

the charity for
your community



Vale of Glamorgan Citizens Advice Bureau

yr rhedyn uch
cymuned chi



Cyngor ar Bopeth Bro Morgannwg

Company Registration Number 4291764

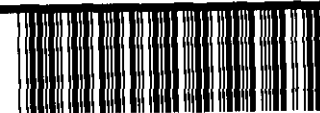
Registered Charity Number 279057

Trustees' Annual Report and Financial Statements

for the year ended 31st March 2004

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1 Trust information

1.1 Constitution

The Vale of Glamorgan Citizens Advice Bureau is a charitable company limited by guarantee. It was incorporated under the Companies Act 1985 on the 21st September 2001 (registration number 4291764) and registered as a Charity on the 12th November 2001 (Charity registration number 1089294). The Bureau is regulated by its Memorandum and Articles of Association that were amended by minutes of Special Resolution on the 14th February 2003.

1.2 Addresses

The following are the addresses of the Principal Office of the Charity and its Bankers, Legal Advisers and Auditors

Principal Office	Vale of Glamorgan Citizens Advice Bureau 119 Broad Street, BARRY, CF62 7TZ
Bankers	Barclays plc, Cardiff Group of Branches PO Box 52 CARDIFF, CF1 4XR
Legal Advisers	Bates, Wells and Braithwaite Cheapside House 138 Cheapside LONDON, EC2V 6BB
Auditors	R H Jeffs and Rowe Chartered Accounts 27/28 Gelliwastad Road, PONTYPRIDD, CF37 2BW

1.3 Board of Trustees'

The Trustees and Directors at the time of this Trustees' Annual report are as follows:

Number	Trustee	Member organisation (if appropriate)	Date of appointment
1	Janice Birch*	-	6 th April 2003
2	Janice Boland*	-	1 st November 2002
3	David Burnett*	-	16 th July 2003
4	Malcolm Davies*	-	16 th July 2003
5	Tony Hampton*	-	1 st November 2002
6	Barbara Lloyd-Owen*	-	26 th November 2001
7	Peter McGahey	-	13th August 2004
8	Irene Shaddick	-	12 th May 2004
9	Richard Suchorzeski	-	6 th July 2004

10	Ann Whitfield	-	29 th June 2004
11	Stewart Williams	-	27 th July 2004
12	Emlyn Williams	Vale of Glamorgan Council	13th August 2004

Trustees indicated with an asterisk were Trustees at the last AGM, and together with the Trustees co-opted since the AGM are proposed for election.

The following Trustees resigned during the year: Dafydd Jones (25th November 2003), Margaret Alexander (21st January 2004), John Birch (24th February 2004), and Frank Ince (30th March 2004).

1.4 Statutory Requirements

Trustees Responsibilities in Relation to the Financial Statements

Company law requires the Board of Trustees to prepare financial statements for each financial period which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure for the financial year. In preparing these financial statements the Board of Trustees should follow best practice and:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any
- material departures disclosed and explained in the financial statements; prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Board of Trustees is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company which enable it to ensure that the financial statements comply with the Companies Act 1985. It is responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

2 Aims and objectives

The objects of the Charity are set out in the Memorandum of Association,

'to promote any charitable purpose for the benefit of the community in the Vale of Glamorgan by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress'.

The aims of the Charity are identical to the aims of Citizens Advice:

'To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the service available to them or through an inability to express their needs effectively'.

And equally

'to exercise a responsible influence on the development of social policies and services, both locally and nationally'.

The Charity operates within the "Citizens Advice Quality Assurance Standards – Membership Agreement Version 1 (April 2000)". This document sets out the procedures and policies relating to the achievement of these objectives.

3 Trustee's Annual Report

3.1 Introduction

The 2003-2004 year has not been a good one for the Vale of Glamorgan CAB and progress anticipated at the last AGM (29th July 2003), particularly towards organisational integration, has not been satisfactory. This was compounded by the absence of the District Manager on sick leave during a Quality of Advice and Membership and Standards Audit from 16-19 December 2003. The result of these audits caused the Membership and Standards Committee of Citizens Advice (London) to issue directions for remedial action. The Trustee Board and the Interim Management Group (composed of three Trustees), with the assistance of Citizens Advice-Cymru staff and volunteers, have made very substantial progress to responding to these directions.

3.2 Service Review 2004

While this report is being prepared, a major Service Review is taking place that is to be completed by the end of November 2004. It involves full consultation with staff and volunteers prior to implementation. It has the following terms of reference:

'a comprehensive review of the service provided by the bureau. This should focus on providing value for money, high quality advice to those most in need in the bureau's area and reviewing the current allocation of human and financial resource'.

3.3 Service provided

The work of the Advice Bureau is based around the three existing offices at Barry, Cowbridge and Penarth. The Charity operates its Better Advice Better Health Service and the LSC Money Advice and Welfare Benefits contracts out of the Barry office.

Throughout this difficult period the staff and volunteer advisers have continued to give a high level of service. It is hoped that when the Service Review 2004 has been completed and implemented the Vale of Glamorgan Citizens Advice Bureau will be in a position to expand and focus on its commitment to quality advice and social policy work. The advice given during the 2003-2004 period was: new contacts 6139, repeat contacts 6279 (total contacts 10,418) and total enquires 12,894.

Further illustrations of the advice given and social policy concerns of the Vale of Glamorgan Citizens Advice Bureau are included in the Annual Newsletter, a copy of which is available from the principal office in Barry.

3.4 Future Funding

Funding for 2004-2005 is from the Vale of Glamorgan Council (£200,000) the Legal Services Commission (£91,882.62 including VAT) and the Welsh Assembly Fund for 'Better Advice, Better Health' (£30,361.56), together with a substantial anonymous donation provided mainly for supporting non legal aided Money Advice.

3.5 The future

In addition to the Service Review reported above the Trustee Board wishes to report progress in the following areas:

- The signing of a formal Service Level Agreement (SLA) with the Vale of Glamorgan Council.
- A substantially strengthened group of Trustees drawing on individual and community experience and the appointment of a Trustee treasurer. Trustees are being allocated responsibility for specific areas of the Quality Assurance Standards set out in the CA Membership agreement.
- The re-formation of a Volunteers Forum as a mechanism through which the volunteers, both advisors and administrative staff, can contribute to the organisation.
- The establishment of a Social Policy group with staff, volunteer and Trustee membership.
- The establishment of a monthly internal audit of the Quality of Advice.
- The signing of a 'Recognition and Procedural Agreement' with UNISON.
- A close working relationship with the staff of CA Cymru.

4 Independent Auditors' report

This is attached as a separate document prepared by:

R H Jeffs and Rowe
Chartered Accounts
27/28 Gelliwastad Road,
PONTYPRIDD, VF37 2BW



Company Secretary

**INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF
Vale of Glamorgan Citizens Advice Bureau
Financial Statements for the year ended 31st March 2004**

We have audited the financial statements of Vale of Glamorgan Citizens Advice Bureau for the year ended 31 March 2004 which comprise the Income and Expenditure Account, the Balance Sheet, and the related notes. These financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective June 2002), under the historical cost convention and the accounting policies set out therein. This report is made solely to the Management Committee who are directors for the purpose of company law and trustees for the purpose of charity law, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the management committee those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the management committee as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of Committee and Auditors

As described in the Statement of Management Committee's Responsibilities the management committee are responsible for the preparation of financial statements in accordance with applicable law and United Kingdom Accounting Standards.

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

We report to you our opinion as to whether the financial statements give a true and fair view, and have been properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding management committee members transactions with the charitable company are not disclosed.

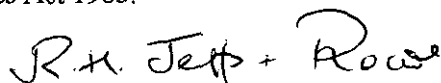
Basis of audit opinion

We conducted our audit in accordance with United Kingdom Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

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 2004 and of its incoming resources and application of resources for the period then ended have been properly prepared in accordance with the Companies Act 1985.



12 October 2004

R H Jeffs & Rowe
Chartered Accountants and Registered Auditors
Pontypridd

Vale of Glamorgan Citizens Advice Bureau

**Statement of Financial Activities
for the year ended 31 March 2004**

	Notes	Unrestricted £	Restricted £	Total 2004 £	Total 2003 £
Incoming Resources					
Grants	2	324,814	88,396	413,210	448,562
General Donations		47,126	-	47,126	1,616
Other income		6,123		6,123	800
Investment income		2,884	-	2,884	1,576
Total Incoming Resources		<u>380,947</u>	<u>88,396</u>	<u>469,343</u>	<u>452,554</u>
Resources Expended					
Costs of generating funds	3	1,607	239	1,846	1,808
Charitable expenditure:					
Costs of activities in furtherance of the charity's objectives	4	264,225	141,522	405,747	350,867
Support costs	5	3,651	239	3,890	2,749
Costs of management and administration of the charity	6	15,232	1,635	16,867	10,524
Total Resources Expended		<u>284,715</u>	<u>143,635</u>	<u>428,350</u>	<u>365,948</u>
Movement in total funds for the year:					
Net Income for the Year	7	96,232	(55,239)	40,993	86,606
Fund Balances brought forward		48,055	59,100	107,155	20,549
Fund Balances carried forward		<u>144,287</u>	<u>3,861</u>	<u>148,148</u>	<u>107,155</u>

Vale of Glamorgan Citizens Advice Bureau

Balance Sheet
as at 31 March 2004

	Notes	2004 £	2003 £
Fixed Assets			
Tangible assets	9	3,779	3,072
Current Assets			
Debtors		44	249
Cash at bank and in hand		260,193	180,175
		<u>260,237</u>	<u>180,424</u>
Creditors: amounts falling due within one year	10	<u>(115,868)</u>	<u>(76,341)</u>
Net Current Assets		<u>144,369</u>	<u>104,083</u>
Total Assets Less Current Liabilities		<u>148,148</u>	<u>107,155</u>
Funds			
Unrestricted Funds		144,287	48,055
Restricted Funds	12	3,861	59,100
		<u>148,148</u>	<u>107,155</u>

The financial statements were approved by the Management Committee on 28 September 2004 and signed on its behalf by


Trustee


Company Secretary

The notes on pages 4 to 10 form an integral part of these financial statements.

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements for the year ended 31 March 2004

1. Accounting Policies

1.1. Accounting convention

The financial statements are prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective June 2002) and the Statement of Recommended Practice (Accounting and Reporting by Charities).

1.2. Cash Flow Statement

The Company 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 1985.

1.3. Taxation

The Trust, being a registered charity, is not liable for Corporation Tax.

1.4. Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Computer equipment	- 33 1/3% straight line
Fixtures and fittings	- 25% written down value

1.5. Incoming and Outgoing Resources

Donations are accounted for when they are received. Expenditure relating to specific donations is deducted from the appropriate fund at the time of purchase. Grants are accounted for on an accrual basis as far as it is prudent to do so.

Where expenditure is directly attributed to a particular activity, the expenditure is allocated accordingly. Where costs relate to a number of activities, they are apportioned based on an estimate of staff time spent on each activity.

1.6. Donated Assets and Services

In accordance with the Statement of Recommended Practice (Accounting and Reporting by Charities), the Charitable Company accounts for intangible income, such as volunteer assistance, only when the cost of providing the income is borne by a third party. Where there is no cost to a third party, as in the case of the majority of volunteer time, no allowance for income is made in these financial statements

Where fixed assets are donated to the Charity they are included at its gross value to the charity or if the asset is subsequently sold it should be included at its realisable value.

1.7. Pensions

The Charitable company operates a defined contribution pension scheme for some of its employees. Contributions are charged to the Statement of Financial Activities when incurred and are invested separately from the assets of the Charitable company. Details of contributions made are shown in note 9 of the accounts

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements for the year ended 31 March 2004

..... continued

1.8. Operating Leases

Rentals payable under operating leases are charged to the Statement of Financial Activities when incurred.

1.9. Fund Accounting

The unrestricted funds of the Charity comprise those monies which are available to be used towards the meeting of the charitable objectives of the Charity at the discretion of the Management Committee.

The restricted funds are monies raised or received for a specific purpose and accounted for in accordance with the donors imposed conditions.

2. Incoming Resources

	Unrestricted	Restricted	Total 2004	Total 2003
	£	£	£	£
Vale of Glamorgan County Borough Council	195,000	40,920	235,920	219,920
Citizens Advice Cymru	33,362	18,353	51,715	60,558
Legal Services Commission	96,108	-	96,108	98,010
Welsh Council For Voluntary Action	-	12,655	12,655	18,607
Other Grants	344	-	344	513
Received from Outreach Offices	-	-	-	10,248
Consumer Advice in Rural Outreach Offices	-	-	-	29,193
Grant for Computer Purchase	-	-	-	1,133
Consumer Support Network	-	-	-	10,380
Lloyds TSB	-	11,500	11,500	-
Kwikstart	-	4,968	4,968	-
	<u>324,814</u>	<u>88,396</u>	<u>413,210</u>	<u>448,562</u>

3. Costs of Generating Funds

	Unrestricted Funds	Restricted Funds	Total 2004 £	Total 2003 £
Salary Costs	1,247	208	1,455	1,477
Travel	44	8	52	42
Premises Costs	139	-	139	117
General Office Costs	177	23	200	172
	<u>1,607</u>	<u>239</u>	<u>1,846</u>	<u>1,808</u>

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements
for the year ended 31 March 2004

..... continued

4.	Costs of Activities in Furtherance of the Charity's Objectives	Unrestricted Funds	Restricted Funds	Total 2004 £	Total 2003 £
	Salary Costs	187,730	135,042	322,772	285,045
	Recruitment and Training	876	-	876	403
	Travel	8,454	1,594	10,048	8,105
	Premises Costs	26,827	-	26,827	22,551
	General Office Costs	38,066	4,525	42,591	33,197
	Reference Material	1,166	-	1,166	405
	Depreciation	1,106	361	1,467	1,161
		<u>264,225</u>	<u>141,522</u>	<u>405,747</u>	<u>350,867</u>
5.	Support Costs	Unrestricted Funds	Restricted Funds	Total 2004 £	Total 2003 £
	Salary Costs	1,247	208	1,455	1,477
	Recruitment and Training	2,044	-	2,044	941
	Travel	44	8	52	42
	Premises Costs	139	-	139	117
	General Office Costs	177	23	200	172
		<u>3,651</u>	<u>239</u>	<u>3,890</u>	<u>2,749</u>
6.	Management & Administration	Unrestricted Funds	Restricted Funds	Total 2004 £	Total 2003 £
	Staff Costs	6,235	1,038	7,273	7,384
	Travel	219	480	699	210
	Premises costs	695	-	695	584
	General Office Costs	1,184	117	1,301	860
	Legal and Professional fees	5,499	-	5,499	-
	Audit fees	1,400	-	1,400	1,486
		<u>15,232</u>	<u>1,635</u>	<u>16,867</u>	<u>10,524</u>

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements for the year ended 31 March 2004

..... continued

7. Net Incoming Resources	Total 2004	Total 2003
	£	£
This is stated after charging:		
Depreciation	1,467	1,161
Auditors Remuneration	1,400	1,486
Management Committee Expenses	161	329
	<u> </u>	<u> </u>
 8. Staff Costs	 2004	 2003
	£	£
Staff costs during the year comprised of the following:		
Staff Salaries	260,191	262,930
Termination Costs	40,000	-
Social Security Costs	20,402	17,477
Pension Costs	10,362	14,976
	<u>330,955</u>	<u>295,383</u>
 The average number of employees during the year amounted to:	 <u>20</u>	 <u>25</u>

There were no employees earning more than £50,000 per annum (2003: £nil).

The Directors and Trustees did not receive any remuneration or benefits in connection with the performance of their duties, except for the reimbursement of expenses.

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements for the year ended 31 March 2004

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9. Tangible fixed assets

	Fixtures & equipment	Total
	£	£
Cost		
At 1 April 2003	4,233	4,233
Additions	2,174	2,174
At 31 March 2004	<u>6,407</u>	<u>6,407</u>
Depreciation		
At 1 April 2003	1,161	1,161
Charge for the year	1,467	1,467
At 31 March 2004	<u>2,628</u>	<u>2,628</u>
Net book values		
At 31 March 2004	<u>3,779</u>	<u>3,779</u>
At 31 March 2003	<u>3,072</u>	<u>3,072</u>

10. Creditors: amounts falling due within one year	2004 £	2003 £
Other taxes and social security costs	3,845	-
Accruals and deferred income	112,023	76,341
	<u>115,868</u>	<u>76,341</u>

11. Analysis of Net Assets between Funds

	Unrestricted £	Restricted £	Total 2004 £
Tangible Fixed Assets	3,418	361	3,779
Current Assets	256,737	3,500	260,237
Current Liabilities	(115,868)	-	(115,868)
	<u>144,287</u>	<u>3,861</u>	<u>148,148</u>

Vale of Glamorgan Citizens Advice Bureau

Notes to the Financial Statements for the year ended 31 March 2004

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12. Restricted Funds

	At 1 April 2003 £	Incoming Resources £	Outgoing Resources £	At 31 March 2004 £
Welsh Council For Voluntary Action	676	12,655	13,331	-
Citizens Advice Cymru & Vale of Glamorgan County Borough Council				
District Manager & admin support	3,451	57,273	57,224	3,500
Awareness Training	-	2,000	2,000	-
Lloyds TSB	-	11,500	11,500	-
Consumer debt in Outreach Offices	10,380	-	10,380	-
Create Community Profile	-	4,968	4,968	-
Debt Advice in Rural Wales	23,322		23,322	-
Grant for Computer Equipment	722	-	361	361
Implementation of District Structure	20,549	-	20,549	-
	<u>59,100</u>	<u>88,396</u>	<u>143,635</u>	<u>3,861</u>

The Welsh Council for Voluntary Action provided a grant towards the recruitment and training of volunteers.

Grants are received from the Citizens Advice Bureau Cymru towards the running costs of the district structure.

A donation was received during the year towards the provision of assistance with consumer debt in the rural vale.

A grant was received towards the purchase of a computer, all of the money was utilised during the year. An amount equal to the depreciation charge on this equipment will be transferred to unrestricted funds each year. The balance of £361 on this reserve represents the net book value computer equipment at the year end.

The implementation of the district structure fund represents money received in the previous year, which was used to facilitate the merger of the five advice organisations operating in the Vale of Glamorgan.

Lloyds TSB donated £11,500 towards the cost of a Recruitment and Training Officer.

Citizens Advice Bureau Cymru gave an amount of £2,000 towards awareness training.

A grant of £4,968 was received from Kwikstart towards creating a community profile.

Vale of Glamorgan Citizens Advice Bureau

**Notes to the Financial Statements
for the year ended 31 March 2004**

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13. Related party transactions

There were no transactions with members of the management committee other than those disclosed in these financial statements.