

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 2018



*Citizens Advice Rushmoor is the
operating name of
Rushmoor Citizens Advice Bureaux*

Rushmoor Citizens Advice Bureaux
(A company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND
ADVISERS FOR YEAR END 31 MARCH 2018**

Trustees

Mr Mark Chatterton (Chair)
Mr Brian Cottrell (Treasurer from February 2018)
Mr Gerald Baker
Mrs Donna Bone
Mrs Anne Fillis
Mrs Janet Field
Mr Charles Fraser-Fleming (to November 2017)
Mr Ricky Hanshew (to March 2018)
Cllr Mrs Barbara Hurst (Vice-Chair)
Mr John Kelly (Treasurer to February 2018)
Mr Rudra Khadka (to November 2017)
Mr William Miller (from September 2017)
Cllr Frank Rust
Mr Richard Robinson

Company registered number
04354628

Charity registered number
1090669

Website
citizensadvicerrushmoor.org.uk

Registered Office
Elles Hall
Meudon Avenue
Farnborough
Hampshire
GU14 7LE

Chief Executive Officer
A F Hughes

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND
ADVISERS FOR YEAR END 31 MARCH 2018**

Independent auditors

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

Advisers

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 2018

Objectives and Activities

a. POLICIES AND OBJECTIVES

As part of the national Citizens Advice network, Rushmoor Citizens Advice Bureaux aims to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect people's lives

The charity values diversity, promotes equality and challenges discrimination, and puts clients at the heart of all its activities.

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 presented to Rushmoor Citizens Advice Bureaux for 2017/18 totalled 22,974. The slight drop on the previous year reflects a change to the case management system used in September 2017. The new system has enabled significant improvements in efficiency, but limits recording of all casework related activities. Our Pension Wise activity level has increased by 84%, and now accounts for over 32% of all of the charity's client facing services.

Preparation for the introduction of Universal Credit during 2017/18 has crossed all activities for the team. With jobseeking and digital skills being key elements of the new benefit, we are working with others to ensure a holistic offer to people, incorporating a range partner services.

We recognise the need to protect our face-to-face service, which will always be needed for more vulnerable clients; whilst also making full use of opportunities to offer digital, phone and other "light touch" help, to better empower those able to help themselves. This way, we are continually working to ensure a match between client needs and the help available.

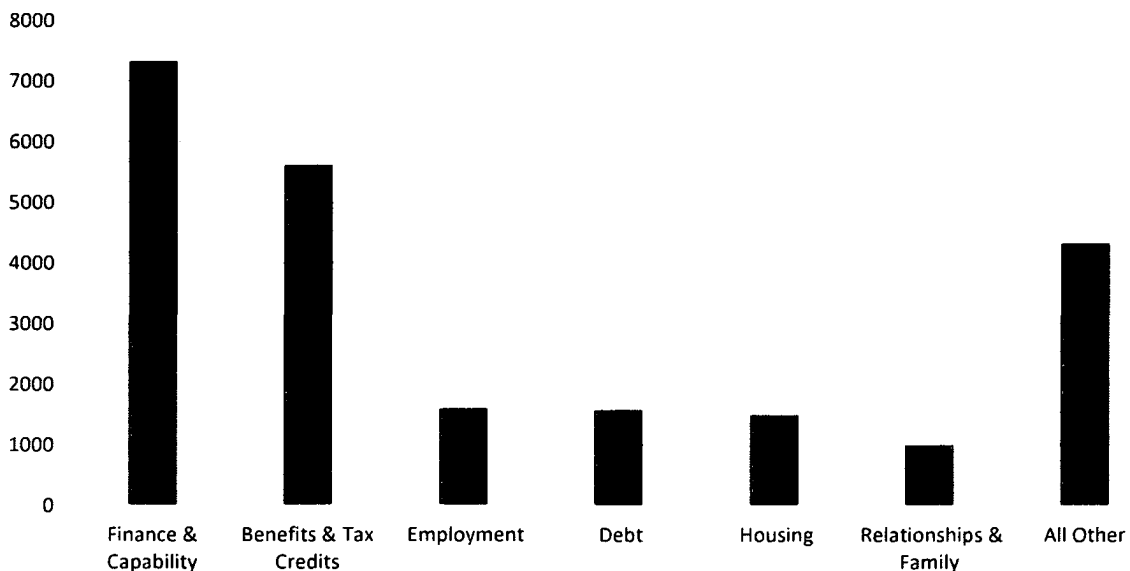
The chart below shows the distribution of the 22,974 advice issues across the different categories of work. Although Pension Wise work (finance, capability and tax) is now our largest single category, Welfare Benefits remains the most significant enquiry area for our mainstream service. Of particular note this year has been the serious and continuing challenges for people with Employment and Support Allowance and the change from Disability Living Allowance to Personal Independence Payments. All of these benefits directly impact on the most vulnerable people, and are reflected in recent reports we have published.

Rushmoor Citizens Advice Bureaux
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2018

The complexity of the issues faced by vulnerable people, with poor decision-making, and consequent appeals and legal challenges requiring help from our expert team, are highlighted in our reports, along with the consequences of these changes on the individuals. Almost daily referrals to the Foodbank are analysed in more depth in our research report published in November 2017. Trustees recognise the increasing importance of support for our volunteers who are regularly seeing people in crisis.

All Advice Issues 2017/18



During 2017/18 over 131 volunteers have worked with us (not including Trustees). This includes 37 new joiners, and 46 who have left for various reasons. Our strategy to enable flexibility and recruit volunteers to progress through different roles, continues to pay dividends, with an increasingly diverse mix of age, background and ethnicity in our team. Many younger volunteers are able to use the experience to gain skills and confidence to move on to paid work, as well as other education and training.

Our volunteers' contribution to all our work is central to our values, strengthening our independence, as well as bringing an impressive range of life experience and skills that bring immeasurable benefits to our clients. This has been further strengthened during 2017/18 by the training of the whole team for the "ASK RE" Project, which encourages and supports our clients to disclose domestic abuse.

There is widespread and compelling evidence of the real benefits of ASK RE, giving people an opportunity to talk about abuse they are experiencing in a safe space, and supporting them to address issues with the right help. Awareness of the issues surrounding domestic abuse and the services available, along with understanding of how to ask the question appropriately, has been invaluable in helping many to safety. This links with our wider work on domestic abuse, and the

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FOR THE YEAR ENDED 31 MARCH 2018

TRBL funded project to support the Nepali Community, as well as the new LIBOR funding, to work with Foreign and Commonwealth Armed Services.

Our specialist caseworkers provide expert help to support the most vulnerable clients in specific situations. Working with psychiatric inpatients, as well as in community mental health settings, our Heathlands team works closely with health professionals with practical support for patients' recovery journeys. Through our partnership with Prospect Estate Big Local, we are able to take the service to an area with high needs for money advice: whilst working with The Brain Tumour Charity means we can be there for people at the point of crisis. The Broadhurst Trust's support enables us to deliver advice at the Wellbeing Centre, so we are visible and linking with services to offer access to advice for those struggling with mental health. Other partnership work keeps the service visible and able to identify new community pressures and advice needs at an early stage.

Our Trustee Board is actively engaged in ensuring all requirements of the national Performance and Quality Framework are met, providing strong Leadership. This supports our collective strength as part of a national service, as well as sustaining a strong local organisation which is effective in meeting community needs.

Working alongside Rushmoor Borough Council, our charity is well placed to support resilience and cohesion in the local area, with established recognition of the important services we provide for the local Nepali community. This work continues to go from strength to strength, with innovation and new ways of working being constantly developed.

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 and Royal Bank of Scotland.

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.

Our national financial modelling [based on national Citizens Advice adapted version of "New Economy"] calculates the public value of volunteering at Rushmoor Citizens Advice Bureaux was £452,824 in 2017/18. This takes into account several known factors on volunteering, such as improved wellbeing, reduced isolation and the skills and confidence gained. Together, our volunteers dedicate 666 hours every week to supporting local people. If paid to undertake similar roles, this is valued at £593,694 per

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2018

year [based on ONS Earnings ASHE 2017]. These figures are not included in the financial statements.

We continue to work to improve how we record the outcomes and impact of the service we provide. During 2017/18 a new national modelling tool was developed, with the following totals demonstrating the financial impact of our work for our clients in Rushmoor Citizens Advice Bureaux:

Value of benefits advice	£5,964,510
Value of debt advice (debts-written off)	£1,104,226
Value of consumer advice	£820,595
Total	£7,889,330

In addition, the following figures are also relevant in demonstrating value for money:

Average debt per client receiving full advice	£9,060
Total unmanaged debt seen in 2017/18	£5,100,780
Savings from homelessness prevention	£178,621

Financial review

Income in the year amounted to £732,986 with expenditure of £734,688.

a. RESERVES POLICY

The Trustees recognise the need to maintain reserves to ensure Rushmoor Citizens Advice Bureaux 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 2018 total £299,402 being £246,147 unrestricted reserves and £53,255 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

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2018

expenditure. The free reserves amount to £226,402 and would cover 3.7 months of current year 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.

Plans for the future

a. OUTLOOK AND FUTURE PLANS

During 2017/18, Rushmoor Citizens Advice Bureaux reviewed and updated its three-year business and development plan. This is reviewed quarterly by Trustee Committees and full Board, and is adjusted to respond to the changing needs of funders, partners and clients. Underlying the plan, is the knowledge that we are in a climate of uncertainty; as an organisation we are therefore prioritising our quality and resilience, well positioned to meet future challenges and opportunities.

The Board recognises the need to diversify funding sources, and this is reflected in our updated 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, with a particular focus on Universal Credit and Partnership Working, remain key factors informing our service development. 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 2017/18, including a development day, alongside ongoing review of its membership. Mark Chatterton was welcomed as the new Chair of the Trustee Board, and a new Treasurer, Brian Cottrell, was appointed in February 2018. A range of training and induction for new members has taken place through the year, with a particular focus on GDPR requirements.

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 Accounting Officer takes responsibility for Information Assurance and information risk management, including an active approach to our obligations under Data Protection. During 2017/18 Trustees have overseen a full review of Information Assurance under GDPR. As a local Citizens Advice, we have adopted the national Citizens Advice recommended Information Assurance policy on how we manage risk.

A Remuneration Committee meets at least annually to review pay awards, in the context of a regularly updated Remuneration Policy.

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.

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2018

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 Rushmoor Citizens Advice Bureaux 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 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.

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2018

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: *27th September 2018*

Mark Chatterton

Mr Mark Chatterton, Chair

Rushmoor Citizens Advice Bureaux
(A company limited by guarantee)

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

Opinion

We have audited the financial statements of Rushmoor Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2018 which comprise Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2018 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.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' report other than the financial statements and our auditor's report thereon. Our

Rushmoor Citizens Advice Bureaux
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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
RUSHMOOR CITIZENS ADVICE BUREAUX

opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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, which includes the directors' report, prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within 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 charitable 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 in relation to which 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 trustees' 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 prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on pages 9 and 10 the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Rushmoor Citizens Advice Bureau
(A company limited by guarantee)

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

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

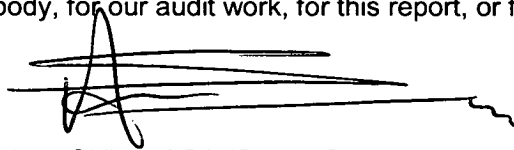
Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable 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 charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Andrew Skilton ACA (Senior Statutory Auditor)

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

Date: 2nd October 2018

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES, INCORPORATING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2018

	Note	Restricted funds 2018 £	Unrestricted funds 2018 £	Total funds 2018 £	<i>All unrestricted and restricted funds 2017 £</i>
INCOME AND ENDOWMENTS FROM:					
Charitable Activities					
Grants	2	326,393	403,561	729,954	696,839
Other	3	-	2,680	2,680	590
Total Charitable Activities		<u>326,393</u>	<u>406,241</u>	<u>732,634</u>	<u>697,429</u>
Voluntary income: Donations		-	222	222	501
Investment income	4	-	130	130	1,340
TOTAL INCOME AND ENDOWMENTS		<u>326,393</u>	<u>406,593</u>	<u>732,986</u>	<u>699,270</u>
EXPENDITURE ON:					
Charitable activities	5, 6 & 7	291,964	442,724	734,688	712,576
TOTAL EXPENDITURE		<u>291,964</u>	<u>442,724</u>	<u>734,688</u>	<u>712,576</u>
NET INCOME / (EXPENDITURE) BEFORE TRANSFERS		34,429	(36,131)	(1,702)	(13,306)
NET INCOME / (EXPENDITURE)		<u>34,429</u>	<u>(36,131)</u>	<u>(1,702)</u>	<u>(13,306)</u>
RECONCILIATION OF FUNDS:					
Total funds brought forward		18,826	282,278	301,104	314,410
TOTAL FUNDS CARRIED FORWARD		<u>53,255</u>	<u>246,147</u>	<u>299,402</u>	<u>301,104</u>

The notes on pages 16 to 28 form part of these financial statements.

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

BALANCE SHEET
AS AT 31 MARCH 2018

	Note	£	2018 £	£	2017 £
FIXED ASSETS					
Tangible assets	12		20,105		42,374
CURRENT ASSETS					
Debtors	13	18,922		6,570	
Cash in hand and in bank		<u>377,639</u>		<u>307,464</u>	
		396,561		314,034	
CREDITORS: amounts falling due within one year	14	<u>(117,264)</u>		<u>(55,304)</u>	
NET CURRENT ASSETS			279,297		258,730
NET ASSETS			<u>299,402</u>		<u>301,104</u>
CHARITY FUNDS					
Restricted funds			53,255		18,826
Unrestricted funds			246,147		282,278
TOTAL FUNDS	15		<u>299,402</u>		<u>301,104</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 *17th September* 2018 and signed on their behalf by:

Mark Chatterton

Mark Chatterton (chair) *21/9/2018*

The notes on pages 16 to 28 form part of these financial statements.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2018

	Note	2018 £	2017 £
CASH FLOWS FROM OPERATING ACTIVITIES			
Net income / (expenditure) for the year		(1,702)	(13,306)
Adjustments for:			
Depreciation charges		23,876	15,782
Decrease / (increase) in debtors		(12,352)	229
Increase / (decrease) in creditors		61,960	(4,959)
NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES		<u><u>71,782</u></u>	<u><u>(2,254)</u></u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of tangible fixed assets		(1,607)	(30,628)
CHANGE IN CASH AND CASH EQUIVALENTS IN THE YEAR		70,175	(32,882)
Cash and cash equivalents brought forward		307,464	340,346
Cash and cash equivalents carried forward		<u><u>377,639</u></u>	<u><u>307,464</u></u>

The notes on pages 16 to 28 form part of these financial statements.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

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.

RUSHMOOR CITIZENS ADVICE BUREAUX
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

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.

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.

RUSHMOOR CITIZENS ADVICE BUREAUX
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

1 ACCOUNTING POLICIES

1.6 Tangible fixed assets and depreciation

Assets costing more than £500 are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of the asset, less their estimated residual value, over their expected useful lives on the following bases:

Fixtures and fittings	- 33% per annum on cost
Office and Computer equipment	- 33% per annum on cost

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.

1.9 Pension Costs

Contributions to the defined contribution scheme are charged to the Statement of Financial Activities as incurred.

1.10 Support Costs

Costs are allocated between direct and support costs in proportion to time spent by employees.

1.11 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.

1.12 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.

1.13 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.

1.14 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.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

2 INCOME FROM GRANTS

	Restricted funds 2018 £	Unrestricted funds 2018 £	Total funds 2018 £	<i>All unrestricted and restricted funds 2017 £</i>
Rushmoor Borough Council (grant)	-	223,868	223,868	220,302
Rushmoor Borough Council (rent and rates)	-	44,500	44,500	44,500
Gurkha Settlement Fund (RBC)	10,000	-	10,000	13,082
Surrey Heath CCG	-	30,000	30,000	30,000
North East Hants and Farnham CCG	-	30,000	30,000	30,000
Broadhurst Trust	-	14,496	14,496	14,376
Citizens Advice Hampshire including Healthwatch Hampshire	-	21,931	21,931	14,405
Miscellaneous funding	-	22,266	22,266	24,769
Pension Wise	246,621	-	246,621	276,400
OPCC (Domestic abuse)	38,439	-	38,439	29,005
MoD Domestic Abuse Funding	31,333	-	31,333	-
Brain Tumor Charity Welfare Benefits Advice	-	11,500	11,500	-
Vivid Homes Debt Advice	-	5,000	5,000	-
Total grants	<u>326,393</u>	<u>403,561</u>	<u>729,954</u>	<u>696,839</u>

In 2017, of the total income from grants, £378,352 was received into unrestricted funds and £318,487 into restricted funds.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

3 INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2018 £	Unrestricted funds 2018 £	Total funds 2018 £	<i>All unrestricted and restricted funds 2017 £</i>
Insurance claim	-	-	-	590
External training delivered	-	2,680	2,680	-
	<u>-</u>	<u>2,680</u>	<u>2,680</u>	<u>590</u>

In 2017 all of the income from charitable activities was received into unrestricted funds.

4 INVESTMENT INCOME

	Restricted funds 2018 £	Unrestricted funds 2018 £	Total funds 2018 £	<i>All unrestricted and restricted funds 2017 £</i>
Bank interest receivable	-	130	130	1,340
	<u>-</u>	<u>130</u>	<u>130</u>	<u>1,340</u>

In 2017 all of the investment income was received into unrestricted funds.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

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 2018 the allocation between direct and support costs was 91/9 (2017: 94/6).

	Total 2018	<i>Total 2017</i>
	£	£
Rent, rates, light and heat	58,408	57,463
Insurance	3,817	1,523
Repairs and maintenance	-	353
Telephone	5,488	8,568
Printing, postage and stationery	13,105	12,101
Computer costs	1,186	5,197
Equipment	318	1,488
Cleaning	3,020	3,331
Sundry	8,736	11,476
Training	5,875	8,400
Subscriptions and professional publications	7,121	10,299
Travel	24,012	23,179
Depreciation	21,727	14,831
Advertising	19	345
Staff recruitment	-	-
Consultants costs	6,370	502
Wages and salaries	438,491	439,204
National insurance	31,797	31,014
Pension costs	14,174	14,882
	<u>643,664</u>	<u>644,156</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

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 2018 the allocation between direct and support costs was 91/9 (2016: 94/6).

	Total	<i>Total</i>
	2018	<i>2017</i>
	£	<i>£</i>
Rent, rates, light and heat	5,776	3,668
Insurance	378	97
Repairs and maintenance	-	22
Telephone	543	547
Printing, postage and stationery	1,295	773
Computer costs	117	332
Equipment	31	95
Cleaning	299	213
Sundry	864	732
Training	581	536
Subscriptions and professional publications	704	657
Travel	2,375	1,480
Depreciation	2,149	947
Advertising	2	22
Staff recruitment	-	-
Consultants costs	630	32
Wages and salaries	43,367	28,034
National insurance	3,145	1,980
Pension costs	1,402	950
	<u>63,658</u>	<u>41,117</u>

7 TOTAL EXPENDITURE

	Other Costs	Depreciation	Staff Costs	Total	<i>Total</i>
	£	£	£	2018	<i>2017</i>
	£	£	£	£	<i>£</i>
Charitable activities					
Direct costs - note 5	137,475	21,727	484,462	643,664	644,156
Support costs - note 6	13,595	2,149	47,914	63,658	41,117
Sub total	<u>151,070</u>	<u>23,876</u>	<u>532,376</u>	<u>707,322</u>	<u>685,273</u>
Governance - note 8	5,184	-	22,182	27,366	27,303
Total	<u>156,254</u>	<u>23,876</u>	<u>554,558</u>	<u>734,688</u>	<u>712,576</u>

In 2018, of the total expenditure, £442,724 (2017: £357,052) was from unrestricted funds and £291,964 (2017: £355,524) was paid out of restricted funds.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

8 GOVERNANCE COSTS

	Restricted funds 2018 £	Unrestricted funds 2018 £	Total funds 2018 £	<i>All unrestricted and restricted funds 2017 £</i>
Auditor's remuneration	-	4,656	4,656	4,980
Other governance costs	-	528	528	876
Governance expenses - wages and salaries	-	20,077	20,077	19,412
Governance expenses - NI	-	1,456	1,456	1,375
Governance expenses - Pension costs	-	649	649	660
	-	27,366	27,366	27,303
	-	27,366	27,366	27,303

Other governance costs

Allocated governance costs are calculated as 4% of total staff and travel costs (2017: 4%)

9 NET INCOME / (EXPENDITURE)

This is stated after charging:

	2018 £	2017 £
Depreciation	23,876	15,778
Auditor's remuneration - for current year	4,656	4,440
Auditor's remuneration - under provision from prior year	-	540
	-	540
	-	540

10 TRUSTEES REMUNERATION

During the year no Trustees received any remuneration (2017:£ nil)

During the year no Trustees received any benefit in kind (2017:£ nil)

During the year one Trustees was reimbursed a total of £72 for travel expenses (2017:One Trust received £39 for travel).

RUSHMOOR CITIZENS ADVICE BUREAUX
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

11 STAFF COSTS

The average number of employees was 27 (2017:28) all engaged in charitable activities.

Staff costs were as follows:

	2018	2017
	£	£
Wages and salaries	501,935	485,306
Social security costs	36,398	34,369
Other pension costs	16,225	16,492
	554,558	536,167
	554,558	536,167

No employee received remuneration in excess of £60,000 (2017: nil).

The remuneration and benefits received by key management personnel in the year totalled £86,584 (2017: £81,988) with employers's pension contributions of £3,684 (2017: £3,262).

12 TANGIBLE FIXED ASSETS

	Office equipment £
Cost	
At 1 April 2017	206,760
Additions	1,607
Less disposals	0
At 31 March 2018	208,367
Depreciation	
At 1 April 2017	164,386
Charge for the year	23,876
Eliminated on disposal	0
At 31 March 2018	188,262
Net book value	
At 31 March 2018	20,105
At 1 April 2017	42,374

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

13 DEBTORS

	2018	2017
	£	£
Trade debtors	15,624	4,385
Other debtors	-	0
Prepayments and accrued income	3,298	2,185
	18,922	6,570

14 CREDITORS

	2018	2017
	£	£
Trade creditors	5,188	2,219
Other taxation and social security	9,741	10,562
Other creditors	126	309
Accruals	5,269	5,199
Deferred income	96,940	37,015
	117,264	55,304

Deferred income

Deferred income at 1 April 2017	37,015	32,188
Income deferred during the year	96,940	37,015
Amounts released from previous years	(37,015)	(32,188)
Deferred income at 31 March 2018	96,940	37,015

Deferred income for 2018 relates to:

£34,273 contribution to funding for Nepali-speaking advisor for the 2018/19 year in accordance with service contract conditions.

£62,667 contribution to funding for Domestic Abuse programme for the 2018/19 year in accordance with service contract conditions.

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

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

15 STATEMENT OF FUNDS

	Brought Forward £	Income £	Expenditure £	Transfers in / out £	Carried Forward £
General Funds					
General Purpose Fund	282,278	406,593	(442,724)	-	246,147
Total Unrestricted Funds	<u>282,278</u>	<u>406,593</u>	<u>(442,724)</u>	<u>-</u>	<u>246,147</u>
Restricted Funds					
Gurkha Settlement fund (RBC)	18,775	10,000	(20,042)	-	8,733
Pension Wise	-	246,621	(233,315)	-	13,306
The Royal British Legion	51	38,439	(29,715)	-	8,775
MoD Domestic Abuse Funding	-	31,333	(8,892)	-	22,441
Total Restricted Funds	<u>18,826</u>	<u>326,393</u>	<u>(291,964)</u>	<u>-</u>	<u>53,255</u>
Total of funds	<u>301,104</u>	<u>732,986</u>	<u>(734,688)</u>	<u>-</u>	<u>299,402</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 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.

Pension Wise funding has been received to provide Pensions Guidance within the area designated to be covered by the bureaux.

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

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

15 SUMMARY OF FUNDS

	Brought Forward April 2017 £	Income £	Expenditure £	Transfers in / out £	Carried Forward March 2018 £
General Funds	282,278	406,593	(442,724)	-	246,147
Restricted Funds	18,826	326,393	(291,964)	-	53,255
Total Unrestricted Funds	<u>301,104</u>	<u>732,986</u>	<u>(734,688)</u>	<u>0</u>	<u>299,402</u>

15 SUMMARY OF FUNDS (previous year)

	Brought Forward April 2016 £	Income £	Expenditure £	Transfers in / out £	Carried Forward March 2017 £
Designated funds	26,995	-	(26,995)	-	-
General Funds	<u>239,341</u>	<u>380,783</u>	<u>(330,057)</u>	<u>(7,789)</u>	<u>282,278</u>
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 2018 £	Unrestricted funds 2018 £	Total funds 2018 £	<i>All unrestricted and restricted funds 2017 £</i>
Tangible fixed assets	-	20,105	20,105	42,374
Current assets	150,195	246,366	396,561	314,034
Creditors due within one year	<u>(96,940)</u>	<u>(20,324)</u>	<u>(117,264)</u>	<u>(55,304)</u>
	<u>53,255</u>	<u>246,147</u>	<u>299,402</u>	<u>301,104</u>

17 PENSION COMMITMENTS

During the year the charity paid £16,225 (2017: £16,492) to defined contribution pension schemes for its staff. No contributions (2017: £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 2018

18 GRANTS IN KIND

During the year the Charity received a grant 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 (2017: £44,500).