

COMPANY REGISTRATION NUMBER 03507093

CHARITY NUMBER 1070263

**SOUTHWARK CITIZENS ADVICE BUREAUX
SERVICE**

FINANCIAL STATEMENTS

31 MARCH 2015

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SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

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SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

MEMBERS OF THE BOARD AND PROFESSIONAL ADVISERS

Registered charity name	Southwark Citizens Advice Bureaux Service
Charity number	1070263
Company registration number	03507093
Principal office	8 Market Place Southwark Park Road Bermondsey London SE16 3UQ
Registered office	8 Market Place Southwark Park Road Bermondsey London SE16 3UQ
Trustees	Cordelia Richman Patricia Boyer Frances Beckett Lucy Ferman Faye Jordan Lornette Pemberton Krishan Ramessur
Secretary	Christopher Green
Chief executive	Christopher Green
Auditor	Wellers Accountants & Statutory Auditor 1 Vincent Square London SW1P 2PN
Bankers	Lloyds TSB CAF Bank Limited

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2015

The trustees, who are also directors for the purposes of company law, present their report and the financial statements of the company for the year ended 31 March 2015. This report is also a directors' Report as required by s417 of the Companies Act 2006.

REFERENCE AND ADMINISTRATIVE DETAILS

Reference and administrative details are shown in the schedule of members of the board and professional advisers on page 1 of the financial statements.

THE TRUSTEES

The trustees who served the company during the period were as follows:

Cordelia Richman
Patricia Boyer
Frances Beckett
Lucy Ferman
Faye Jordan
Lornette Pemberton
Krishan Ramessur

Terence McGregor (Retired 31 December 2014)
Sharon McLeod (Retired 2 June 2014)

Krishan Ramessur (Retired as a trustee on 12 May 2015 after the period end)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Southwark Citizens Advice Bureaux Service is a registered charity and a company limited by guarantee. Southwark Citizens Advice Bureaux Service is also known and referred to as Bermondsey Citizens Advice Bureaux and Peckham Citizens Advice Bureaux. The maximum liability of each member is limited to one pound. At 31 March 2014 the company had 9 members. Southwark Citizens Advice Bureaux Service is governed by its Memorandum and Articles of Association as amended on 18 May 2010.

Southwark Citizens Advice Bureaux Service was incorporated as a company limited by guarantee on 9 February 1998. The charity commenced operations on 1 April 1998 at which date the assets and liabilities of the unincorporated Southwark Citizens Advice Bureau Service were acquired.

Recruitment, Appointment of Trustees

An Elections Committee, chaired by the Chair, is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Southwark Citizens Advice Bureaux Service through the provision of training courses and mentoring by established trustees.

Organisational Structure

Southwark Citizen Advice Bureaux Service is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Southwark Citizen Advice Bureaux Service and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2015

is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Connected Parties

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

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

Major Risks

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

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

The trustee board has approved a new information assurance strategy, having identified the risk presented by the significant amounts of client data held in the bureau. An information assurance management team exists to ensure the confidentiality, integrity and availability of all our sensitive data assets is maintained to a level which is consistent with the requirements of our clients, our funders and our strategic partners. The bureau aims to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework and to industry best practice, as defined by the ISO 27000 series of standards.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

129 volunteers, including 18 pro bono solicitors, contributed approximately 57,777 hours of work to the bureau during the year. We estimate the value of this help at £970,669 in respect of the current year.

OBJECTIVES AND ACTIVITIES

Objects, Vision and Mission

Our charity's objects as contained in the company's memorandum of association 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 the community in the London Borough of Southwark and surrounding areas."

Our vision is of a society where everyone can express and realise their rights, where responsibilities

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2015

are understood and acted on by individuals and organisations, where decisions are taken with the needs of the most vulnerable in our society in mind, and where services are accessible and responsive to those who need them.

We recognise that we need to identify concrete steps to take in achieving our vision, so are working towards the mission statement that: we sort out problems together - for good. We do this by:

- Delivering services responsive to community need;
- Empowering citizens to understand and exercise their rights and responsibilities;
- Preventing problems through education and training;
- Influencing social policy to achieve positive change.

Ensuring our work delivers our aims

We review our mission, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our mission, objectives and activities remain focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our mission and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the vision, mission and objectives they have set.

The focus of our work

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Who used and benefited from our services

Our objects and funding primarily focus the services we provide to those living or working in Southwark and surrounding areas. Southwark Citizens Advice Bureaux Service aims to ensure that our services are accessible to all sections of the community and that training on Equalities and Diversity is incorporated into induction for all new staff and volunteers. The Service undertakes an annual community and client profile survey and the survey completed in July 2015 confirms our effectiveness in reaching the most deprived sections of the local community.

The Trustees confirm they have complied with section 17 of the Charities Act 2011 and referred to the guidance contained in the Charity Commission's general guidance on public benefit, specifically when reviewing the Trust's aims and objectives and in planning future activities.

ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

In 2014-15 Southwark Citizens Advice Bureaux Service dealt with 24,307 new enquiry issues which came from 14,216 unique clients seen in the year (a 14% increase on the number of clients seen in the previous year).

We helped local residents increase their income by £3,600,709 in the year mainly from grants, benefits and compensation claims.

A recent audit of the quality of advice we provide carried out by Citizens Advice as part of our membership scored our service at 86%. This puts us in the top 5% of local Citizens Advice services in the country.

We have 2 main offices based in the more disadvantaged areas of the borough, providing face to face information and advice. Residents can drop in at one of the offices between 10 and 1pm 5 days per week.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2015

We are the busiest CAB service in London and in order to ensure people do not have to wait too long to be seen we operate a triage service that we call Gateway. When someone comes along during the drop in times for face to face advice their issues are first assessed by one of our trained volunteers and in discussion with the Advice Session Supervisor the client will be helped to decide the next steps. This includes self-help information, or an internal or external referral for an appointment.

Appointments are available at both offices throughout the day and into the early evening, for people who are at work and unable to access the service during the day.

We provide outreach face to face advice in the premises of Southwark Day Centres for Asylum Seekers and in the Kingswood Community shop. We also provide advice for people affected by cancer in hospitals across South East London including Kings and Guys'.

We work with the Creation Trust to run a weekly outreach in their premises on the Aylesbury estate every Tuesday 10-12.

We provide telephone advice and are part of the Citizens Advice national Adviceline.

We provide email advice and deal with around 100 email enquiries every week.

Residents can access on line self-help information at www.adviceguide.org.uk which offers the opportunity to engage in web chat to resolve issues.

Despite the increase in alternative channels to access advice the demand on our face to face service continues to increase as problems become more complex. We find that the profile of people accessing advice via email and the telephone and the nature of their issues are different from those who seek face to face advice.

Specialist services

In addition to the generalist advice services we provide a number of specialist services:

- Debt Advice

Debt is our second highest enquiry area. Priority debts such as rent arrears and council tax account for the largest number of issues. Funding for this service comes from a number of different sources, the main one being via the Toynbee Hall Capitalise project. We also receive funding from London and Quadrant Housing Association and Thames Water Trust.

We work in partnership with Southwark Council to provide evening clinics for people with council tax and rent arrears. These sessions are supported by teams of pro bono solicitors from DLA Piper and Winkworth Sherwood.

We also have funding from London Southbank University to provide debt advice for their students.

- Money Savvy Southwark

This is a 5 year Big Lottery funded financial education project aimed at social housing tenants. We are providing group and one to one sessions in areas such as cost of credit, and prioritising housing costs. In order to ensure reach into the community we support a number of other partners to deliver financial capability support including Lookahead and London Mutual Credit Union.

In the first 2 years of the project over 3,000 local tenants have attended workshops or been provided with one to one advice.

We train Money Champions, people active in their TRAS and communities to ensure they can effectively signpost the people they come into contact with to sources of information and advice.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2015

We run monthly welfare reform events aimed at reaching people who have been affected by changes such as the bedroom tax who may be struggling and in rent arrears. To date we have helped over 2,000 residents.

Current initiatives include working closely with personal advisers supporting care leavers and continuing to provide workshops for people in temporary accommodation who will soon be made an offer of accommodation.

- Universal Support Delivered Locally

As part of our Money Savvy Southwark project we are participating in the pilots to explore the support needs of people who will transfer onto Universal Credit. A money advice worker is based at Peckham Hub for 3 days per week supported by a team of financial capability volunteers, who offer one to one support for claimants identified as having debt or money management issues. Triage has been carried out as part of the USDL pilot and Pathways to work. We help around 10 people per week to deal with urgent debts and to develop a sustainable budget.

Claimants who have been referred have a high level of support needs. These mirror the kind of cases the advice agencies generally see and the ones we have picked up via our welfare reform outreach.

- Pensions Guidance

Citizens Advice nationally has been awarded a contract from the Treasury to provide face to face information and guidance for people approaching retirement and affected by the changes that came into force in April 2015. We are one of 50 local Citizens Advice services who have funding to provide this service.

- Consumer Empowerment

We are one of 5 Citizens Advice Services in country to lead on developing this area, supporting other services to develop partnerships to tackle issues of consumer detriment, e.g. cost of pre-payment meters, and problems facing private tenants.

- Specialist Welfare Benefits Advice

We have funding from City Bridge Trust for a full time adviser to provide casework and representation at tribunals for local residents with complex welfare benefit issues.

- Immigration Advice

There is a serious capacity issue in London following the withdrawal of legal aid for most immigration advice. The CAB generalists can deal with basic immigration advice (level 1) and we have a full time specialist worker funded by Trust for London.

- Advice for Southwark Council Homeowners

Southwark Council provide funding for this service to enable us to employ a full time worker. The service delivers advice and casework with issues such as managing service charges, and major works. In 2014/15 we provided advice for over 300 leaseholders and helped to increase their income by over £300,000.

- Family Law Clinic

We work with solicitors offering their time as volunteers to run 2 sessions per month by appointment. One of the sessions is women only. The sessions are held in the evenings at Peckham CAB.

We have also developed a Mackenzie friend service. We have trained volunteers to support people attending court in family law cases to try and deal in a small way with the withdrawal of legal aid.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2015

- Home Search Support

Around 4,000 households in Southwark are affected by the Housing Benefit under occupancy rules, and around 20,000 people are registered for housing. Southwark operates an online bidding system. This works well but relies on the fact that people have access to the Internet and are confident about using it. We have a team of volunteers who can help people register and bid online. The support sessions are on Thursdays 1-4pm at Bells Gardens Community Centre: working in partnership with Southwark Group of Tenants Organisation and Fridays at Blue Anchor Library and Southwark Pensioners Centre. 10-1pm.

The Southwark Legal Advice Network (SLAN)

SLAN was formed to ensure that the advice agencies in the borough work closely together in order to increase access to advice and information, particularly for more disadvantaged residents. Southwark Citizens Advice Bureaux Service has received funding from the Big Lottery Fund since 2009 to coordinate this service.

Forum for Equalities and Human Rights (FEHRS)

We have funding from Southwark Council to act as a critical friend in terms of Equalities and Human Rights and co-ordinate quarterly meetings of an open Forum, for community agencies and individuals with an interest in this area. We also comment on council policies and help to facilitate consultation with the wider community. We provide training on EHR issues. We also provide public events.

Other achievements in the year have included a high client satisfaction level of 98% and high staff and volunteer satisfaction levels at over 90%.

FINANCIAL REVIEW

Our financial position is shown in detail on the pages following of these financial statements however some salient figures are as follows:

Incoming resources in the year were £1,398,649 (2014 - £1,382,036) of this £984,041 (2014 - £954,342) related to restricted activities.

Expenditure for the year was £1,242,168 (2014 - £1,275,653) of which £825,925 (2014 - £818,069) related to salaries, National Insurance & pensions. This represents the most significant cost to the Bureaux at 64.1% of total expenditure of which £696,909 (2014 - £682,223) is directly related to delivering the charitable objectives of the organisation.

The net incoming resources for the year were £156,481 (2014 - £106,383) of which £94 (2014 - £134,442) were unrestricted. At 31 March 2015 total reserves were £748,816 of which £683,234 represented unrestricted funds (2014 - £526,847).

Reserves Policy

Southwark Citizens Advice Bureaux Service ensures that free monies are available in each financial year to meet any reasonable foreseeable contingency. The trustee board consider it desirable to maintain unrestricted funds not committed or invested in tangible fixed assets ("the free reserves") at a level in excess of three months working capital expenditure to ensure that in the event of unexpected financial or service problems activities can be managed effectively so as to minimise disruption to service users and to enable Southwark Citizens Advice Bureaux Service to meet its employment obligations to staff. The unrestricted reserves at the end of the year, of £683,234, of which £675,700 are considered free, are in line with this policy.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2015

Principal Funding Sources

We have diverse funding streams as detailed in note 4 of the accounts.

Investment Policy

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

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

The charity does not currently hold material investments.

Financial Factors Affecting the Achievement of Objectives

The charity is very aware of the financial pressures experienced by its major funders, and in view of this has taken active measures to seek additional sources of funding for its services and is timely in taking corrective action to deal with any individual activity performance problems.

PLANS FOR FUTURE PERIODS

To achieve our vision for the Service we have identified six key objectives for the three year period 2015-2018. These are to:

1. Increase access to high quality advice, particularly for those in greatest need;
2. Strengthen the effectiveness of our research and campaigns work, particularly locally;
3. Develop and deliver work to prevent problems from starting or recurring;
4. Build on our partnership working to strengthen services for local people;
5. Focus our resources on achieving positive outcomes for clients and value for money; and
6. Set an example as a good employer, providing quality training and skills development.

Our objectives have been designed to meet the needs of the local community, as well as supporting the achievement of the national Citizens Advice strategic aims, which are:

1. We'll make it easy to get advice;
2. We'll be more influential;
3. We'll work together as one service;
4. We'll become even more sustainable and effective; and
5. We'll be a stronger equality champion.

And also supports the "Stand up for Equality" objectives, which are:

1. Challenge discrimination through advice by identifying discrimination and human rights issues, providing the equality advice people need and empowering clients to act;
2. Promote equality through advocacy by telling our diverse clients' stories, ensuring those in authority do their job and leading on and influencing key policy on equality; and
3. Value diversity through our roles of employer, volunteer agency and contractor by providing visible and committed leadership, developing a strategic approach to diversity management and implementing equality competences.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

TRUSTEES ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2015

TRUSTEES' RESPONSIBILITIES STATEMENT

The trustees (who are also the directors of Southwark Citizens Advice Bureaux Service for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the income and expenditure of the company for that period.

In preparing these financial statements, the trustees are required to:

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

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

AUDITOR

Wells are deemed to be re-appointed under section 487(2) of the Companies Act 2006.

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as each trustee is aware, there is no relevant audit information of which the company's auditor is unaware; and
- each trustee has taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Registered office:
8 Market Place
Southwark Park Road
Bermondsey
London
SW16 3UQ

Signed on behalf of the trustees

Cordelia Richman

CORDELIA RICHMAN
Chair

2 September 2015

5th September 2015

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

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

YEAR ENDED 31 MARCH 2015

We have audited the financial statements of Southwark Citizens Advice Bureaux Service for the year ended 31 March 2015 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITOR

As explained more fully in the Trustees Annual Report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of financial statements and for being satisfied that they give a true and fair view.

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

SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees Annual 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 2015 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 applicable to Smaller Entities; 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 Trustees Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE


INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE *(continued)*

YEAR ENDED 31 MARCH 2015

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 take advantage of the small companies exemption in preparing the directors' report



Mr Matthew Wyatt (Statutory Auditor)
For and on behalf of
WELLERS
1 Vincent Square London
SW1P 2PN

22 September 2015

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2015

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
INCOMING RESOURCES					
Incoming resources from generating funds:					
Investment income	2	1,726	—	1,726	1,781
Incoming resources from charitable activities	3	<u>412,882</u>	<u>984,041</u>	<u>1,396,923</u>	<u>1,380,255</u>
TOTAL INCOMING RESOURCES		<u>414,608</u>	<u>984,041</u>	<u>1,398,649</u>	<u>1,382,036</u>
RESOURCES EXPENDED					
Charitable activities	5/6	(250,399)	(983,947)	(1,234,346)	(1,267,187)
Governance costs	7	<u>(7,822)</u>	<u>—</u>	<u>(7,822)</u>	<u>(8,466)</u>
TOTAL RESOURCES EXPENDED		<u>(258,221)</u>	<u>(983,947)</u>	<u>(1,242,168)</u>	<u>(1,275,653)</u>
NET INCOMING RESOURCES FOR THE YEAR/NET INCOME FOR THE YEAR	9	156,387	94	156,481	106,383
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>526,847</u>	<u>65,488</u>	<u>592,335</u>	<u>485,952</u>
TOTAL FUNDS CARRIED FORWARD		<u>683,234</u>	<u>65,582</u>	<u>748,816</u>	<u>592,335</u>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 14 to 23 form part of these financial statements.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

BALANCE SHEET

31 MARCH 2015

	Note	2015 £	2014 £
FIXED ASSETS			
Tangible assets	13	7,534	16,467
CURRENT ASSETS			
Debtors	14	16,524	66,505
Cash at bank		832,826	640,979
		<u>849,350</u>	<u>707,484</u>
CREDITORS: Amounts falling due within one year	15	<u>(108,068)</u>	<u>(131,616)</u>
NET CURRENT ASSETS		741,282	575,868
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>748,816</u>	<u>592,335</u>
NET ASSETS		<u>748,816</u>	<u>592,335</u>
FUNDS			
Restricted income funds	19	65,582	65,488
Unrestricted income funds	20	683,234	526,847
TOTAL FUNDS		<u>748,816</u>	<u>592,335</u>

These financial statements were approved by the members of the committee and authorised for issue on the 2 September 2015 and are signed on their behalf by:


Cordelia Richman


Lornette Pemberton

Company Registration Number: 03507093
Charity Registration Number 1070263

The Financial Statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008)

The notes on pages 14 to 23 form part of these financial statements.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), and the requirements of the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued in March 2005 (SORP 2005).

Incoming Resources

Grants made to finance the activities of the Bureaux are credited to the statement of financial activities in the period to which they relate. Bank interest is included in the statement of financial activities on receipt. Sales of services are included in the statement of financial activities in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

Resources Expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising and publicity and management and administration as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time or floor space basis, as appropriate. Governance costs include the cost of the preparation and audit of the statutory accounts, the costs of trustees meetings and the cost of any legal advice to trustees on governance or constitutional matters. Support costs include central functions and have been allocated to activity cost categories on the basis of staff involved in the activity.

Unrestricted Funds

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

Restricted Funds

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

VAT

The Bureaux only recovers VAT against VATable supplies.

Cash flow statement

The company has taken advantage of the exemption in Financial Reporting Standard No.1 from the requirement to produce a cash flow statement on the grounds that it is a small company.

Fixed assets

All fixed assets are initially recorded at cost.

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Computers & other electronic equipment – 33% straight line method

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

1. ACCOUNTING POLICIES *(continued)*

Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Fixed assets capitalisation

Tangible fixed assets are stated at cost or valuation less depreciation. Fixed assets costing more than £1,000 are capitalised where they are not replacements of assets previously capitalised.

Pensions

The company operates a defined contribution scheme. It is a funded scheme and the assets are held externally of the company. The company contributes 5.1% of gross pay to the scheme for anyone who transferred from the previous scheme and for any employee who has joined since the closure of the previous scheme the company contributes 5.0% of gross pay. There have been no changes to these contributions during the year or the previous year. Previously the company operated a defined benefit pension scheme. It was closed at 31 March 2008. The company is making annual contributions to the closed scheme, see note 16.

2. INVESTMENT INCOME

	Unrestricted Funds	Total Funds 2015	Total Funds 2014
	£	£	£
Bank interest receivable	<u>1,726</u>	<u>1,726</u>	<u>1,781</u>

3. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total Funds 2015	Total Funds 2014
	£	£	£	£
Charitable Activities	<u>412,882</u>	<u>984,041</u>	<u>1,396,923</u>	<u>1,380,255</u>

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES BY TYPE

	Unrestricted Funds £	Restricted funds £	Total Funds £	Total Funds 2014 £
London Borough of Southwark	411,083	34,371	445,454	428,977
Legal Aid Agency	–	–	–	34,016
Toynbee Hall	–	189,121	189,121	212,450
The Big Lottery Fund	–	361,544	361,544	324,920
MacMillan Cancer Support	–	35,413	35,413	70,238
Dimbleby Cancer Care	–	46,907	46,907	30,830
Citizens Advice	–	75,363	75,363	23,925
Trust for London	–	45,000	45,000	33,750
SEETEC	–	12,990	12,990	45,600
Guys & St Thomas's Trust	–	12,012	12,012	10,730
London & Quadrant Housing Trust	–	18,000	18,000	21,407
City Bridge Trust	–	26,376	26,376	–
London South Bank University	–	22,329	22,329	5,808
Creation Trust	–	14,371	14,371	11,266
United St Saviours Charity	–	–	–	42,324
Lewisham and Greenwich NHS Trust	–	39,996	39,996	27,500
Thames Water Trust Fund	–	27,096	27,096	20,321
Affinity Sutton	–	–	–	12,500
Santander Foundation	–	–	–	9,996
Kings College Hospital	–	18,249	18,249	–
Other Income	1,799	4,903	6,702	13,697
	<u>412,882</u>	<u>984,041</u>	<u>1,396,923</u>	<u>1,380,255</u>

5. COSTS OF CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Charitable Activities	240,080	728,013	968,093	971,066
Support costs	10,319	255,934	266,253	296,121
	<u>250,399</u>	<u>983,947</u>	<u>1,234,346</u>	<u>1,267,187</u>

6. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly £	Support costs £	Total Funds 2015 £	Total Funds 2014 £
Charitable Activities	<u>968,093</u>	<u>266,253</u>	<u>1,234,346</u>	<u>1,267,187</u>

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

6. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE *(continued)*

Analysis of Charitable Costs

	Unrestricted Funds	Restricted Funds	Total Funds 2015	Total Funds 2014
	£	£	£	£
Staff costs	211,364	485,545	696,909	682,223
Consultancy	—	—	—	19,000
Fees to partner organisations	—	188,939	188,939	152,717
Training costs	792	21,367	22,159	33,804
Direct office costs	27,924	32,162	60,086	83,322
	<u>240,080</u>	<u>728,013</u>	<u>968,093</u>	<u>971,066</u>

7. GOVERNANCE COSTS

	Unrestricted Funds	Total Funds 2015	Total Funds 2014
	£	£	£
Audit fees	4,600	4,600	4,250
Costs of trustees' meetings	128	128	216
Other financial costs	58	58	53
Annual Report	2,912	2,912	3,561
Trustees indemnity insurance	124	124	386
	<u>7,822</u>	<u>7,822</u>	<u>8,466</u>

8. ANALYSIS OF SUPPORT COSTS

	Unrestricted Funds	Restricted Funds	Total Funds 2015	Total Funds 2014
	£	£	£	£
Staff costs	5,005	124,011	129,016	135,846
Premises	2,157	53,457	55,614	65,360
Legal & professional	403	9,984	10,387	5,330
Office expenses	2,754	68,282	71,236	89,315
	<u>10,319</u>	<u>255,734</u>	<u>266,253</u>	<u>295,851</u>

Support costs are allocated to the individual projects on the basis of head count.

9. NET INCOMING RESOURCES FOR THE YEAR

This is stated after charging:

	2015	2014
	£	£
Staff pension contributions	25,781	22,605
Depreciation	8,933	14,810
Auditors' remuneration:		
- audit of the financial statements	<u>4,600</u>	<u>4,250</u>

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

10. TAXATION

The company is a charity and is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

11. STAFF COSTS AND EMOLUMENTS

Total staff costs were as follows:

	2015 £	2014 £
Wages and salaries	733,103	725,754
Social security costs	67,041	69,710
Other pension costs	25,781	22,605
	<u>825,925</u>	<u>818,069</u>

Particulars of employees:

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2015 No	2014 No
Number of staff	<u>23</u>	<u>22</u>

The number of employees whose remuneration for the year fell within the following bands, were:

	2015 No	2014 No
£60,000 to £69,999	<u>1</u>	<u>1</u>

12. TRUSTEE REMUNERATION AND RELATED PARTY TRANSACTIONS

No members of the Management Committee received any remuneration during the year. No reimbursed costs were incurred by the members of the management committee (2014 - Nil).

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2014 - Nil).

In an arm's length transaction Steve Baughan Limited, a company under the control of an employee of the Bureaux, was paid £2,000 (2014- £1,500) in respect of accounting software supplied to the company.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

13. TANGIBLE FIXED ASSETS

	Equipment £
COST	
At 1 April 2014 and 31 March 2015	<u>80,376</u>
DEPRECIATION	
At 1 April 2014	63,909
Charge for the year	<u>8,933</u>
At 31 March 2015	<u>72,842</u>
NET BOOK VALUE	
At 31 March 2015	<u>7,534</u>
At 31 March 2014	<u>16,467</u>

14. DEBTORS

	2015 £	2014 £
Grants in arrears	13,440	63,491
Prepayments	<u>3,084</u>	<u>3,014</u>
	<u>16,524</u>	<u>66,505</u>

15. CREDITORS: Amounts falling due within one year

	2015 £	2014 £
Trade creditors	25,966	63,717
Taxation and social security	60,168	59,363
Amounts owing to the pension fund	2,482	2,291
Deferred income	13,076	–
Other creditors	100	1,224
Accruals	<u>6,276</u>	<u>5,021</u>
	<u>108,068</u>	<u>131,616</u>

16. DEFERRED INCOME

	2015 £	2014 £
At 1 April	–	3,494
Incoming resources deferred in the current year	13,076	–
Less: Amounts released to statement of financial activities	–	<u>(3,494)</u>
	<u>13,076</u>	<u>–</u>

Deferred income relates to income that is received in an earlier period where the costs will be incurred in the current year and the funds are not restricted.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

17. PENSIONS COSTS AND COMMITMENTS

Southwark Citizens Advice Bureau Service participated in the National Association of Citizens Advice Bureaux Pension and Assurance Plan (1991) which was a defined benefit scheme. It operated in the UK. More than one employer participated in the scheme and Southwark Citizens Advice Bureau Service is unable to identify its share of the underlying assets and liabilities in the scheme.

A full actuarial valuation was carried out at 31 March 2013 and updated to 31 March 2015 by a qualified actuary, independent of the scheme's sponsoring employer. The valuation showed a deficit on the scheme. The scheme was closed on 31 March 2008.

The closed scheme has current and future pensioners. The employers will continue to make contributions to the scheme in future periods. The best estimate of contributions to be paid by the employers to the scheme for the period beginning on or after 1 April 2015 is as follows:

- Contributions by each employer in respect of expenses: The principal employer will pay amounts into the scheme in respect of management and administrative costs, including levy payments made by the scheme to the Pension Protection Fund subject to a maximum amount of £300,000 in each scheme year.
- Contributions by each employer in respect of the deficit: In accordance with the recovery plan following the 31 March 2013 actuarial valuation, the sponsoring employers will pay total annual contributions of £1,200,000 of which Southwark Citizens Advice Bureau Service's contributes £7,200 per annum.

18. COMMITMENTS UNDER OPERATING LEASES

At 31 March 2015 the company had annual commitments under non-cancellable operating leases as set out below.

	Land and buildings	
	2015	2014
	£	£
Operating leases which expire:		
After more than 5 years	<u>29,000</u>	<u>29,000</u>

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

19. RESTRICTED INCOME FUNDS

	Balance at 1 Apr 2014 £	Incoming resources £	Outgoing resources £	Balance at 31 Mar 2015 £
SEETEC - Outreach advice for Work Programme attendees	–	14,910	(14,910)	–
Thames Water Trust Project	–	27,096	(27,096)	–
Capitalise Money Advice Project	–	189,121	(189,121)	–
Macmillan & Dimbleby Welfare Benefits Advice Project	–	152,577	(152,577)	–
Pound Advice	–	18,000	(18,000)	–
Aylesbury Estate Outreach Advice	2,956	14,371	(13,801)	3,526
Affinity Sutton - Ready to Work	4,930	–	(4,930)	–
Big Lottery - Advice Services Transition Fund	22,157	164,572	(155,982)	30,747
Big Lottery - Reaching Communities	15,641	10,718	(26,359)	–
Santander Foundation Forum for Equality & Human Rights	4,817	–	(4,817)	–
Trust for London	–	28,833	(28,833)	–
Big Lottery Fund - Improving Financial Confidence Money Savvy Southwark	8,426	45,270	(53,036)	660
Energy Advice projects London South Bank University	–	186,254	(180,652)	5,602
Other Small Restricted Funds	–	21,671	(21,671)	–
London Consumer Empowerment Partnership	4,811	22,329	(21,149)	5,991
City Bridge Trust	1,750	–	(1,135)	615
Pension Wise	–	38,677	(30,047)	8,630
	–	26,376	(16,565)	9,811
	–	23,266	(23,266)	–
	<u>65,488</u>	<u>984,041</u>	<u>(983,947)</u>	<u>65,582</u>

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

19. RESTRICTED INCOME FUNDS *(continued)*

SEETEC - Outreach advice for Work Programme attendees - Restricted fund to provide face to face outreach money advice services as part of the Work Programme being delivered by Seetec. Southwark CABx is the lead agency sub-contracting with other bureaux across East London to deliver sessions.

Thames Water Trust - project to provide water and energy saving advice and debt advice.

Capitalise Money Advice Project - Restricted fund provided by Toynbee Hall through the Money Advice Service for the provision of face to face money advice.

Macmillan& Dimbleby Welfare Benefits Advice Project - Restricted fund provided by Macmillan Cancer Support & Dimbleby Cancer Care to provide welfare benefits advice for people affected by cancer at hospitals across South East London. With additional funding from Guys' & St Thomas's Trust, Lewisham Hospital Trust and Kings College Hospital Trust.

Pound Advice - Restricted fund from London & Quadrant Housing Association to provide advice for their tenants.

Aylesbury Estate Outreach Advice - Restricted fund to provide an outreach advice service on the estate funded by Creation Trust.

Affinity Sutton - Ready to Work - Restricted fund established April 2013 to provide one to one financial capability sessions at Affinity Sutton Offices in Bromley. Ended June 2014.

Big Lottery Fund - Advice Transition Fund - Southwark CABx is the lead partner and administers funds to other Legal Advice Network partners to deliver projects Partnership project. Funded for 2 years from August 2013.

Big Lottery Fund - Reaching Communities Programme - Restricted fund for a three year project to train and support additional volunteers. Ended September 2014.

Santander Foundation - Restricted fund for one year funding to develop digital inclusion and financial capability for local residents.

Forum for Equality & Human Rights - Restricted fund from Southwark Council to act as critical friend in relation to equalities and human rights in the Borough.

Trust for London - Restricted fund from Trust for London for a project to provide a specialist immigration advice service across South East London.

Big Lottery - Improving Financial Confidence; Money Savvy Southwark - Restricted fund from Big Lottery Fund to provide direct financial capability support for social housing tenants in Southwark.

Energy Advice Projects - funding received from Southwark Council, DECC and Citizens Advice to tackle fuel poverty.

London Southbank University Debt Outreach Advice Project - debt advice for LSBU students.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

19. RESTRICTED INCOME FUNDS *(continued)*

Other Small Restricted Funds There has been funding from the DWP for a disability stair lift and Friends of CABx Trust for translation and interpreting. The amounts carried forward were for the Friends of CABx Trust for translation and interpreting.

London Consumer Empowerment Partnership - funding from Citizens advice with the aim to reduce detriment, increase enforcement, establish greater visibility of issues and achieve change.

City Bridge Trust - funding to provide a specialist welfare benefits and income maximisation service targeted at people facing disadvantage.

Pension Wise - funding made available by HM Treasury to Citizens Advice to ensure that people with defined contribution pension pots can access a guidance appointment on how to make informed and confident decisions on how they use their retirement savings.

20. UNRESTRICTED INCOME FUNDS

	Balance at 1 Apr 2014	Incoming resources	Outgoing resources	Balance at 31 Mar 2015
	£	£	£	£
General Funds	<u>526,847</u>	<u>414,608</u>	<u>(258,221)</u>	<u>683,234</u>

21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible fixed assets £	Net current assets £	Total £
Restricted Income Funds:			
Aylesbury Estate Outreach Advice	—	3,526	3,526
Big Lottery - Advice Transition Fund	—	30,747	30,747
Trust for London	—	660	660
Big Lottery Fund - Improving Financial Confidence			
Money Savvy Southwark	—	5,602	5,602
Energy Advice projects	—	5,991	5,991
Other Small Restricted Funds	—	615	615
London Consumer Empowerment Partnership	—	8,630	8,630
City Bridge Trust	—	9,811	9,811
	—	<u>65,582</u>	<u>65,582</u>
Unrestricted Income Funds	<u>,534</u>	<u>675,700</u>	<u>683,234</u>
Total Funds	<u>7,534</u>	<u>741,282</u>	<u>748,816</u>