

Company no 3110908  
Charity no 1050358

**The RCJ Citizens Advice Bureau**  
**Report and Financial Statements**  
**31 March 2013**



**sayer vincent**

*auditors and advisors*

**The RCJ Citizens Advice Bureau**

**Reference and administrative details**

**For the year ended 31 March 2013**

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<b>Company number</b>	3110908
<b>Charity number</b>	1050358
<b>Registered office</b>	5th Floor, 6 St Andrews Street London EC4A 3AE
<b>Operational address</b>	Royal Courts of Justice Strand London WC2A 2LL
<b>Trustees</b>	Directors, who are also trustees under charity law, who served during the year and up to the date of this report are detailed within the directors' report
<b>Company secretary</b>	TMF Corporate Administration Services Ltd 5th Floor, 6 St Andrews Street London EC4A 3AE
<b>Bankers</b>	C Hoare & Co Limited 37 Fleet Street, London EC4P 4DQ
<b>Solicitors</b>	Clifford Chance 10 Upper Bank Street, London E14 5JJ
<b>Auditors</b>	Sayer Vincent Chartered accountants and statutory auditors 8 Angel Gate City Road London EC1V 2SJ

## **The RCJ Citizens Advice Bureau**

### **Report of the directors**

#### **For the year ended 31 March 2013**

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The directors present their report and the audited financial statements for the year ended 31 March 2013

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities (SORP 2005)

#### **Objectives and activities**

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of those having business at the Royal Courts of Justice or living, visiting or working in the London area

#### **The principal activities of the Bureau are:**

- Legal advice to litigants in person in civil and family law matters funded by the Legal Services Commission
- Advice and support to victims of miscarriages of justice funded by the Ministry of Justice
- Specialist bankruptcy and money advice service funded by Money Advice Service (MAS) through the Toynbee Hall Capitalise Partnership
- Equalities and employment advice and training funded by the Big Lottery Transition fund and RCJ Advice Bureau
- Access to generalist and specialist advice on all areas of social welfare law across London funded by London Councils
- Islington Citizens Advice Bureau funded by Islington Council
- Training and other activities to young people living in social housing in Islington to increase their confidence money, budgeting and dealing with debt funded by the Big Lottery

The Charity benefits from a significant donation of time from volunteers who provide generalist and specialist advice to members of the public or who volunteer in administrative roles or as a trustee of the Charity. In accordance with the SORP, this time is not included in the accounts

#### **Structure, governance & management**

##### **Governing document**

The RCJ Citizens Advice Bureau ("The Bureau") is a charitable company limited by guarantee, incorporated on 6 October 1995 and registered as a charity on 3 November 1995. The Bureau commenced trading on 7 November 1995. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

All directors give their time voluntarily and receive no benefits from the Charity. Any expenses reclaimed from the Charity are set out in note 5 to the accounts.

## **The RCJ Citizens Advice Bureau**

### **Report of the directors**

**For the year ended 31 March 2013**

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#### **Appointment of directors/management committee**

Under the requirements of the Memorandum and Articles of Association all elected Directors shall retire from office at the third annual general meeting following the annual general meeting at which they were elected but may be re-elected. At each of the first three annual general meetings following adoption of these Articles one third of the elected Directors shall retire in rotation but may be re-elected.

Directors are historically recruited from the founding firms of the Bureau. The Chief Executive is responsible for delivering an induction programme to all new directors. Training opportunities are offered to all directors and a skills audit is conducted biannually. The current directors have agreed that open recruitment will be applied to director vacancies going forward.

#### **Organisational structure**

The Management Committee ("the Committee") meets quarterly and is responsible for the strategic direction and policy of the Charity. At present the Committee has 19 members from a variety of professional backgrounds relevant to the work of the Charity. A scheme of delegation is in place and day to day responsibility for the operation of the Bureau services rests with the Chief Executive. Client services and delivery is the responsibility of the Legal Services Manager and personnel, ICT and finance matters are the responsibility of the Director of Finance.

#### **Connected organisations**

The Bureau is a member of Citizens Advice. Citizens Advice Bureaux delivering advice services are all individual charities and Citizens Advice itself is also a registered charity, as well as being the membership organisation for the bureaux.

#### **Directors**

The following people were directors of the Charity on the date of approval of the report or had been directors during the course of the year.

Nicholas Mark Atkins  
John Hine  
Graham Paul Kingsby Huntley  
Robin Knowles CBE QC  
Sarah Tien Mee Lee  
Kathryn Elizabeth Ludlow  
His Honour Judge David Lindsay Mackie CBE QC  
The Right Honourable Lord Justice Mummery  
Robert Nightingale MBE  
Kevin John Perry  
Ali Sallaway  
Mona Bina Ann Mary Vaswani  
Alex Carruthers  
James Levy  
Roger Leese  
Paul Thwaite

## **The RCJ Citizens Advice Bureau**

### **Report of the directors**

#### **For the year ended 31 March 2013**

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The directors of the company are also trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. The Charity is also a company limited by guarantee and has no share capital.

#### **Financial review**

This year we have faced significant challenges in securing the Bureau's financial sustainability going forward. Like most other not for profit providers we had to manage the impact of the legal aid reform and public sector cuts. Funding cuts have resulted in our Legal Services Commission grant (which funded our core civil and family legal service for the last eight years) and our London Councils grant (which funded our social welfare advice service) ending on 31st March 2013.

Notwithstanding the challenging financial environment strong financial management and change management to develop and adapt our services to meet future needs has enabled the Bureau to achieve a good financial result in 2012/13 and to secure new funding streams. These funding streams will take us forward in the short to medium term and will secure our services which are meeting a significant and increasing need.

The result for the year shows an increase in general reserves of £27,743 and an increase in restricted reserves of £77,746. During the year we have reduced our overhead costs including a restructure of our Senior Management Team and a reduction of our administrative costs.

The Charity's incoming resources for the year were £2,738,492 compared to £2,570,250 in the year 2011/12. The increase in income results from the inclusion of pro bono legal advice in relation to human resources issues provided by Herbert Smith Freehills LLP valued at £117,966, pro bono services provided by Freshfields Bruckhaus Deringer LLP valued at £9,527 in developing the CourtNav online application in partnership with the Bureau, new funding streams for CourtNav development of £118,500, and the Big Lottery Islington Financial Inclusion Project of £85,774. These resources offset the one off funding from the Big Lottery Transition fund of £170,000 received last year. The bankruptcy and debt service was commissioned on an outcomes funded contract basis this year which replaced the previous grant and resulted in an increase in income of £54,835.

Funding for the Employment and Equalities advice service from the European and Human Rights Commission ceased on 31st March 2012. After a seven month trial period, funded by the Big Lottery Transition Fund, during which the Bureau attempted to make the service self-sustainable through income generation the Directors reluctantly made the decision to cease the service due to a lack of opportunity to generate viable streams of income.

We are grateful for the continuing support of corporate donors for their generous donations of funds and pro bono support. This year, as well as including a value on the services in kind received by way of pro bono work of the Honorary Legal Advisers, we have included a value for the pro bono assistance provided in relation to human resources advice and the development of CourtNav. This equates to a total estimated value of £1,308,493 and shows the huge contribution made through these gifts.

## **The RCJ Citizens Advice Bureau**

### **Report of the directors**

#### **For the year ended 31 March 2013**

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The Bureau's total expenditure in 2012/13 was £2,633,003 compared to £2,486,056 in 2011/12. The increase in expenditure relates to the costs of development of the CourtNav online tool, offsetting entries for pro bono human resource support and advice and CourtNav development support, the increased outcomes delivered under the MAS debt contract, and the first quarter's costs of the new Islington Financial Inclusion project. During the year the Bureau invested £26,854 in upgrading its IT infrastructure and network to support the on-going development and delivery of our services.

The resulting surplus for the year was £105,489 with an increase in general reserves of £27,743 and a net increase of £77,746 in restricted reserves. Restricted reserves carried forward include £53,910 from Islington Council towards the social welfare telephone advice service in 2013/14, £19,677 funds towards the development of the county court module in the CourtNav online tool, £65,712 of Big Lottery funding for the Islington Financial Inclusion project, and £17,649 for the Miscarriage of Justice project.

Unrestricted funds of £1,522 were transferred to the general fund from the unrestricted funds. This transfer is made up from two elements, the amount by which expenditure on services exceeds restricted fund income and is subsidised from general reserves and the net book value of capital expenditure which has been met from restricted funds and is transferred to unrestricted reserves to be written off in future years. At the 31 March 2013 the Charity held funds of £524,389 of which £156,948 related to restricted funds and £367,441 was unrestricted funds. Of the unrestricted funds £27,743 was tied up in fixed assets (2012 £8,233).

#### **Reserves policy and risk management**

The Directors have reviewed the reserves of the Charity. The review encompassed an analysis of current and future income streams, the identification of the core services that are provided by the Charity and the likelihood of income continuing in the future. This analysis was considered alongside a review of committed expenditure for all service delivery areas, cash flow and consideration of the major risks to which the Charity is exposed. The Directors consider that it may take up to six months to replace funding for the Charity's core services and/or to restructure the service in response to a reduction in funding. Accordingly, the reserve should represent the expenditure that would be incurred in delivering the Charity's core services for a period of approximately six months. At current levels of activity, the reserves should fall within the range of approximately £250,000 to £340,000.

The Committee has assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity and is satisfied that systems are in place to mitigate our exposure to the major risks. A detailed complaints procedure is in place and clients are advised of this when their case is taken on. A full complaints report is presented to the directors on a quarterly basis. Health and Safety is within the remit of the Director of Finance and a full health and safety assessment, encompassing all aspects of operations and finance is submitted to the Employment and Finance Sub-Committee on an annual basis.

## **The RCJ Citizens Advice Bureau**

### **Report of the directors**

**For the year ended 31 March 2013**

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#### **Achievements and Performance**

2012/13 saw the Bureau work within the objectives specified in our Strategic Plan specifically focusing on the need to

- Demonstrate value,
- Respond to need,
- Promote our service, and
- Share our vision

#### **Under the ‘demonstrate value’ objective:**

- Each team exceeded their target outputs and outcomes and could therefore demonstrate value for money to funders
- We commissioned a number of external contracts to achieve value for money. This includes sharing back office costs with Camden CAB through the London Borough of Camden delivering both bureau's ICT support and
- We increased our volunteer workforce and now have over 170 voluntary solicitors and nearly 100 CAB volunteers

#### **Under the “respond to need” objective:**

The Bureau responded to an increased need for free legal advice and we are continually reviewing the effectiveness of our services and have restructured services to improve access. Our achievements included

- We created a dedicated telephone site which from 2013 delivers both the RCJ Advice Line and a new Islington Advice Line which is the gateway for advice from Islington Advice Alliance partners. Our generalist service at First Avenue House provides generalist advice through appointments booked through the phone line. We have also piloted email bookings and email advice and are introducing an email service in June 2013.
- We have delivered Islington Citizens Advice Bureau with effect from 4th April 2011. This bureau has responded to increased needs due to welfare benefit reforms and works closely with Islington Advice Alliance partners and the local authority to ensure people affected by the changes receive advice.
- We are the lead partner for a Big Lottery funded partnership project (FIT money) which works with young people in social housing in Islington on financial confidence.
- We expanded our civil and family law services to meet the increased need for advice from Litigants in Person. For both services we operate emergency and drop in services alongside appointments. Our civil team provide an emergency advice services for Litigants in Person in the Interim Applications Court of the Queens Bench Division of the High Court which has now been extended to a duty advocacy scheme in partnership with the Bar Pro Bono Unit, LawWorks and the Personal Support Unit.

## **The RCJ Citizens Advice Bureau**

### **Report of the directors**

#### **For the year ended 31 March 2013**

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- We have introduced a significant development, initially for divorce, with the launch of CourtNav, our on line application developed in partnership with Freshfields Bruckhaus Deringer LLP. This application will allow clients needing to complete complex court forms access to easy to understand questions that populate the forms. The content of the form can then be checked on line by a solicitor.
- In response to our Legal Service Commission funding ending, we developed an innovative London wide partnership model, Advice and Support for Litigants in Person (ASLIP London) which we will be introducing in July 2013 and will be seeking to expand to other regions.
- We increased the number of people who we assisted to 11,454 which is a slight increase on the previous year of 11,205.
- Our enquiry level remains high with welfare benefits (3,488), debt (3,281), legal (1,557), family (1,063) and housing (1,384) dominating.
- We secured a Housing and Debt contract from the Legal Aid Agency.
- Demographic data confirms that a diverse community are accessing the Bureau's services. We have increased our use of Language Line and BSL interpreters to ensure that our service is accessible.
- We continue to actively seek client feedback to inform service developments. This includes
  - Consulting Litigants in Person on Going to Court leaflets
  - Providing a feedback facility at each site
  - Responding to requests for additional access routes, e.g. email

#### **Under the "promote our service" objective:**

- We included Going to Court materials on our website.
- We maintain 'Twitter' accounts for RCJ Advice Bureau, Islington CAB and our Miscarriages of Justice Support Service.
- We have participated in social policy campaigns and the Bureau leads the London wide Social Policy group.
- We have actively worked on legal aid policy, responding to the legal aid reforms consultation and participating in 'Justice for all' activities.

#### **Under the 'share our vision' objective:**

We have enhanced our partnership work and contributed our areas of expertise to exciting service developments, including

- Working with Commonweal to devise a project to provide accommodation for Miscarriages of Justice clients who leave the Court of Appeal with no suitable accommodation. Commonweal will lead on the provision of accommodation and we will contribute our expertise in providing advice and support to Miscarriages of Justice clients.



## **The RCJ Citizens Advice Bureau**

### **Report of the directors**

#### **For the year ended 31 March 2013**

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- We have introduced greater transparency to financial and management decisions in the Bureau and consulted with paid staff and volunteers on a regular basis, and
- We have held quarterly staff and volunteer meetings to sustain and review our vision for our organisation

#### **Plans for future periods**

Legal advice is more needed than ever but front line services are being hit hard. Sustainability is a major challenge. Traditional forms of funding are ending and new sources have yet to materialise.

In recent years RCJ Advice Bureau has grown its annual income and levels of reserves and secured additional significant services including Islington CAB. Like most other Not for Profit providers we now face considerable challenges in relation to legal aid reform and public sector cuts and the Legal Services Commission grant that has funded civil and family legal service for the last eight years ended on the 31st March 2013.

We provide vital and exceptional support to Litigants in Person. The government is drastically reducing the scope of legal aid. Legal aid will no longer be available for most civil and family matters, subject to a new limited funding scheme for exceptional cases.

Litigants in Person are highly likely to increase in number due to the proposed legal aid reforms so demands for our service are increasing and will continue to grow. For example, in family law at any one time, an estimated 210,000 people will be affected by the withdrawal of legal aid in relation to divorce and children cases. The increase in Litigants in Person has been highlighted by judges, magistrates, practitioners and support groups. There are also fears that HM Courts and Tribunals Service's plans to cut counter services will create significant problems, with unrepresented parties left struggling for information. These factors will have a negative impact on access to justice.

In addition, our social welfare law services are meeting high demands for service. The Welfare Reform Bill currently has brought in the biggest changes to the welfare system for 60 years, including the introduction of universal credit, the replacement of disability living allowance with a personal independence payment, the introduction of a household benefit cap, and the abolition of the discretionary social fund.

We have identified four broad aims for our 2013 - 2016 Business Plan:

- To provide Litigants in Person with access to legal advice
- To respond to the information and advice needs of marginalised and vulnerable individuals and communities
- To innovate in order to ensure confident and capable individuals are supported to help themselves
- To build a strong and sustainable organisation

## **The RCJ Citizens Advice Bureau**

### **Report of the directors**

**For the year ended 31 March 2013**

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#### **Public benefit**

The directors have referred to the guidance contained in the Charity Commission's general guidance on public benefit in reviewing the Charity's aims and objectives and in planning its future activities. In particular, the directors consider how planned activities will contribute to the aims and objectives that have been set.

The directors confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

The directors confirm the following in relation to the two key principles of public benefit:

#### **Principle 1: There must be an identifiable benefit or benefits**

The Bureau's charitable purpose is enshrined in the Articles that were adopted in May 2011. We replaced our existing Articles of Association in order to extend the objects to clarify, for the avoidance of doubt, that the Islington Citizens Advice Bureau is within the objects of the Bureau, and to bring the Articles of Association into line with the model form Citizens Advice Bureau Articles of Association.

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of those having business at the Royal Courts of Justice or living, visiting or working in the London area.

The directors review the activities of the Charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to its aims. No detriment or harm arising from the activities undertaken by RCJ Advice Bureau, including Islington CAB, has been identified.

#### **Principle 2: Benefit must be to the public or a section of the public**

The beneficiaries are individuals having business at the Royal Courts of Justice or living, visiting or working in the London area. We have London Councils' funding for a London wide service and our debt work is under a London wide contract. A small number of clients, experiencing a miscarriage of justice dealt with at the Royal Courts of Justice live outside London, as do a proportion of our Litigants in Person clients.

No fees are charged to individuals for our services to ensure maximum access and we promote our services widely in order to reach vulnerable sections of the community.

A number of private benefits arise from the activities of the Charity. Individual clients may benefit as a result of obtaining legal advice from the Charity. The Charity also employs and remunerates staff. These are incidental benefits arising from carrying out the Charity's aims.

## **The RCJ Citizens Advice Bureau**

### **Report of the directors**

**For the year ended 31 March 2013**

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#### **Statement of directors' responsibilities**

The directors (who are also trustees of The RCJ Citizens Advice Bureau for the purposes of charity law) are responsible for preparing the directors' 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 directors to prepare financial statements for each financial year which 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 for that period. In preparing these financial statements, the directors are required to

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities' SORP,
- make judgements and 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, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation

The directors are responsible for keeping proper accounting records that 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.

In so far as the directors are aware

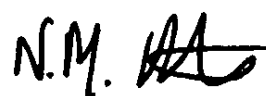
- there is no relevant audit information of which the charitable company's auditors are unaware, and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

The directors 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.

#### **Auditors**

Sayer Vincent were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

Approved by the directors on 24 July 2013 and signed on their behalf by



Nicholas Mark Atkins  
Director

## **Independent auditors' report**

### **To the members of**

#### **The RCJ Citizens Advice Bureau**

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We have audited the financial statements of The RCJ Advice Bureau for the year ended 31 March 2013 which comprise the statement of financial activities, balance sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's 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 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**

As explained more fully in the Statement of Directors' responsibilities set out in the directors' report, 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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

#### **Scope of the audit of the financial statements**

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

#### **Opinion on financial statements**

In our opinion the financial statements

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2013 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.

#### **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 directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the directors' report.

*Pamela Craig*

*13 August 2013*

*for and on behalf of Sayer Vincent, Statutory Auditors*

*Sayer Vincent, 8 Angel Gate, City Road, LONDON EC1V 2SJ*

**The RCJ Citizens Advice Bureau**

**Statement of Financial Activities (incorporating an Income and Expenditure Account)**

**For the year ended 31 March 2013**

	Note	Restricted £	Unrestricted £	2013 Total £	2012 Total £
<b>Incoming resources</b>					
<i>Incoming resources from generated funds</i>					
Voluntary income	2	-	1,389,849	<b>1,389,849</b>	1,325,081
Activities for generating funds		-	2,263	<b>2,263</b>	346
Investment income		-	2,115	<b>2,115</b>	1,832
<i>Incoming resources from charitable activities</i>					
Bankruptcy & debt	3	330,105	60	<b>330,165</b>	275,530
Civil & family		259,700	-	<b>259,700</b>	298,852
CourtNav		118,500	-	<b>118,500</b>	-
Islington CAB		300,000	-	<b>300,000</b>	334,034
Islington Financial Inclusion		85,774	-	<b>85,774</b>	-
Miscarriage of Justice		153,589	-	<b>153,589</b>	135,903
Social welfare		86,720	3,205	<b>89,925</b>	91,122
Telephone Advice Line		6,000	-	<b>6,000</b>	-
Public Information & Access		-	-	-	62,550
<b>Total incoming resources from continuing activities</b>		<b>1,340,388</b>	<b>1,397,492</b>	<b>2,737,880</b>	2,525,250
<i>Discontinued operations</i>					
Equalities		-	612	<b>612</b>	45,000
<b>Total incoming resources</b>		<b>1,340,388</b>	<b>1,398,104</b>	<b>2,738,492</b>	2,570,250
<b>Resources expended</b>					
<i>Costs of generating funds</i>					
Costs of generating voluntary income	4	-	2,993	<b>2,993</b>	57,373
<i>Charitable activities</i>					
Bankruptcy & debt		330,656	36,986	<b>367,642</b>	287,977
Civil & family		260,850	1,212,470	<b>1,473,320</b>	1,484,909
CourtNav		98,823	9,527	<b>108,350</b>	-
Islington CAB		297,074	37,995	<b>335,069</b>	298,721
Islington Financial Inclusion		20,062	1,511	<b>21,573</b>	-
Miscarriage of Justice		135,940	18,135	<b>154,075</b>	137,534
Social welfare		94,715	8,438	<b>103,153</b>	101,194
Public Information & Access		-	-	-	62,568
<i>Governance costs</i>		-	17,362	<b>17,362</b>	10,318
<b>Total resources expended from continuing activities</b>		<b>1,238,120</b>	<b>1,345,417</b>	<b>2,583,537</b>	2,440,594
<i>Discontinued operations</i>					
Equalities		23,000	26,466	<b>49,466</b>	45,462
<b>Total resources expended</b>		<b>1,261,120</b>	<b>1,371,883</b>	<b>2,633,003</b>	2,486,056
<b>Net incoming/(outgoing) resources before transfers</b>	5				
Continuing operations		102,268	52,075	<b>154,343</b>	84,656
Discontinued operations		(23,000)	(25,854)	<b>(48,854)</b>	(462)
		<b>79,268</b>	<b>26,221</b>	<b>105,489</b>	85,118
Gross transfers between funds	12	(1,522)	1,522	-	-
<b>Net movement in funds</b>	12	<b>77,746</b>	<b>27,743</b>	<b>105,489</b>	-
<b>Reconciliation of funds</b>					
Total funds brought forward		<b>79,202</b>	<b>339,698</b>	<b>418,900</b>	334,706
<b>Total funds carried forward</b>		<b>156,948</b>	<b>367,441</b>	<b>524,389</b>	334,706

There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 12 to the financial statements

**The RCJ Citizens Advice Bureau**

**Balance sheet**

**Company no. 3110908**

**31 March 2013**

	Note	£	2013 £	2012 £
<b>Fixed assets</b>	8		<u>26,724</u>	<u>8,233</u>
			<b>26,724</b>	<b>8,233</b>
<b>Current assets</b>				
Debtors	9	176,780		70,243
Cash at bank and in hand		<u>450,951</u>		<u>438,686</u>
		<b>627,731</b>		<b>508,929</b>
<b>Liabilities</b>				
Creditors amounts due within one year	10	<u>130,066</u>		<u>98,262</u>
<b>Net current assets</b>			<u>497,665</u>	<u>410,667</u>
<b>Net assets</b>	11		<u><u>524,389</u></u>	<u><u>418,900</u></u>
 <b>The funds of the charity</b>				
Restricted funds			156,948	79,202
Unrestricted funds				
Designated funds			26,724	8,233
General funds - free reserves			<u>340,717</u>	<u>331,465</u>
<b>Total charity funds</b>			<u><u>524,389</u></u>	<u><u>418,900</u></u>

Approved by the directors on 24 July 2013 and signed on their behalf by



Nicholas Mark Atkins - Treasurer

## **The RCJ Citizens Advice Bureau**

### **Notes to the financial statements**

#### **For the year ended 31 March 2013**

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##### **1 Accounting policies**

- a) The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards and the Companies Act 2006. They follow the recommendations in the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005).

The charity has taken advantage of the exemption from preparing a cash flow statement conferred by Financial Reporting Standard No 1 on the grounds that it qualifies as a small company under the Companies Act 2006.

- b) Voluntary income is received by way of donations and gifts and is included in full in the statement of financial activities when receivable.
- c) Revenue grants are credited to the statement of financial activities when received or receivable whichever is earlier.

Where unconditional entitlement to grants receivable is dependent upon fulfilment of conditions within the charity's control, the incoming resources are recognised when there is sufficient evidence that conditions will be met. Where there is uncertainty as to whether the charity can meet such conditions the incoming resource is deferred.

- d) Donated services and facilities are recognised as income and expenditure in the financial statements when companies or individuals offer their professional expertise pro bono. The value of these donated services and facilities is an estimated figure based upon the valuation the professional individual or organisation places upon the time, services and facilities they have provided to the charity. Individuals offering their time to work in areas where they are not undertaking their profession are classified as volunteers and their time is not quantified in the accounts, but is recognised in the directors' report. All of these amounts are treated as unrestricted donations.
- e) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.
- f) Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.
- g) Designated funds are unrestricted funds earmarked by the directors for particular purposes.
- h) Costs of generating funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.
- i) Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered. The charity deregistered from VAT in November 2012.

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned first to restricted funds in accordance with the time spent on the activity which is met by the funder. The balance of central function costs is apportioned across activities on the basis of the percentage of staff numbers working on each activity to all staff.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

## The RCJ Citizens Advice Bureau

### Notes to the financial statements

#### For the year ended 31 March 2013

##### 1 Accounting policies (continued)

- j) A straight line method of depreciation is used, writing down tangible fixed assets over their useful economic lives. Depreciation is calculated as follows

Office and computer equipment

4 years - straight line method

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

- k) The charity operates a defined benefit scheme for its employees and contributes to the personal pension plan of employees. Contributions are charged to the financial statements as they become payable.

The charity previously participated in a defined benefit pension scheme where its contributions are affected by any surplus or deficit in the scheme but is unable to identify its share of the underlying assets and liabilities in the scheme on a consistent and reliable basis. In accordance with FRS 17, the charity has therefore treated its pension contributions to the scheme as if they were paid to a defined contribution scheme.

The scheme is now closed and contributions amount to £2,400 per annum in respect of the one remaining member of this scheme.

- l) Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the Statement of Financial Activities on a straight line basis over the minimum lease term.

##### 2 Voluntary incoming resources

	Restricted £	Unrestricted £	2013 Total £	2012 Total £
Big Lottery Transition Fund	-	-	-	79,035
Allen & Overy LLP	-	5,000	5,000	5,000
Clyde & Co LLP	-	8,000	8,000	8,000
Freshfields Bruckhaus Deringer LLP	-	10,000	10,000	10,000
Herbert Smith Freehills LLP	-	5,000	5,000	5,000
Linklaters LLP	-	30,000	30,000	5,000
London Legal Walks	-	15,441	15,441	21,500
Slaughter & May Charitable Trust	-	5,000	5,000	5,000
Weil, Gotshal & Manges LLP	-	2,000	2,000	2,000
11KBW Donation	-	-	-	3,000
Pro bono legal services *	-	1,181,000	1,181,000	1,181,000
Pro bono human resources services **	-	117,966	117,966	-
Pro bono consultancy ***	-	9,527	9,527	-
Other donations & gift aid	-	915	915	546
<b>Total</b>	<b>-</b>	<b>1,389,849</b>	<b>1,389,849</b>	<b>1,325,081</b>

\* The pro bono legal services represents services provided by lawyers working in approximately 60 City firms who provide free legal advice to people who do not have solicitors representing them. The value of the donated services is an estimated figure based on the average value the lawyers' firm places on their time. The input of donated time and costs is estimated to be the same level as in the previous year.

\*\* The pro bono human resources services represents support and advice provided by Herbert Smith Freehills LLP on specific employment and general human resource matters during the year. The value is based on hours of service provided costed at the value the firm places on their time.

\*\*\* The pro bono consultancy services represents consultancy time provided by Freshfields Bruckhaus Deringer LLP for the development of the CourtNav online application. The donation is based on pro bono hours valued at the London Benchmarking Group rates.



**The RCJ Citizens Advice Bureau**

**Notes to the financial statements**

**For the year ended 31 March 2013**

**3 Incoming resources from charitable activities**

	Restricted £	Unrestricted £	2013 Total £	2012 Total £
<b>Bankruptcy &amp; debt</b>				
Capitalise Money Advice Service ( formally BISS )	330,000	-	330,000	268,030
CitA Project Grants	105	-	105	-
CitA grant Hoxton Apprenticeships	-	-	-	7,500
Other income	-	60	60	-
<b>Civil &amp; family</b>				
Legal Services Commission	254,700	-	254,700	283,000
Big Lottery Transition Fund	-	-	-	15,852
London Legal Support Trust	5,000	-	5,000	-
<b>CourtNAV</b>				
Ministry of Justice	75,000	-	75,000	-
Freshfields Bruckhaus Deringer LLP	28,500	-	28,500	-
The John Ellerman Foundation	15,000	-	15,000	-
<b>Islington CAB</b>				
Citizens Advice Islington	300,000	-	300,000	320,000
CitA Project Grants	-	-	-	873
Big Lottery Transition Fund	-	-	-	13,161
<b>Islington Financial Inclusion Project</b>				
Big Lottery	85,774	-	85,774	-
<b>Miscarriage of Justice</b>				
Ministry of Justice	153,589	-	153,589	135,903
<b>Equalities &amp; Employment</b>				
European & Human Rights Commission	-	-	-	40,000
CitA project grants	-	-	-	5,000
<b>Social welfare</b>				
London Councils	86,720	-	86,720	86,720
Other income	-	3,205	3,205	-
Big Lottery Transition Fund	-	-	-	4,402
CitA Telephony grant	6,000	-	6,000	-
<b>Public Information &amp; Access</b>				
Big Lottery Transition Fund	-	-	-	57,550
Access to Justice	-	-	-	5,000
<b>Total</b>	<b>1,340,388</b>	<b>3,265</b>	<b>1,343,653</b>	<b>1,242,991</b>

**London Councils Section 37 Statement**

Under section 37 of the Local Government and Housing Act 1989, we are required to report specifically on grant aid of £86,720 (2012- £86,720) from London Councils to improve access to legal casework, case preparation and representation to all areas of social welfare law, increase access to information, advice and advocacy in relation to all areas of social welfare law, increase awareness and knowledge of rights & benefits entitlements, improve referral arrangements between voluntary organisations, London boroughs and other service providers, actively promote equality for disadvantaged groups. The grant was fully used for this purpose during the year.

The RCJ Citizens Advice Bureau  
Notes to the financial statements  
For the year ended 31 March 2013

4 Total resources expended	Cost of generating funds	Bankruptcy & debt	Civil & family	CourtNav	Equalities & Employment	Islington CAB	Islington Financial Confidence	Miscarriage of Justice	Social welfare	Governance Costs	Support Costs	2013 Total	2012
	£	£	£	£	£	£	£	£	£	£	£	£	£
Staff costs (Note 5)	-	228 161	193 779	-	40 504	216 744	11 266	102 348	51 845	-	184 560	1 029 207	1 036 527
Pro bono legal advice	-	-	1 181 000	-	-	-	-	-	-	-	-	1 181 000	1 181 000
Pro bono human resources support	-	-	-	-	-	-	-	-	-	-	117 966	117 966	-
Pro bono consultancy	-	-	-	9 527	-	-	-	-	-	-	-	9 527	-
Other staff costs	-	2 397	6 279	13	94	3 983	3 130	1 245	5 617	-	9 887	32 645	26 624
Volunteer's expenses	-	-	5 790	-	-	5 102	-	17	7 074	-	-	17 983	21 882
Travel and subsistence	-	11	-	313	1	221	-	2 850	149	-	236	3 781	4 948
Office costs	-	344	331	10	-	11 277	140	312	2 632	-	16 117	31 163	32 174
Premises and insurance costs	-	-	-	-	-	-	2 381	-	2 381	-	4 249	9 011	4 113
IT & Equipment	-	-	-	53	-	2 550	-	-	720	-	38 262	41 585	32 125
Marketing & Fundraising	1 280	10	-	-	-	165	-	-	-	-	-	1 475	1 833
Client Event	-	-	-	-	-	-	-	-	-	-	-	-	2 875
Consultant & Professional fees	-	18 000	1 656	91 200	-	-	88	4 888	3 208	13 789	-	132 829	105 894
Depreciation	-	-	-	-	-	1 032	303	-	1 670	-	8 675	11 880	22 220
Library & Books	-	50	770	-	762	1 251	-	126	-	-	1 568	4 547	4 209
Interpretation costs	-	-	-	-	-	3 669	-	-	-	-	60	3 729	4 378
Miscellaneous costs	-	570	-	-	-	99	-	20	48	2 743	1 395	4 875	5 254
Support Costs	1 280	249 543	1 389 605	101 116	41 361	246 113	17 308	111 806	75 344	16 532	382 995	2 633 003	2 486 056
	1 713	118 099	83 713	7 234	8 105	88 956	4 265	42 270	27 808	831	(382 995)	-	-
<b>Total resources expended</b>	<b>2 993</b>	<b>367 842</b>	<b>1 473 318</b>	<b>108 350</b>	<b>49 466</b>	<b>335 069</b>	<b>21 573</b>	<b>154 076</b>	<b>103 152</b>	<b>17 363</b>	<b>-</b>	<b>2 633 003</b>	<b>2 486 056</b>

\* Services in kind See note 2 for further details

**The RCJ Citizens Advice Bureau**

**Notes to the financial statements**

**For the year ended 31 March 2013**

**5 Net incoming/(outgoing) resources for the year**

This is stated after charging / crediting

	2013	2012
	£	£
Depreciation	11,682	22,220
Operating lease rentals		
▪ Property	-	-
▪ Equipment	5,074	4,463
Auditors' remuneration		
▪ Audit	6,788	6,600
▪ Other services	-	-
Trustees' remuneration	NIL	NIL
Trustees' reimbursed expenses	NIL	NIL

**6 Staff costs and numbers**

Staff costs were as follows

	2013	2012
	£	£
Wages and salaries	890,264	874,086
Social security costs	89,562	88,716
Pension costs	38,385	35,065
Seconded staff	-	32,660
Redundancy costs	10,996	6,000
	<u>1,029,207</u>	<u>1,036,527</u>

No employee earned more than £60,000 during the year

The average weekly number of employees (full-time equivalent) during the year was as follows

	2013	2012
	No	No
Costs of generating funds	0 3	0 3
Bankruptcy & debt	6 1	4 4
Civil & family	5 2	6 0
Equalities	0 9	1 0
Islington CAB	6 3	5 1
Islington Financial Inclusion	0 3	-
Miscarriage of Justice	3 0	2 9
Social welfare	1 4	1 8
Support	2 8	4 0
Governance	0 1	0 2
	<u>26 4</u>	<u>25 7</u>

**7 Taxation**

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes

The RCJ Citizens Advice Bureau

Notes to the financial statements

For the year ended 31 March 2013

**8 Tangible fixed assets**

	Office Equipment £	Computer Equipment £	Total £
<b>Cost</b>			
At the start of the year	32,901	115,576	148,477
Additions in year	3,319	26,854	30,173
Disposals in the year	32,901	99,805	132,706
At the end of the year	3,319	42,625	45,944
<b>Depreciation</b>			
At the start of the year	32,733	107,511	140,244
Charge for the year	999	10,683	11,682
Disposals in the year	32,901	99,805	132,706
At the end of the year	831	18,389	19,220
<b>Net book value</b>			
At the end of the year	2,488	24,236	26,724
At the start of the year	168	8,065	8,233

**9 Debtors**

	2013 £	2012 £
Prepayments and accrued income	171,691	61,971
Other debtors	5,089	8,272
	176,780	70,243

**10 Creditors amounts due within one year**

	2013 £	2012 £
Accruals and deferred income	55,175	15,586
Other creditors	74,891	68,857
Other taxes and social security costs	-	13,819
	130,066	98,262

**11 Analysis of net assets between funds**

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	26,724	-	26,724
Current assets	224,119	-	403,612	627,731
Creditors amounts falling due within one year	(67,171)	-	(62,895)	(130,066)
<b>Net assets at the end of the year</b>	<b>156,948</b>	<b>26,724</b>	<b>340,717</b>	<b>524,389</b>

The RCJ Citizens Advice Bureau

Notes to the financial statements

For the year ended 31 March 2013

12 Movements in funds

	At the start of the year £	Incoming resources £	Outgoing resources £	Transfers £	At the end of the year £
<b>Restricted funds</b>					
<b>Bankruptcy &amp; debt</b>					
Capitalise Partnership	-	330,000	(330,551)	551	-
CitA Debt relief order grant	-	105	(105)	-	-
<b>Civil &amp; family</b>					
Legal Services Commission	-	254,700	(255,850)	1,150	-
London Legal Support Trust	-	5,000	(5,000)	-	-
<b>CourtNav</b>					
Ministry of Justice	-	75,000	(75,000)	-	-
Freshfields Bruckhaus Deringer LLP	-	28,500	(8,823)	-	19,677
The John Ellerman Foundation	-	15,000	(15,000)	-	-
<b>Islington CAB</b>					
Islington Council	47,443	300,000	(288,232)	(5,301)	53,910
Big Lottery Transition Fund	8,759	-	(8,842)	83	-
<b>Islington Financial Inclusion</b>					
Big Lottery	-	85,774	(20,062)	-	65,712
<b>Miscarriage of Justice</b>					
Ministry of Justice	-	153,589	(135,940)	-	17,649
<b>Equalities &amp; Employment</b>					
Big Lottery Transition Fund Income generation	23,000	-	(23,000)	-	-
<b>Social welfare</b>					
London Councils	-	86,720	(86,732)	12	-
Islington Council	-	-	(5,218)	5,218	-
CitA Telephony grant	-	6,000	(2,765)	(3,235)	-
<b>Total restricted funds</b>	<b>79,202</b>	<b>1,340,388</b>	<b>(1,261,120)</b>	<b>(1,522)</b>	<b>156,948</b>
<b>Unrestricted funds</b>					
<i>Designated funds</i>					
Designated funds - Fixed Assets	8,233	-	-	18,491	26,724
<i>Total designated funds</i>	<b>8,233</b>	<b>-</b>	<b>-</b>	<b>18,491</b>	<b>26,724</b>
<b>General funds</b>	<b>331,465</b>	<b>1,398,104</b>	<b>(1,371,883)</b>	<b>(16,969)</b>	<b>340,717</b>
<b>Total unrestricted funds</b>	<b>339,698</b>	<b>1,398,104</b>	<b>(1,371,883)</b>	<b>1,522</b>	<b>367,441</b>
<b>Total funds</b>	<b>418,900</b>	<b>2,738,492</b>	<b>(2,633,003)</b>	<b>-</b>	<b>524,389</b>

Purposes of restricted funds

Bankruptcy and Debt

The Debt Advice Project funded by the Money Advice Service is a London-wide partnership which aims to reduce debt and exclusion by improving peoples' capacity to manage their debts, help people to take control of their finances and make informed choices in the future

## **The RCJ Citizens Advice Bureau**

### **Notes to the financial statements**

**For the year ended 31 March 2013**

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#### **12 Purposes of restricted funds (continued)**

##### **Civil and Family**

Provision of a mixture of traditional Citizens Advice work (e.g. generalist advice) and pro bono legal assistance to litigants in person in cases in the High Court, the Principal Registry of the Family Division and the Court of Appeal

##### **CourtNav**

CourtNav is a unique and innovative online application to support Litigants in Person to complete court forms. This has been developed through a working partnership with Freshfields Brackhaus Deringer LLP and funding by Ministry of Justice, John Ellerman Foundation and Freshfields Brackhaus Deringer LLP. The first module developed from this new infrastructure is CourtNav divorce and civil partnership dissolution.

##### **Islington CAB**

Islington Council funds the costs of running the Islington Citizens Advice Bureau. The Big Lottery Transition Fund met the costs of providing ongoing support to new volunteers at the CAB.

##### **Islington Financial Inclusion**

Big Lottery fund this partnership project which aims to increase the financial confidence of young people aged 16 to 24 years living in Islington Social Housing.

##### **Miscarriage of Justice**

Support and advice to victims of miscarriages of justice whose cases are referred to the Court of Appeal by the Criminal Cases Review Commission.

##### **Equalities & Employment**

Equalities and employment advice and training was funded by the Big Lottery Transition Fund for a six month period with the aim of establishing the service as self funding. Due to a lack of alternative or sustainable other income being available this service has been discontinued.

##### **Social welfare**

Generalist and specialist advice on all areas of social welfare law across London was funded by London Councils. CitA provided a grant to set up the telephone call centre which provides a gateway advice service across London. Islington Council funded the Islington debt advice line element of the telephone service.

#### **Purposes of designated funds**

##### **Fixed assets**

The fixed asset fund represents the net book value of assets held in the Charity for everyday use and is set aside to reflect the proportion of unrestricted funds which are not freely available to spend.

##### **Transfer between funds**

Where there is a shortfall of income on the restricted fund grants a transfer is made from the unrestricted funds to subsidise the additional costs.

Where the restrictions of a grant are met by the purchase of capital equipment, the remaining net book value of the asset is transferred to the unrestricted reserves to be written off in future years.

#### **13 Related Party Transactions**

During the year the Bureau received a grant from London Legal Walk of £14,344 (2012: £21,500) of which Graham Huntley is a Trustee and Bob Nightingale is Chief Executive.

## The RCJ Citizens Advice Bureau

### Notes to the financial statements

#### For the year ended 31 March 2013

#### 14 Pension Commitments

The RCJ Citizens Advice Bureau participates in the Citizens Advice Pension and Assurance Plan (1991) which is a defined benefit arrangement. The pension charge for the year for the employees who are members of the scheme is £2,400 (2012 £2,400). A full actuarial valuation was carried out at 31 March 2010 and updated to 31 March 2013 by a qualified actuary, independent of the scheme's sponsoring employer.

##### Financial reporting standard 17 (FRS17) - Retirement Benefits

The company participates in a defined benefit scheme where its contributions are affected by any surplus or deficit in the scheme but it is unable to identify its share of the underlying assets and liabilities of the scheme on a consistent and reliable basis. In accordance with FRS 17, the company has therefore treated its pension contributions to the scheme as if they were paid to a defined contribution scheme.

The defined benefit scheme was valued at 31 March 2010 by a qualified independent actuary in accordance with FRS 17 and updated to 31 March 2013. The valuation showed that the scheme had a deficit of £53,019,000 (2012 £50,132,000).

##### Assumptions

The assets of the scheme have been taken at market value and the liabilities have been calculated using the following principal actuarial assumption:

	As at 31/03/2013	As at 31/03/2012	As at 31/03/2011
Inflation - RPI	3.4% p.a.	3.3% p.a.	3.6% p.a.
Inflation - CPI	2.5% p.a.	2.4% p.a.	3.1% p.a.
Salary increases	0.0% p.a.	0.0% p.a.	0.0% p.a.
Rate of discount	4.5% p.a.	4.6% p.a.	5.5% p.a.
Pension in payment increases of RPI or 5% p.a. if less	3.4% p.a.	3.3% p.a.	3.6% p.a.
Revaluation rate for deferred pensioners - RPI or 5% p.a. if less	n/a	n/a	n/a
Revaluation rate for deferred pensioners - CPI or 5% p.a. if less	2.5% p.a.	2.4% p.a.	3.1% p.a.

The mortality assumptions adopted for 31 March 2013 imply the following life expectancies:

Male retiring at age 65 in 2013	23.43 years
Female retiring at age 65 in 2013	25.89 years
Male retiring at age 65 in 2033	25.42 years
Female retiring at age 65 in 2033	27.77 years

##### Present values of scheme liabilities, fair value of assets, deficit and experience adjustments

	As at 31/03/2013 £	As at 31/03/2012 £	As at 31/03/2011 £	As at 31/03/2010 £
Assets	69,123,000	65,073,000	65,866,000	61,518,000
Liabilities	122,142,000	115,205,000	98,104,000	97,993,000
Deficit	53,019,000	50,132,000	32,238,000	36,475,000
Experience adjustments on scheme assets	1,094,000	(4,470,000)	965,000	12,371,000
Experience adjustments on scheme liabilities	286,000	(1,443,000)	96,000	5,377,000

**The RCJ Citizens Advice Bureau**

**Notes to the financial statements**

**For the year ended 31 March 2013**

**14 Pension Commitments (continued)**

**Assets**

	<b>As at 31/03/2013 £</b>	<b>As at 31/03/2012 £</b>	<b>As at 31/03/2011 £</b>	<b>As at 31/03/2010 £</b>	<b>As at 31/03/2009 £</b>
Equities	38,353,000	40,019,000	41,621,000	39,442,000	30,599,000
Gilts	7,528,000	3,952,000	330,000	395,000	13,750,000
Corporate Bonds	12,353,000	10,890,000	14,579,000	12,578,000	3,331,000
Cash	9,857,000	8,064,000	7,060,000	7,251,000	291,000
Property	1,032,000	2,148,000	2,276,000	1,852,000	-

**Expected long term rate of return**

	<b>Period commencing 01/04/2012</b>	<b>Period commencing 01/04/2011</b>	<b>Period commencing 01/04/2010</b>	<b>Period commencing 01/04/2009</b>
Equities	7.1% p a	8.0% p a	8.0% p a	7.5% p a
Gilts	2.7% p a	4.2% p a	4.4% p a	3.7% p a
Corporate Bonds	4.6% p a	5.5% p a	5.5% p a	6.8% p a
Cash	2.7% p a	4.2% p a	4.4% p a	3.7% p a
Property	6.6% p a	7.5% p a	7.5% p a	n/a
Overall for the scheme	5.9% p a	7.00% p a	7.03% p a	6.34% p a

**15 Operating lease commitments**

The charity had the following annual commitment at the year end under operating leases

	<b>Equipment 2013 £</b>	<b>2012 £</b>
Within one year	-	1,632
2-5 years	<u>5,074</u>	<u>3,442</u>

**16 Discontinued Operations**

The Directors decided on 31st October 2012 to stop the Equalities and Employment advice service as the funding for the service had ceased and attempts to make the service self sustainable had proved to be unrealistic