at the end of the year are shown in the attached financial statements. The financial statements have been prepared in accordance with the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (SORP); and comply with the charity's Memorandum and Articles of Association.

In addition to the direct financial grant and rent detailed in the financial statements, Rushmoor Borough Council also provides much appreciated help in kind, in the form of car parking concessions, meeting rooms and other informal support for services. Until December 2016, we also received premises support from Surrey and Borders Partnership NHS Trust providing offices at the Ridgewood Centre: this ended following redevelopment of the site.

Over 126 volunteers worked with Citizens Advice Rushmoor at different times during 2016/17 undertaking many different roles. Volunteers include short-term placements, as well as whole year placements for students, complementing our longer-term experienced volunteer workforce. On average during 2016/17, volunteers gave 951 hours per week to supporting local people.

According to National Citizens Advice formula, the estimated value of the annual volunteer contribution to Citizens Advice Rushmoor in 2016/17 is £528,532. This figure has not been recognised in the financial statements.

Aside from this remarkable economic value, volunteers' role in delivering all our frontline work reinforces our values, and strengthens our independence. The formidable range of backgrounds,

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TRUSTEES' REPORT (Continued) FOR THE YEAR ENDED 31 MARCH 2017

skills, life experience and expertise that volunteers bring benefits clients in immeasurable ways.

We continue to work to improve how we record the outcomes and impact of the service we provide. During 2016/17 a range of direct gains for our clients were achieved, and we recorded that:

- Income gains from Welfare Benefits of £1,378,631
- Other income gains (including compensation, tribunal claims, etc.) £63,536.
- Debts written off for clients (mainly through Debt Relief Orders) were recorded at £97,835
- Improved wellbeing and confidence was reported by 233 clients
- Homelessness was prevented for 12 clients

We know that, due to the challenges inherent in the volume and nature of our work, there were many other gains that have not been formally noted, so the above figures are a very low estimate. We are continuing to work to improve systems and consistency for outcomes recording.

Financial review

Income in the year amounted to £699,270 with expenditure of £712,576. This small deficit of £13,306 represents an improvement against the planned budgeted deficit of £33,478.

a. RESERVES POLICY

The Trustees recognise the need to maintain reserves to ensure Citizens Advice Rushmoor meets its statutory and contractual obligations, following Charity Commission guidance and best practice. The Reserves Policy is reviewed annually, and updated in a report to each Trustee Board meeting. Trustees aim to actively manage reserves, recognising the changing operating environment.

The Reserves Policy recognises the need to hold financial reserves 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. This includes recognition of areas such as staff redundancies; sickness cover; uninsured losses and late payment by funders. The policy defines a minimum level for restricted and unrestricted reserves. Designated reserves are allocated through periodic review of requirements.

Reserves at 31 March 2017 total £301,104 being £282,278 unrestricted reserves and £18,826 restricted reserves.

The Board considers that free reserves (defined as unrestricted reserves less tangible fixed assets) should be maintained at a minimum amount equivalent to three months of the current year's expenditure. The free reserves amount to £239,904 and would cover four months of the current year's expenditure. The Board considers that the current level is adequate to support current and anticipated levels of activity, to enable it to respond to opportunities and to provide for emergencies.

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TRUSTEES' REPORT (Continued)

FOR THE YEAR ENDED 31 MARCH 2017

Plans for the future

a. OUTLOOK AND FUTURE PLANS

During 2016, Citizens Advice Rushmoor completely refreshed its three-year business and development plan, which is subject to ongoing review by Trustees to ensure the organisation is meeting the changing needs of funders, partners and clients. The plan recognises the uncertainties of the current environment, and aims to position Citizens Advice Rushmoor as a high quality and resilient organisation, well positioned to meet future challenges and opportunities.

The Board recognises the need to diversify funding sources in the new funding strategy, which maintains a flexible approach to respond to different opportunities. Continuing change and challenges for our most vulnerable clients in the area of welfare reform remain key factors informing our service development, with partnership work being at the centre of future plans. At a broader level, the Citizens Advice national membership changes will enable us to maximise the benefits of being part of a truly national service.

TRUSTEES

The Trustee Board reviewed its skills and effectiveness during 2016/17, including a development day, alongside ongoing review of its membership. Clare Davies' notice that she would be resigning as Chair resulted in a successful open recruitment process. Training and induction for new members has taken place through the year.

Trustees take responsibility for quarterly review of risks and action taken to mitigate risks, through a cycle of Committee and full Board meetings. An Audit Committee maintains oversight of governance and risk management, which includes our Health and Safety obligations, Business Continuity planning, financial management and business resilience. Our trustees have adopted the national Citizens Advice recommended Information Assurance policy, which informs how we manage risk. Our Accounting Officer takes responsibility for Information Assurance and information risk management, with quarterly reports and an active approach to our obligations under Data Protection.

A Remuneration Committee meets at least annually to review pay awards, in the context of a regularly updated Remuneration Policy. We were pleased to create a new paid role as Company Secretary, undertaken by Sarah Carter, previously Operations Manager, following a restructure in our staff team.

We were delighted to learn that Clare Davies was awarded an OBE in the Queen's Birthday Honours in 2017. This well-deserved honour is a reflection of Clare's considerable skills and achievements, both as voluntary Chair for Citizens Advice Rushmoor Trustee Board; and in her professional role as HR Director for the Metropolitan Police – and is a great example of the wealth of talent and experience that Trustees bring to the organisation.

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TRUSTEES' REPORT (Continued)
FOR THE YEAR ENDED 31 MARCH 2017

RISK STATEMENT

The Trustees have given consideration to the major risks to which the charity is exposed and are satisfied that there are measures in place designed to mitigate those risks.

MEMBERS' LIABILITY

The Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also directors of Citizens Advice Rushmoor for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

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

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and

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TRUSTEES' REPORT (Continued)
FOR THE YEAR ENDED 31 MARCH 2017

detection of fraud and other irregularities.

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

DISCLOSURE OF INFORMATION TO AUDITOR

Each of the persons who is a Trustee at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditors in connection with preparing their report and to establish that the charitable company's auditors are aware of that information.

This report was approved by the Trustees on:

and signed on their behalf by:

Mr Mark Chatterton, Chair

RUSHMOOR CITIZENS ADVICE BUREAUX

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF RUSHMOOR CITIZENS ADVICE BUREAUX

We have audited the financial statements of Rushmore Citizens Advice Bureaux for the year ended 31 March 2017 on pages 12 to 27. 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), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of directors and auditors

As explained more fully in the Directors' Responsibilities Statement set out on page 8 the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

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

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2017 and of its net income (expenditure) for the period then ended; and
- 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.

RUSHMOOR CITIZENS ADVICE BUREAUX

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF RUSHMOOR CITIZENS ADVICE BUREAUX

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- [the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to take advantage of the small companies' exemption from the requirement to prepare a strategic report or in preparing the Trustees' report.

Andrew Skilton ACA (Senior Statutory Auditor)

for and on behalf of
Brewers
Chartered Accountants, Statutory Auditors
Bourne House
Queen Street
Gomshall
Surrey
GU5 9LY

Date:

RUSHMOOR CITIZENS ADVICE BUREAUX
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STATEMENT OF FINANCIAL ACTIVITIES, INCORPORATING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2017

	Note	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	<i>All unrestricted and restricted funds 2016 £</i>
INCOME AND ENDOWMENTS FROM:					
Charitable Activities					
Grants	2	318,487	378,352	696,839	816,799
Other	4	-	590	590	4,000
Total Charitable Activities		<u>318,487</u>	<u>378,942</u>	<u>697,429</u>	<u>820,799</u>
Voluntary income: Donations		-	501	501	509
Investment income	3	-	1,340	1,340	1,501
TOTAL INCOME AND ENDOWMENTS		<u>318,487</u>	<u>380,783</u>	<u>699,270</u>	<u>822,809</u>
EXPENDITURE ON:					
Charitable activities	5, 6 & 7	355,524	357,052	712,576	795,672
TOTAL EXPENDITURE		<u>355,524</u>	<u>357,052</u>	<u>712,576</u>	<u>795,672</u>
NET INCOME / (EXPENDITURE) BEFORE TRANSFERS					
Transfers between funds	15	(37,037)	23,731	(13,306)	27,137
		7,789	(7,789)	0	-
NET INCOME / (EXPENDITURE)		<u>(29,248)</u>	<u>15,942</u>	<u>(13,306)</u>	<u>27,137</u>
RECONCILIATION OF FUNDS:					
Total funds brought forward		48,074	266,336	314,410	287,273
TOTAL FUNDS CARRIED FORWARD		<u>18,826</u>	<u>282,278</u>	<u>301,104</u>	<u>314,410</u>

The notes on pages 15 to 27 form part of these financial statements.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)
REGISTERED NUMBER: 04354628

BALANCE SHEET
AS AT 31 MARCH 2017

	Note	£	2017 £	£	2016 £
FIXED ASSETS					
Tangible assets	12		42,374		27,526
CURRENT ASSETS					
Debtors	13	6,570		6,799	
Cash in hand and in bank		307,464		340,348	
		<u>314,034</u>		<u>347,147</u>	
CREDITORS: amounts falling due within one year					
	14	<u>(55,304)</u>		<u>(60,263)</u>	
NET CURRENT ASSETS			258,730		286,884
NET ASSETS			<u>301,104</u>		<u>314,410</u>
CHARITY FUNDS					
Restricted funds	15		18,826		48,074
Unrestricted funds			282,278		266,336
TOTAL FUNDS			<u>301,104</u>		<u>314,410</u>

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements were approved by the Trustees on and signed on their behalf by:

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The notes on pages 15 to 27 form part of these financial statements.

RUSHMOOR CITIZENS ADVICE BUREAUX
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STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2017

	Note	2017 £	2016 £
CASH FLOWS FROM OPERATING ACTIVITIES			
Net income / (expenditure) for the year		(13,306)	27,137
Adjustments for:			
Depreciation charges		15,782	25,012
Decrease / (increase) in debtors		229	2,347
Increase / (decrease) in creditors		(4,959)	22,391
NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES		<u>(2,254)</u>	<u>76,887</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of tangible fixed assets		(30,628)	(12,696)
CHANGE IN CASH AND CASH EQUIVALENTS IN THE YEAR		(32,882)	64,191
Cash and cash equivalents brought forward		340,348	276,157
Cash and cash equivalents carried forward		<u>307,466</u>	<u>340,348</u>

The notes on pages 15 to 27 form part of these financial statements.

RUSHMOOR CITIZENS ADVICE BUREAUX
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

1 ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement Recommended Practise applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and Companies Act 2006.

Rushmoor Citizens Advice Bureaux meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Company status

The charity is a company limited by guarantee. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

1 ACCOUNTING POLICIES (continued)

1.4 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of meeting any performance related conditions there is not unconditional entitlement to the income and its recognition is deferred and included in creditors as deferred income until the performance-related conditions are met. Where entitlement occurs before income is received, the income is accrued.

Donated services or facilities are recognised when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the charity of the item is probable and the economic benefit can be measured reliably.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated to the applicable expenditure headings.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with the constitutional and statutory requirements of the charity.

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

1 ACCOUNTING POLICIES

1.7 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1.8 Operating leases

Rentals under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period until the date the rent is expected to be adjusted to the prevailing market rate.

1.9 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount repaid net of any trade discounts due.

1.10 Cash at Bank and in hand

Cash at Bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured of estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.12 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

RUSHMOOR CITIZENS ADVICE BUREAUX
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

2 INCOME FROM GRANTS

	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	<i>All unrestricted and restricted funds 2016 £</i>
Rushmoor Borough Council (grant)	-	220,302	220,302	214,130
Rushmoor Borough Council (rent and rates)	-	44,500	44,500	44,500
Gurkha Settlement Fund (RBC)	13,082	-	13,082	4,250
Surrey Heath CCG	-	30,000	30,000	30,000
North East Hants and Farnham CCG	-	30,000	30,000	22,500
Positive Action	-	-	-	22,140
Broadhurst Trust	-	14,376	14,376	7,367
Citizens Advice Hampshire including Healthwatch Hampshire	-	14,405	14,405	8,484
Miscellaneous funding	-	24,769	24,769	3,707
ASTF	-	-	-	30,851
Pension Wise	276,400	-	276,400	379,870
Pension Wise screening and booking	-	-	-	9,000
OPCC (Domestic abuse)	29,005	-	29,005	40,000
Total grants	<u>318,487</u>	<u>378,352</u>	<u>696,839</u>	<u>816,799</u>

In 2016, of the total income from grants, £361,828 was received into unrestricted funds and £454,971 into restricted funds.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

3 INVESTMENT INCOME

	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	<i>All unrestricted and restricted funds 2016 £</i>
Interest receivable	-	1,340	1,340	1,501

In 2016 all of the investment income was received into unrestricted funds.

4 INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	<i>All unrestricted and restricted funds 2016 £</i>
Insurance claim	-	590	590	-
External training delivered	-	-	-	4,000
	-	590	590	4,000

In 2016 all of the income from charitable activities was received into unrestricted funds.

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5 DIRECT COSTS

Allocation between direct and support costs is calculated based on the proportion of the time spent by employees allocated to direct and support costs. In 2017 the allocation between direct and support costs was 94/6 (2016: 91/9).

	Total 2017 £	<i>Total 2016 £</i>
Rent, rates, light and heat	57,463	44,994
Insurance	1,523	1,554
Repairs and maintenance	353	18,933
Telephone	8,568	10,643
Printing, postage and stationery	12,101	8,271
Computer costs	5,197	9,852
Equipment	1,488	1,970
Cleaning	3,331	3,127
Sundry	11,476	12,602
Training	8,400	6,061
Subscriptions and professional publications	10,299	9,918
Travel	23,179	21,404
Depreciation	14,831	22,736
Advertising	345	3,884
Staff recruitment	-	1,401
Consultants costs	502	2,925
Wages and salaries	439,204	469,073
National insurance	31,014	34,597
Pension costs	14,882	7,475
	<u>644,156</u>	<u>691,420</u>

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NOTES TO THE FINANCIAL STATEMENTS
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6 SUPPORT COSTS

Allocation between direct and support costs is calculated based on the proportion of the time spent by employees allocated to direct and support costs. In 2017 the allocation between direct and support costs was 94/6 (2016: 91/9).

	Total	Total
	2017	2016
	£	£
Rent, rates, light and heat	3,668	4,504
Insurance	97	156
Repairs and maintenance	22	1,895
Telephone	547	1,065
Printing, postage and stationery	773	828
Computer costs	332	986
Equipment	95	197
Cleaning	213	313
Sundry	732	1,262
Training	536	607
Subscriptions and professional publications	657	993
Travel	1,480	2,143
Depreciation	947	2,276
Advertising	22	389
Staff recruitment	-	140
Consultants costs	32	293
Wages and salaries	28,034	50,331
National insurance	1,980	3,464
Pension costs	950	748
	<u>41,117</u>	<u>72,590</u>

7 TOTAL EXPENDITURE

	Other Costs	Depreciation	Staff Costs	Total	Total
	£	£	£	2017	2016
	£	£	£	£	£
Charitable activities					
Direct costs	144,225	14,831	485,100	644,156	691,420
Support costs	9,206	947	30,964	41,117	72,590
Sub total	<u>153,431</u>	<u>15,778</u>	<u>516,064</u>	<u>685,273</u>	<u>764,010</u>
Governance	5,856	-	21,447	27,303	31,662
Total	<u>159,287</u>	<u>15,778</u>	<u>537,511</u>	<u>712,576</u>	<u>795,672</u>

In 2017, of the total expenditure, £357,052 (2016: £506,197) was from unrestricted funds and £355,524 (2016: £289,475) was paid out of restricted funds.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

8 GOVERNANCE COSTS

	Restricted funds	Unrestricted funds	Total funds	<i>All unrestricted and restricted</i> funds
	2017	2017	2017	2016
	£	£	£	£
Auditor's remuneration	-	4,980	4,980	5,100
Other governance costs	-	876	876	3,203
Governance expenses - wages and salaries	-	19,412	19,412	21,430
Governance expenses - NI	-	1,375	1,375	1,586
Governance expenses - Pension costs	-	660	660	343
	-	27,303	27,303	31,662
	-	27,303	27,303	31,662

Other governance costs

Allocated governance costs are calculated as 4% of total staff and travel costs (2016: 4%)

9 NET INCOME / (EXPENDITURE)

This is stated after charging:

	2017	2016
	£	£
Depreciation	15,778	25,012
Auditor's remuneration - for current year	4,440	5,100
Auditor's remuneration - under provision from prior year	540	-
	540	-
	540	-

10 TRUSTEES REMUNERATION

During the year no Trustees received any remuneration (2016:£ nil)

During the year no Trustees received any benefit in kind (2016:£ nil)

During the year one Trustees was reimbursed a total of £39 for travel expenses (2016:£ nil)

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

11 STAFF COSTS

The average number of employees was 28 (2016:29)

Staff costs were as follows:

	2017	2016
	£	£
Wages and salaries	485,306	540,833
Social security costs	34,369	39,646
Other pension costs	16,492	8,566
	536,167	589,045

No employee received remuneration in excess of £60,000 (2016: nil).

The remuneration and benefits received by key management personnel in the year totalled £81,988 (2016: £96,850) with employers's pension contributions of £3,262 (2016: £4,842).

12 TANGIBLE FIXED ASSETS

	Office equipment £
Cost	
At 1 April 2016	200,847
Additions	30,628
Less disposals	(24,715)
At 31 March 2017	206,760
Depreciation	
At 1 April 2016	173,321
Charge for the year	15,780
Eliminated on disposal	(24,715)
At 31 March 2017	164,386
Net book value	
At 31 March 2017	42,374
At 31 March 2016	27,526

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

13 DEBTORS

	2017	2016
	£	£
Trade debtors	4,385	4,000
Other debtors	-	826
Prepayments and accrued income	2,185	1,973
	6,570	6,799

14 CREDITORS

	2017	2016
	£	£
Trade creditors	2,219	3,263
Other taxation and social security	10,562	11,203
Other creditors	309	0
Accruals	5,199	13,609
Deferred income	37,015	32,188
	55,304	60,263

Deferred income

Deferred income at 1 April 2016	32,188	
Income deferred during the year	37,015	
Amounts released from previous years	(32,188)	
Deferred income at 31 March 2017	37,015	

Deferred income for 2017 relates to:

£27,015 The Royal British Legion funding for the nine months to December 2017

£10,000 RBC contribution to funding for Nepali-speaking advisor for the 2017/18 year

Deferred income for 2016 relates to:

£20,000 OPCC funding for the six months to September 2016

£5,000 Prospect Estate Big Local (PEBL) funding for the 2016/17 year

£7,188 Broadhurst Trust funding deferred to the 2016/17 financial year

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

15 STATEMENT OF FUNDS

	Brought Forward £	Income £	Expenditure £	Transfers in / out £	Carried Forward £
Designated funds					
The IT Infrastructure Fund	26,995	-	(26,995)	-	-
General Funds					
General Purpose Fund	239,341	380,783	(330,057)	(7,789)	282,278
Total Unrestricted Funds	<u>266,336</u>	<u>380,783</u>	<u>(357,052)</u>	<u>(7,789)</u>	<u>282,278</u>
Restricted Funds					
MAS F2F debt advice	3,156		(3,156)		-
Gurkha Settlement fund (RBC)	28,964	13,082	(23,271)		18,775
Advice Services Transition Fund	12,277		(12,277)		-
Pension Wise	-	276,400	(284,189)	7,789	-
OPCC	3,677	29,005	(32,631)		51
Total Restricted Funds	<u>48,074</u>	<u>318,487</u>	<u>(355,524)</u>	<u>7,789</u>	<u>18,826</u>
Total of funds	<u>314,410</u>	<u>699,270</u>	<u>(712,576)</u>	<u>-</u>	<u>301,104</u>

The General Purposes Fund represents free funds of the charity which are not designated for a particular purpose other than to meet the obligations set down in the reserves policy included in the Trustees' annual report accompanying this report.

The Money Advice Service Face to Face debt advice fund (MAS F2F debt advice) is for the purpose of the increasing provision of free face to face debt advice to financially excluded individuals.

The Gurkha Settlement fund has been granted to address specific current service pressures in the Borough as a result of recent Gurkha migration and/or deliver cohesion and integration work or projects.

The Advice Services Transition fund is to support vulnerable people affected by welfare reform.

Pension Wise funding has been received to provide Pensions Guidance within the area designated to be covered by the bureaux. Expenditure on this project exceeded income for the year by £7,789 and the deficit has been funded from unrestricted funds.

The OPCC funding has been received to fund the post of a Nepali- speaking domestic abuse worker.

The designated fund for IT infrastructure of £26,995 brought forward from 2015/16 has been released in full as IT facilities have been upgraded in 2016/17.

RUSHMOOR CITIZENS ADVICE BUREAUX
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

15 SUMMARY OF FUNDS

	Brought Forward £	Income £	Expenditure £	Transfers in / out £	Carried Forward £
Designated funds	26,995	-	(26,995)	-	0
General Funds	<u>239,341</u>	<u>380,783</u>	<u>(330,057)</u>	<u>(7,789)</u>	<u>282,278</u>
	266,336	380,783	(357,052)	(7,789)	282,278
Restricted Funds	48,074	318,487	(355,524)	7,789	18,826
Total Unrestricted Funds	<u>314,410</u>	<u>699,270</u>	<u>(712,576)</u>	<u>-</u>	<u>301,104</u>

16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds 2017 £	Unrestricted funds 2017 £	Total funds 2017 £	<i>All unrestricted and restricted funds 2016 £</i>
Tangible fixed assets	-	42,374	42,374	27,526
Current assets	55,841	258,193	314,034	347,149
Creditors due within one year	<u>(37,015)</u>	<u>(18,289)</u>	<u>(55,304)</u>	<u>(60,265)</u>
	<u>18,826</u>	<u>282,278</u>	<u>301,104</u>	<u>314,410</u>

17 PENSION COMMITMENTS

During the year the charity paid £16,492 (2016: £8,566) to defined contribution pension schemes for its staff. No contributions (2016: £nil) were payable to the pension fund at the balance sheet date.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

18 OPERATING LEASE COMMITMENTS

At the reporting end date the company had no annual commitments under non-cancellable operating leases.

	2017	2016
	£	£
Less than one year	-	16,500
Two to five years	-	-
	-	16,500

19 GIFTS IN KIND

During the year the Charity received donations in kind for the rent on two sites, Farnborough and Aldershot, from Rushmoor Borough Council; these are included in the accounts as equal amounts of income and expenditure of £44,500 (2016: £44,500).