

**CAMDEN CITIZENS ADVICE BUREAUX SERVICE**  
A company limited by guarantee

**FINANCIAL STATEMENTS**

**For the year ended 31st March 2012**



**Company Registration No. 01909828**  
**Charity Registration No. 291955**

**Directors' Report for the year ended 31st March 2012**

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The Board of Directors are pleased to submit their report and audited financial statements for the year ended 31st March 2012

**Reference and Administrative Information**

Camden Citizens Advice Bureaux Service (CCABS) is a registered charity (number 291955) and is constituted as a company limited by guarantee (number 1909828) Its objects, powers and other constitutional matters are set out in its Memorandum and Articles of Association These financial statements comply with current statutory Memorandum and Articles of Association and the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP 2005), the Financial Reporting Standard for Smaller Entities (April 2008) and the Companies Act 2006

**Registered Office**                      200 Kilburn High Road  
London  
NW6 4JD

**Directors**

The directors of the company are its trustees for the purpose of charity law but throughout this report are collectively referred to as the directors

The directors serving during the year and since the year end were as follows

L Barclay	(Appointed 1st June 2011)
S Bobasch	
B Brandreth	(Resigned 17th May 2012)
D Holmes	(Resigned 5th July 2012)
M Hutton	(Resigned 19th December 2011)
A Ingram	
G Mohindra	
O Morrison-Lyons	(Resigned 23rd November 2011)
G Oppenheim	(Appointed 1st June 2011)
R Peel	(Appointed 1st June 2011)
K Sands	
R Spafford	(Appointed 6th April 2011)

**Key executives and other professional advisers**

The Chief Executive Officer is J Knight

The Company Secretary is J Knight

**Directors' Report for the year ended 31st March 2012 (continued)**

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<b>Auditors</b>	Moore Stephens LLP 150 Aldersgate Street London EC1A 4AB
<b>Bankers</b>	The Co-operative Bank plc 1 Islington High Street London N1 9TR
<b>Investment Managers</b>	CCLA Investment Management Ltd COIF Charity Funds 80 Cheapside London EC2V 6DZ

**Directors' Report for the year ended 31st March 2012 (continued)**

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**Introduction by Liz Barclay, Chair  
Camden Citizens Advice Bureaux Service (CCABS).**

Camden CAB delivered the highest quality advice in London to 11,000 clients with almost 50,000 problems in 2011-12. We are extremely proud to have been judged by our membership auditors (at Citizens Advice our national association) as top of the advice quality league in London. That our dedicated employees and volunteers have achieved such a goal, in what has been a tough year financially, is testament to their determination to go the extra mile to improve people's lives.

It is through high quality advice work and detailed, evidence based, social policy work that we can help those who turn to us best and can play a part in convincing policy makers of the changes that are needed in legislation.

It has again been an extremely busy year for our high street offices, outreach projects and our specialist services. But it has also been one of tremendous change for our employees and volunteers.

In March 2011 we knew that our funding from L B Camden for 2011-12 was the final payment from a 3 year contract. If we were to continue to provide generalist advice to the residents of Camden we would have to find the money elsewhere or make a successful bid for any generalist advice contract that L B Camden decided to put out to tender in its move to a new procurement system. In the current economic climate it is well nigh impossible to find any organization or grant giving body to fund generalist advice work. Grant makers wish to make funds available for very specific and clearly defined specialist projects rather than the kind of generalist work we excel at. So early in the year the Board of Trustees decided to bid for any suitable L B Camden tender, to look at how the skills we have in the organization could be used to deliver new specialist projects and at how to develop and grow our existing specialist services. That is the approach we have been taking throughout the year.

L B Camden put its advice services out to Tender in October 2011. The contract for the generalist advice delivery offered £500,000 (almost £400,000 less than the grant we received for 2011-12). CAB employees and volunteers put an amazing amount of hard work into our bid. As a result of that, and with thanks to all those involved for their efforts, in January 2012 we were told by L B Camden that we had been successful. From April 2012 we have had a contract to provide generalist advice on behalf of the local authority to Camden residents. The remainder of 2011-12 was given over to preparing for that change and for the new delivery system our client, L B Camden, wanted from us under the terms of our contract. At the same time our existing services continued.

Demand for our generalist advice service has been rising again throughout 2011-12. This is hardly surprising in the current economic climate. Incomes have continued to shrink, the spending cuts are biting and we see little evidence for the official figures that job losses have fallen. In Holborn, Kentish Town and Kilburn our advisers go on dealing with increasingly complex and time consuming debt, welfare benefit, housing, immigration and employment problems.

Our specialist advisers dealt with around 15,000 client contacts this year. They run an HIV advice project, deliver advice at GPs' surgeries, help disabled people manage their debts, visit people who are housebound, and are available to patients and their families in the Royal Free, Great Ormond Street and St Pancras Hospitals.

**Directors' Report for the year ended 31st March 2012 (continued)**

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Our 260 employees and volunteers are a formidable workforce with an amazing range of skills. Our volunteers, who include everyone from the tea person to the board members, give their time, care and commitment absolutely free. Their hard work is worth more than £2 million. In return we offer them a recognised training programme, and they benefit from the increased confidence and self-esteem that comes from working with other volunteers, highly trained and committed paid employees and clients.

We have had a very successful year thanks to everyone working in CCABS. We owe grateful thanks too, to Citizens Advice and the other advice organisations in Camden with which we work closely and effectively, for all their help and hard work. We have been the driving force behind the Camden Advice Partnership (CAP) a new, closer working partnership with the Mary Ward Legal Centre, The Camden Law Centre, Age UK Camden, DISC and the Local Authority advice services with the aim of creating a better experience for anyone in the borough needing help and advice.

The next twelve months will continue to be challenging and interesting but everyone is rising to that challenge and out of adversity has come opportunity. It is that opportunity that our workforce is grabbing with both hands. Despite our stretched budgets and the never ending search for ways to cut costs and affect money saving efficiencies there is a feeling of positivism in the air. We have learned a lot about ourselves and each other and are working as a more unified force. We are celebrating our 70<sup>th</sup> anniversary year determined to find new sources of funding so that we can help more of the residents in Camden. The next year will be focussed on finding new ways to generate income to put the service on a robust financial footing for the future.

That won't detract from our primary objective – helping the people who need our help. We are the advice charity for the Camden community and we will go on serving that community to the very best of our ability.



Liz Barclay  
Chair CCABS

**Directors' Report for the year ended 31st March 2012 (continued)**

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

CCABS is a member of Citizens Advice (the national association of Citizens Advice Bureaux) which, via its Membership Scheme, provides the framework that oversees all direct charitable activities that are delivered to service users. Citizens Advice sets defined quality standards, applicable to all CAB services, for advice and casework management as well as for reviewing the company's performance in meeting these standards. CCABS was audited for compliance against these standards by Citizens Advice in 2011 and passed the Quality of Advice audit with a mark of 84%, i.e. excellent.

Responsible governance of the company is exercised through the Board of Directors. The Board is made up of independent lay members who are responsible for the conduct of CCABS and for ensuring that it satisfies all legal and contractual obligations. The Directors are volunteers and are not remunerated for their time.

The Board is responsible for setting the strategic direction of the company and is ultimately accountable for how effectively the company meets the defined aims through direct charitable activity. The Board employs executive, administrative and operational staff to engage in activities related to governance as defined by SORP (2005) such as strategic planning and direct charitable activities such as advice services to service users. In addition the Board facilitates the effective recruitment, training and deployment of volunteers who also assist in both governance and direct charitable activities.

The Board delegates certain staff and union negotiation matters to the Joint Staff Management Committee. Minutes of the Committee are presented and reviewed at the full Board meeting. The Committee aims to meet at least quarterly.

The Board meets at least every other month and also as required. It met on 7 occasions in the last financial year. The Board delegates day to day responsibility to the Chief Executive who is required to attend Board meetings and to report on all operational and financial matters including staff matters and service delivery.

**Trustee recruitment, induction and training**

The Board of Trustees endeavours to make sure that the Board is broadly representative of appropriate local organisations, interest groups and interested local people. CCABS works with local partners Volunteer Centre Camden and Voluntary Action Camden for recruitment, and advertises widely to encourage applicants from BME communities and with disabilities. CCABS formally acknowledges all applications received and a panel short lists suitable candidates for interview, looking for characteristics identified by the Board in its skills audit. Candidates are evaluated by attending a number of meetings of the Board of Trustees to assess their contributions and, if otherwise suitable, appointed by election thereafter.

New directors are taken through a period of induction to help them understand their role and we have a benchmarking system in place to assess current directors. Board members are also expected to take part in training offered by other bodies including Citizens Advice.

**Directors' Report for the year ended 31st March 2012 (continued)**

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**Organisational Management****Executive and operational management**

The Board employs a Chief Executive who is responsible for putting into effect the strategies and objectives of the Board as expressed in the company's business and development plan (BDP)

The Chief Executive works closely with the senior management of the company as well as relevant external stakeholders to ensure effective implementation of the Business Plan

**Risk management**

The Board, through the Chief Executive, monitors the major risks that the company faces on an on-going basis during the year. The Board reviews the level of particular risks annually and the impact those would have on the company if they were realised. This review helps to identify the measures the company needs to take to eliminate the risks as far as possible, or in the event that they do occur either wholly or partially, of minimising any impact they may have. Where appropriate, systems or procedures have been established to manage the risks the charity faces.

**Employment policy**

It is the company's policy that there should be no unfair discrimination in considering applications for employment in accordance with equality legislation. Should any employee become disabled every practicable effort is made to provide continued employment.

An extensive range of communication and consultative arrangements is in place to make sure that employees are kept fully informed about developments within the company.

**Related parties**

The company operates with related parties, other charities and organisations on a variety of levels. This involves dealing with local charities and companies in which the directors may have an involvement. Where one of the directors holds the position of trustee/director of another charity there will be involvement in the discussions but not in the ultimate decision making and the matter will be formally noted by the Board. The Board holds a Conflicts of Interest Register to which all directors are required to report any conflicts which might arise. As part of the process, any director who has a conflict on any matter will be absent from all relevant discussions.

During the year, the company paid £34,258 in respect of building work at Kentish Town CAB, to a company in which G. Mohindra, director/ trustee, has an indirect interest.

The company pays a premium for professional indemnity insurance for its Trustees which is included within the total insurance premium payable each year. It is not separately identifiable.

**Objects, Aims and Principal Activities****Strategic aim and intended effect**

The twin aims of Citizens Advice and CCABS are -

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

**Directors' Report for the year ended 31st March 2012 (continued)**

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**Principal charitable activities**

The principal charitable activity of CCABS in seeking to meet the above twin aims is the provision of independent, confidential and free advice and information services to people who live, work and conduct business in the L B Camden and the surrounding area. We deliver this through high street locations in Holborn, Kentish Town and Kilburn. We also provide specialist advice services including an HIV service, services in three hospitals, a variety of debt services and a number of outreach services hosted in community centres and GP surgeries. Our social policy work seeks to address legislation and service delivery that negatively impacts on our clients and the local community. This is achieved through the collection of evidence from clients' experience, which we use to work on local issues along with other agencies in Camden as well as working with Citizens Advice on national issues and campaigns.

**Review of achievements and performance**

Last year CCABS assisted 11,280 clients and dealt with 49,700 new client issues. The main areas in which Clients have problems include Welfare Benefits, Debt, Housing and Employment. Generalist advice for these types of issues was delivered via the three bureaux in Holborn, Kentish Town and Kilburn.

Specialist Advice services have continued to grow in scale and scope and include the following

- Advice for those affected by HIV in both Camden and Westminster [3,284 client contacts]
- Advice delivered at GPs' surgeries in Camden and Islington [4,046 client contacts]
- Advice delivered in hospitals at the Royal Free (for people affected by cancer), Great Ormond Street and St Pancras [3,696 client contacts]
- Debt advice for people with disabilities pan London [3,891 client contacts]

CCABS specialist services generated over £4,172,000 in increased income for clients in 2011-12.

CCABS is privileged to be supported by more than 210 volunteers (230 in 2010-11), whose roles vary from tea person to management consultant, as well as the lay members of the Board of Trustees. Volunteers come from diverse backgrounds, speak 25 languages, are drawn from 12 ethnicities and include volunteers with a range of physical disabilities and mental health service users. Their ages range from 18 to 93.

Volunteers enhance the attractiveness of CCABS services to clients by reflecting the community they serve and build social cohesion by providing a chance for those from very different backgrounds to serve together. Volunteers also gain personally from giving time to CCABS. Those who decide to become volunteer advisors undergo a rigorous formal training course lasting at least 18 months, earning a title widely recognised by prospective employers as valuable which helps them in their career aspirations, many move into paid employment. Other volunteers benefit from work experience at different levels, again vital for their future job prospects. Still others gain from being motivated to join in a voluntary sector organisation where their interpersonal and other skills are improved by working alongside other volunteers and contact with clients.

In the last financial year, delivering generalist advice with volunteers allowed CCABS to leverage £5 worth of volunteer service from every pound spent on volunteer recruitment and training. This represents an in-kind contribution of £2 million.



**Directors' Report for the year ended 31st March 2012 (continued)**

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**Financial Results**

During the year ended 31st March 2012 CCABS made a surplus of £65,890 (after deducting £42,000 in respect of pension adjustment) of which £55,164 was restricted and £10,726 was unrestricted (2010/11 a surplus of £63,992, after adding back £38,000 in respect of pension adjustment, of which £58,322 was restricted and £5,670 was unrestricted) The surplus for the year has been transferred to reserves and total reserves before the pension scheme liability referred to in note 4 was £368,357 Total reserves are made up of £158,761 unrestricted funds and £209,596 restricted funds

The restricted reserves are in effect funds provided for specific purposes and which have not yet been spent due to the mismatch of the timing of funds being received and employed CCABS has long term commitments which require funding and for which accruals are not always practical

In order to reduce costs, CCABS relocated its Specialist Services Team from Grafton Road to a L B Camden owned building on the Troutbeck estate At the same time the Head Office team moved to Kilburn CAB to make use of under utilised space The Holborn and Troutbeck spaces and related amenities are provided to the CCABS by means of a separate grant from the local authority deducted at source For the year ended 31st March 2012 the sum was £25,650 and since the year end the grant is £52,000 p a

In the year, CCABS re-structured its Generalist advice services in order to improve efficiency and address deficits resulting from declining funding under the existing contract with L B Camden

**Plans for future periods**

The Board has agreed a business plan which identifies potential areas for expansion, as well as building further on the company's employee and volunteer base in order to make sure that CCABS can be competitive to win new funding contracts

The key Strategic Objectives addressed in the Business Plan are

- Make good quality signposting/referral and information services available to all and focus our delivery of advice on those with most need
- Structure our delivery mechanisms to maximise flexibility in the use of employee and volunteer resources
- Be a good employer and a good organisation with which to volunteer
- Put CCABS on a robust financial footing to support future development
- Raise funds to sustain and develop the service effectively and efficiently
- Develop our infrastructure to effectively support our existing organisation and improve our ability to expand services

**Reserves policy**

CCABS policy is only to enter into contracts with funders that generate a surplus after planned costs in order to grow our reserves The general target over 5 years is for CCABS to hold a minimum of four months' total costs overall although this will vary across the individual contracts These reserves are intended to ensure that in the event of unexpected financial or service problems CCABS services can be managed effectively so as to minimise disruption to service users and to enable CCABS to meet its employment obligations to staff

**Directors' Report for the year ended 31st March 2012 (continued)**

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The balance sheet for the year (in line with FRSSE 2008 for defined benefit schemes) reflects the long term liability on CCABS of the Local Government final salary pension scheme, the LGPS. The liability (valued by actuaries on behalf of Camden Council) has increased in the year by £271,000.

The actuaries carry out triennial valuations and recommend changes to contributions where appropriate which are administered over the following three years.

CCABS has reduced the growth in liabilities by closing the LGPS to new joiners and reduced to four the number of employees who are active members. Those staff with investments in the LGPS retain the value of these contributions even though they have become inactive members of the Scheme. All other CCABS employees are invited to join a Defined Contribution pension scheme through which CCABS will match their contributions up to 6.5%.

It should be noted that under the terms of the LGPS, the London Borough of Camden is obliged to take on any liabilities of the member in the event that CCABS, or indeed any admitted body to the LGPS, is unable to do so.

**Investment powers**

Investment powers are governed by the Memorandum and Articles of Association. There are no restrictions on CCABS's absolute powers of investment to the extent that any retained funds that arise are dealt with by depositing surpluses into the COIF Charities Deposit Fund or with authorised banks.

**Public benefit**

CCABS services are open to all members of the community without restriction or favour always as a free service and responding to the needs for advice and assistance of that community.

CCABS services provide advice to clients on their particular problems and so aim to improve the clients' standard of life, health or finances as appropriate.

Accordingly, and operating within the aegis of the national Citizens Advice movement, the directors consider that they meet the requirements of the Charity Commission on public benefit.

**Directors' Report for the year ended 31st March 2012 (continued)**

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**Statement as to Disclosure of Information to Auditors**

Each of the persons who are directors at the time when this report is approved confirms that

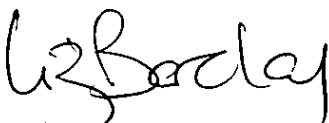
(a) so far as each director is aware, there is no relevant audit information of which the company's auditor is unaware, and

(b) to the best of their knowledge and belief, each director has taken all the steps that ought to have been taken as a director, including making appropriate enquiries of fellow directors and of the company's auditor for that purpose, in order to make themselves aware of any information needed by the company's auditor in connection with preparing its report and to establish that the company's auditor is aware of that information

**Auditors**

A resolution to re-appoint Moore Stephens LLP as the company's auditor will be put forward to the forthcoming Annual General Meeting

The directors have prepared this report in accordance with the special provisions relating to small companies within part 15 of the Companies Act 2006



L Barclay  
Chair

Date 13th November 2012



S Bobasch  
Treasurer

Date 13th November 2012

**Directors' Report for the year ended 31st March 2012 (continued)**

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**Statement of directors' accounting and reporting responsibilities**

The Directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations

Company law requires the Directors to prepare accounts for each financial year. Under that law the Directors have elected to prepare the financial statements in accordance with the applicable law and the Financial Reporting Standard for Smaller Entities (Effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to smaller entities). Under Company law the Directors must not approve the financial statements unless they are satisfied they give a true and fair view of the state of affairs of the charitable Company and of the surplus or deficit of the Charitable Company for that year.

In preparing these accounts, the Directors are required to

- Select suitable accounting policies and apply them consistently
- Make judgements and accounting estimates that are reasonable and prudent
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the Company will continue in business

The Directors 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 Company and enable them to ensure that the accounts 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 prevention and detection of fraud and other irregularities.

**Independent Auditors' Report to  
the Guarantors of Camden Citizens Advice Bureaux Service**

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We have audited the financial statements of Camden Citizens Advice Bureaux Service for the year ended 31st March 2012 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the Charitable Company's members, as a body, in accordance with Chapter 3 of part 16 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 auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charitable Company and the Charitable Company's Members as a body, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of Directors and auditors**

The responsibilities of the Trustees (who are also Directors of Camden Citizens Advice Bureaux Service for the purpose of Company law) for preparing the Annual Report and the financial statements in accordance with applicable law, the Financial Reporting Standard for Smaller Entities (Effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities) and the Statement of Recommended Practice on Accounting and Reporting for Charities (SORP 2005) and for being satisfied that the financial statements give a true and fair view are set out in the Statement of Directors' Responsibilities.

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

**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.

**Opinion on the financial statements**

In our opinion the financial statements

- give a true and fair view of the state of the company's affairs as at 31st March 2012 and of its incoming resources for the year then ended,
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, and
- have been prepared in accordance with the requirements of the Companies Act 2006

**Independent Auditors' Report to  
the Guarantors of Camden Citizens Advice Bureaux Service (continued)**

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**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements

**Matters on which we are required to report by exception**

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 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



Stuart Markley, Senior Statutory Auditor

For and on behalf of  
Moore Stephens LLP, Statutory Auditor  
150 Aldersgate Street  
London  
EC1A 4AB

3rd December, 2012

**CAMDEN CITIZENS ADVICE BUREAUX SERVICE**
**(Co No - 01909828)**
**Statement of financial activities for the year ended 31st March 2012  
(incorporating an income and expenditure account)**

	Note	Unrestricted funds	Restricted funds	Total funds 2012	Total funds 2011
		£	£	£	£
<b>Incoming resources</b>					
Incoming resources from generated funds					
Voluntary income		6,583	900	7,483	303
Investment income					
Bank interest		3,463	-	3,463	2,609
Pension return on assets		34,000	-	34,000	-
Incoming resources from charitable activities					
Local authority grants / contracts		-	1,060,334	1,060,334	1,160,957
Government bodies' contracts		-	345,112	345,112	353,939
Health authority contracts		-	339,435	339,435	304,489
LA/HA jointly commissioned contracts		-	80,781	80,781	120,489
Charities			114,301	114,301	74,870
Educational bodies		-	7,920	7,920	13,299
Big Lottery Fund		-	20,238	20,238	10,000
Citizens Advice in partnership with Barclaycard Horizons Programme		-	27,000	27,000	-
Citizens Advice		-	6,250	6,250	9,224
Legal services commission contracts		-	-	-	7,263
Other incoming resources		680	-	680	874
<b>Total incoming resources</b>	<b>1</b>	<b>44,726</b>	<b>2,002,271</b>	<b>2,046,997</b>	<b>2,058,316</b>
<b>Resources expended</b>					
Costs of generating funds					
Charitable activities					
Costs of activities in furtherance to charity's objects		8,000	(1,905,637)	(1,897,637)	(1,983,540)
Governance costs		-	(41,470)	(41,470)	(48,784)
<b>Resources expended before other resources</b>		<b>8,000</b>	<b>(1,947,107)</b>	<b>(1,939,107)</b>	<b>(2,032,324)</b>
<b>Other resources expended</b>					
Past service credit		-	-	-	726,000
Curtailments		-	-	-	(27,000)
<b>Total resources expended</b>	<b>2</b>	<b>8,000</b>	<b>(1,947,107)</b>	<b>(1,939,107)</b>	<b>(1,333,324)</b>
<b>Net incoming/(outgoing) resources before exceptional pension adjustments and transfers</b>	<b>c/f</b>	<b>52,726</b>	<b>55,164</b>	<b>107,890</b>	<b>25,992</b>

**Statement of financial activities for the year ended 31st March 2012**  
**(incorporating an income and expenditure account) (continued)**

	Unrestricted funds	Restricted funds	Total funds 2012	Total funds 2011
	£	£	£	£
<b>Net incoming/(outgoing) resources before exceptional pension adjustment and transfers</b>				
b/f	52,726	55,164	107,890	25,992
<b>Net incoming / (outgoing) resources before transfers</b>	52,726	55,164	107,890	724,992
Gross transfers between funds	4,276	(4,276)	-	-
<b>Net incoming/(outgoing) resources before other recognised gains and losses</b>	57,002	50,888	107,890	724,992
Actuarial (loss)/gain on defined benefit scheme	(313,000)	-	(313,000)	1,263,000
<b>Net movement in funds</b>	(255,998)	50,888	(205,110)	1,987,992
<b>Reconciliation of funds</b>				
Funds brought forward at 1st April 2011	(607,241)	158,708	(448,533)	(2,436,525)
Net movement in funds	(255,998)	50,888	(205,110)	1,987,992
<b>Funds carried forward at 31st March 2012</b>	(863,239)	209,596	(653,643)	(448,533)

Within other resources expended for the year ending 31st March 2011 are exceptional items relating to credits/costs on pension scheme adjustments. The first item relates to a past service credit as a result of basing pension increases on CPI rather than RPI. The second item relates to curtailments as a result of changes in benefits payable.

The notes on pages 17 to 24 form part of these financial statements



## Balance Sheet as at 31st March 2012

	Note	2012	2011
		£	£
<b>Current assets</b>			
Debtors	5	87,806	53,411
Cash at bank and in hand	6	427,400	608,387
<b>Total current assets</b>		515,206	661,798
Creditors amounts falling due within one year	7	(146,849)	(359,331)
<b>Total assets less current liabilities</b>	8	368,357	302,467
Defined benefit pension scheme liability		1,022,000	751,000
<b>Funds</b>			
Restricted funds	9		
Balance b/f		158,708	97,859
Surplus for the year		55,164	58,322
		213,872	156,181
Transfer (to)/from unrestricted funds		(4,276)	22,527
Transfer to designated funds		-	(20,000)
		209,596	158,708
Unrestricted funds			
Balance b/f		75,759	92,616
Surplus for the year		52,726	(32,330)
Transfer (to)/from pension scheme		(42,000)	38,000
General funds excluding pension liability		86,485	98,286
Transfer from/(to) restricted funds		4,276	(22,527)
		90,761	75,759
Designated fund		68,000	48,000
Transfer from restricted funds		-	20,000
		158,761	143,759
Contingent liability from pension fund	4	(1,022,000)	(751,000)
<b>Total unrestricted funds</b>		(863,239)	(607,241)
<b>Total funds</b>		(653,643)	(448,533)
<b>Total</b>		368,357	302,467

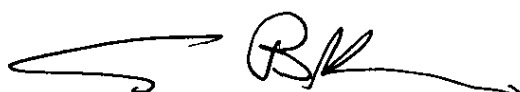
The notes on pages 17 to 24 form part of these financial statements

These accounts have been prepared in accordance with the provisions relating to small companies within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (Effective April 2008)

These financial statements were approved by the Board of Trustees on 13th November 2012



L. Barclay  
Chair



S. Bobasch  
Treasurer

## Notes to the financial statements for the year ended 31st March 2012 (continued)

**1 Accounting policies****a. Accounting convention**

The financial statements are prepared under the historical cost convention

**b. Basis for preparation**

The financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (Effective April 2008), the Statement of Recommended Practice Accounting and Reporting by Charities (SORP 2005) and the Companies Act 2006

**c. Fixed assets**

Fixed assets are written off in the year in which commitment for expenditure is made

**d. Amenities**

The space and certain amenities at Holborn bureau are provided free of charge by Camden Council. These have not been included in the financial statements

**e. Fund accounting**

The nature and purpose of each fund is explained in note 12 to the financial statements

**f. Incoming resources**

All sources of income are recognised in the year in which they are receivable in accordance with applicable accounting standards. The income arises wholly in the United Kingdom. Income received for services to be provided in future periods is carried forward as deferred income.

The charity wishes to thank all of its funders -

The London Borough of Camden	Body & Soul
Camden Primary Care Trust	Hampstead Wells & Campden Trust
City of Westminster	London Legal Support Trust
Islington Primary Care Trust	The Stanley Grundy Foundation
Citizens Advice	St Pancras Welfare Trust
Great Ormond Street Hospital	Workers Education Association
Royal Free Hospital NHS Trust	Monckton Services Ltd
James Wigg Practice	Mishcon de Reya
Big Lottery Fund	

**g. Incoming resources from charitable activities**

The company's main sources of income are from grants and contracts awarded by the London Borough of Camden and Central Government departments

**Notes to the financial statements for the year ended 31st March 2012 (continued)**

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**h. Donated services and gifts in kind**

The value of donated services and gifts in kind provided to the charity is recognised in the statement of financial activities as incoming resources and resources expended at their estimated value to the charity in the period in which they are receivable, and where the benefit is both quantifiable and material

**i. Investment income**

This is interest received from the COIF Charity Deposit Fund and bank deposits. It also includes the net return on assets within the pension fund.

**j. Resources expended**

Resources expended are included in the statement of financial activities on an accruals basis, inclusive of any VAT that cannot be recovered. They are recognised when there is a legal or constructive obligation to pay for expenditure. Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs, which are attributable to more than one activity, are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff or resources used on those activities.

**k. Defined benefit pension scheme**

The charity operates a defined pension scheme on behalf of its employees. The assets of the scheme are held separately from those of the charity in an independently administered scheme.

The charity adopts the amended requirements of FRSSE 2008 for defined benefit schemes. Current or past service costs and gains, as determined by the scheme's actuary, are charged to the statement of financial activities. Pension finance costs or income are included within total resources expended or incoming resources as applicable. Actuarial gains and losses arising are recognised within 'gains and losses' on the statement of financial activities.

In addition, the deficit on the scheme, representing the shortfall of the value of the scheme assets below the present value of the scheme liabilities, is recognised as a liability on the balance sheet to the extent that the employer charity has a legal or constructive obligation for the liability. A corresponding pension reserve is included within total unrestricted funds.

**l. Defined contribution pension scheme**

The charity operates a defined contribution scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

**m. Leased assets**

The only leases in existence relate to the lease of property. These are operating leases and the rentals are charged on a straight line basis over the lease term.

## Notes to the financial statements for the year ended 31st March 2012 (continued)

2 Total resources expended	Unrestricted funds	Restricted funds	Total funds 2012	Total funds 2011
	£	£	£	£
<b>Costs of generating funds</b>	-	-	-	-

These comprise the costs associated with generating incoming resources from all sources other than from undertaking charitable activities. These costs are absorbed in the staff costs as part of their overall activities and not costed separately.

**Charitable activities**

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

Staff costs (Note 3)	(8,000)	1,419,931	1,411,931	1,534,102
Running and office costs	-	368,522	368,522	309,283
Rent	-	117,184	117,184	140,155
	<u>(8,000)</u>	<u>1,905,637</u>	<u>1,897,637</u>	<u>1,983,540</u>
Past service credit on pensions	-	-	-	(726,000)
Curtailments	-	-	-	27,000
	<u>(8,000)</u>	<u>1,905,637</u>	<u>1,897,637</u>	<u>1,284,540</u>

**Governance costs**

These comprise costs associated with meeting the constitutional and statutory requirements of the company and include the audit fees and costs linked to strategic management of the company.

Staff costs	-	20,920	20,920	20,758
Running and office costs	-	8,730	8,730	8,477
Rent	-	8,820	8,820	10,549
Audit fees	-	3,000	3,000	9,000
	<u>-</u>	<u>41,470</u>	<u>41,470</u>	<u>48,784</u>

Analysis of total resources expended	Charitable activities	Governance costs	Total 2012	Total 2011
	£	£	£	£
Staff costs	1,411,931	20,920	1,432,851	855,860
Running and office costs	368,522	8,730	377,252	387,626
Rent	117,184	8,820	126,004	150,704
Audit fees	-	3,000	3,000	9,000
	<u>1,897,637</u>	<u>41,470</u>	<u>1,939,107</u>	<u>1,333,324</u>

## Notes to the financial statements for the year ended 31st March 2012 (continued)

**3 Staff costs and employee information**

	2012	2011
	£	£
Staff costs		
Wages, salaries and agency staff	1,255,404	1,308,312
Social security costs	117,846	105,188
Defined benefit pension costs	36,125	127,491
Defined contribution pension costs	31,476	7,869
Current service costs adjustment re pension *	(8,000)	6,000
Past service credit and curtailments re pension	-	(699,000)
<b>Total staff costs</b>	<b>1,432,851</b>	<b>855,860</b>

\* This adjustment refers to the difference between the current service costs as estimated by the actuary and the actual contributions for the year

No employee earned £60,000 pa or more during the year (2011 nil) No director received any remuneration or reimbursement of expenses during the year

The average number of employees, analysed by function, was

	2012 Number average (whole time equivalents)		2011 Number average (whole time equivalents)	
Advice services	40	36	46	37
Governance	3	3	3	3
	<u>43</u>	<u>39</u>	<u>49</u>	<u>40</u>

**4 Pension costs**

The company contributes towards 2 pension schemes, a defined contribution scheme and a defined benefit scheme. The defined contribution scheme was introduced in February 2011 and is open to all staff. The company matches the employee contribution up to a maximum of 6.5%. The current membership is 15. The defined benefit scheme is now closed to new members and the current membership is 4 staff. The assets of the defined benefit scheme are held separately from those of the company. The scheme is run by The London Borough of Camden. Details of the scheme can be found in the accounts of that organisation.

The employer's contribution to the defined benefit scheme during the year was 23.5% of gross salary. This contribution is determined by a qualified actuary on the basis of a triennial valuation using the projected unit method. The most recent triennial valuation was at 31st March 2010 and as a result of this valuation the employer's contribution was increased to 23.5% from 1st April 2011. This increase has been made on the advice of the scheme advisers to account for an under-funding to the scheme.

The valuation showed the funding levels had reduced since the previous valuation and that funding levels are 80.1% of scheme liabilities. Based on this assessment the managers of the scheme recommended an increase in the required employer contribution rate, as above. Contributions to the scheme are charged to the income and expenditure account so as to spread the cost of pensions over the employees' working lives with the company. The scheme is part of a multi-employer scheme.

## Notes to the financial statements for the year ended 31st March 2012 (continued)

**4 Pension costs (continued)**

The figures set out below are the result of the valuation, specific to the company, at 31st March 2012 for the purpose of FRSSE 2008 by a qualified independent actuary

Assumptions	2012	2011
	%	%
Rate of increase in salaries *	4.8	5.1
Rate of increase in pensions payments	2.5	2.8
Discount rate	4.8	5.5
Rate of inflation	2.8	2.8

\* Salary increases are 1% per annum nominal for the year to 31st March 2011 and the year to 31st March 2012 reverting to 5.1% thereafter

## Value of scheme assets and liabilities

	31st March 12	31st March 11
	£'000	£'000
Market value of assets	5,088	5,035
Present value of the scheme liabilities	(6,110)	(5,786)
(Deficit) in the scheme	(1,022)	(751)

## Movement in the (deficit) during the year

	2012 £'000	2011 £'000
(Deficit) in the scheme at the beginning of the year	(751)	(2,675)
Movement in the year		
Current service costs	(29)	(153)
Contributions	33	144
Contributions in respect of unfunded benefits	4	3
Past service costs	-	726
Interest return / (costs)	34	(32)
Losses/Gains on Curtailments and Settlements	-	(27)
Actuarial (loss) / gain	(313)	1,263
(Deficit) in the scheme at the end of the year	<u>(1,022)</u>	<u>(751)</u>

Included in other creditors is £3,505 (2011 £3,466) representing contributions payable to the defined benefit scheme. Estimated employer's contributions for the year to 31st March 2013 will be £33,000

## Notes to the financial statements for the year ended 31st March 2012 (continued)

**5 Debtors**

	2012 £	2011 £
Funding receivable	40,344	7,366
Other debtors	47,462	46,045
	<u>87,806</u>	<u>53,411</u>

**6 Cash at bank and in hand**

Included within cash at bank is £2,169 (2011 £1,350) which represents client monies

**7 Creditors and deferred income:****Creditors: amounts falling due within one year**

	2012 £	2011 £
Trade creditors	31,070	36,810
Taxation and social security costs	29,659	37,150
Other creditors	86,120	285,371
	<u>146,849</u>	<u>359,331</u>

**Deferred income: other creditors includes deferred income of £24,437 (2011: £236,714)**

**Movement in deferred income is as follows:-**

	2012 £	2011 £
Deferred income brought forward	236,714	362,488
Released from prior years	(235,650)	(361,424)
Incoming resources deferred	23,373	235,650
Deferred income carried forward	<u>24,437</u>	<u>236,714</u>

## Notes to the financial statements for the year ended 31st March 2012 (continued)

**8 Analysis of net current assets between funds**

	2012	2011
	£	£
Restricted funds		
Generalist Service	20,811	10,646
HIV Service	145,292	96,056
Housebound Service	-	9,280
Camden Health Outreach Service	3,550	(987)
Islington GP Surgeries	23,812	32,130
Royal Free Hospital	14,566	7,060
Great Ormond Street Hospital	(9,644)	(2,214)
James Wigg GP Practice	2,416	1,829
St Pancras Hospital	(1,108)	(538)
Financial Capability Project	7,496	5,446
Citizens Advice Horizons	2,405	-
	<u>209,596</u>	<u>158,708</u>
Unrestricted funds	<u>158,761</u>	<u>143,759</u>
	<u>368,357</u>	<u>302,467</u>

**9 Movement of funds**

	Balance 1 4 11	Movement in Resources		Balance 31 3 12
	£	Incoming £	Outgoing £	£
Restricted funds				
Generalist Service	10,646	910,075	(899,910)	20,811
HIV Service	96,056	208,223	(158,987)	145,292
Housebound Service	9,280	23,303	(28,307)	4,276
Camden Health Outreach Service	(987)	66,621	(62,084)	3,550
F2F Disability Project	-	345,112	(345,112)	-
Islington GP Surgeries	32,130	149,000	(157,318)	23,812
Royal Free Hospital	7,060	101,920	(94,414)	14,566
Great Ormond Street Hospital	(2,214)	92,065	(99,495)	(9,644)
James Wigg GP Practice	1,829	13,385	(12,798)	2,416
St Pancras Hospital	(538)	8,509	(9,079)	(1,108)
Financial Capability Project	5,446	2,250	(200)	7,496
Camden Futures	-	1,000	(1,000)	-
Volunteer Unit	-	7,920	(7,920)	-
Citizens Advice Horizons	-	27,000	(24,595)	2,405
Transition Fund	-	20,238	(20,238)	-
Rent grant	-	25,650	(25,650)	-
Transfer Housebound funds	-	-	-	(4,276)
	<u>158,708</u>	<u>2,002,271</u>	<u>(1,947,107)</u>	<u>209,596</u>

It will be noted that surpluses and deficits arise during the life of our projects due to changes in cost structures, incidence of receipt of income, etc. Deficits are funded as needed from our unrestricted reserves



## Notes to the financial statements for the year ended 31st March 2012 (continued)

**10 Analysis of net assets between funds**

	Unrestricted funds £	Restricted funds £	Total Funds £
Debtors	-	87,806	87,806
Cash at bank	158,761	268,639	427,400
Creditors	-	(146,849)	(146,849)
Total net assets	158,761	209,596	368,357

**11 Financial commitments****Obligations under leases**

At 31st March 2012 the company had annual commitments under non-cancellable operating leases as follows

	2012 £	2011 £
Property operating leases which expire within the next year	- p a	24,600 p a
In the 2nd to 5th years	52,000 p a	52,000 p a
After 5 years	50,000 p a	50,000 p a

On 9th August 2011 the lease that the company held on Grafton Road was terminated. In addition, the company rents premises at Troutbeck and Holborn library for a peppercorn rent. For SORP 2005 purposes the valuation of these rentals are shown as donations by way of grants and as a rental cost to the company. For the year 2011-12 this equates to £25,650 and for the year 2012-2013 £52,000.

**12 Funds**

Unrestricted funds comprise those funds which the Trustees are free to use in accordance with the charitable objects.

Designated funds are funds set aside by the Trustees out of unrestricted general funds for specific purposes such as buildings maintenance.

Restricted funds are funds which have been given for particular purposes and projects.

Transfers between funds arise primarily to fund specific designated projects or to fund deficits on restricted funds.

**13 Related parties**

The company operates with related parties, other charities and organisations on a variety of levels. This involves dealing with local charities and organisations in which the directors may have an involvement. Where one of the directors holds the position of trustee/director of another charity there will be involvement in the discussions but not in the ultimate decision making.

During the year, the company paid £34,258 in respect of building work at Kentish Town CAB, to a company in which G. Mohindra, director/ trustee, has an indirect interest.

The company pays a premium for professional indemnity insurance for its Trustees which is included within the total insurance premium payable each year. It is not separately identifiable.