

**The Bedford & District Citizens Advice Bureau  
Annual Report & Financial Statements  
Year Ended 31 March 2019**

**Registered Charity No. 1106738  
Company No. 5190146**



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## Report of the Directors and Trustees

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The Trustees (who are also the Directors for the purposes of Company Law) have pleasure in presenting their annual report and the audited financial statements for the year ended 31 March 2019. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2015) have been adopted in preparing the annual report and financial statements of the charity.

### 1. Reference and Administrative Details

Charity Name:	The Bedford & District Citizens Advice Bureau (also known as Citizens Advice Bedford).
Charity Registration:	1106738
Company Registration:	5190146
Registered Office:	7a St Paul's Square Bedford MK40 1SQ
Chief Executive:	Mark Sutcliffe MBE
Bank:	Unity Trust Bank plc Nine Brindleyplace Birmingham B1 2HB  CCLA Investment Management Ltd COIF Charity Funds Senator House 85 Queen Victoria Street London EC4V 4ET
Independent examiner:	George Hay Partnership LLP Brigham House High Street Biggleswade Bedfordshire SG18 0LD

The following people were directors/Trustees of the charity on the date of approval of the report:

<b>DIRECTORS/ TRUSTEES</b>	<b>ROLE</b>	<b>DATE ELECTED</b>	<b>DATE RESIGNED</b>
Jenny Shipman	Chair	16.07.2012	N/A
Peter Gill	Trustee	18.10.2010	N/A
Sally Monkman	Trustee	15.10.2012	N/A
Tom Inskip	Trustee	25.04.2016	N/A
Chris Hall	Treasurer	24.04.2017	N/A
Debi Momi	Trustee	10.07.2017	N/A
Punckaj Parmar	Trustee	19.12.2018	N/A
Fraser Young	Trustee	22.01.2019	N/A

## **Report of the Directors and Trustees**

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### **2. Structure, Governance and Management**

#### **Governing Document**

The Bedford & District Citizens Advice Bureau ('Citizens Advice Bedford', the Bureau', 'the charity', 'the Company') is a registered charity and Company limited by guarantee, incorporated on 27 July 2004.

At 31 March 2019 the Company had eight members (Peter Gill, Jenny Shipman, Sally Monkman, Tom Inskip, Chris Hall, Debi Momi, Punckaj Parmar and Fraser Young). The maximum liability of each member is limited to £1.

Citizens Advice Bedford is governed by its Memorandum and Articles of Association, as amended on 24 March 2011.

#### **Recruitment, Appointment of Trustees**

Trustees, who are also Directors of the Company, are appointed by the current Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair and Treasurer. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Bedford through the provision of CAB training courses and support by established Trustees.

#### **Organisational Structure**

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

#### **Key Management Remuneration Policy**

The Trustees regularly benchmark the pay of Senior Management in similar sized Charity organisations in the locality and also across similar sized Citizens Advice Bureau.

No member of staff was paid more than £60,000.

#### **Related Parties**

Citizens Advice Bedford subscribes to the membership scheme of Citizens Advice 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 the Bureau 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**

Citizens Advice Bedford 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.

## **Report of the Directors and Trustees**

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The Trustees have identified the two major risks as loss of funding from our principal funder and quality of advice not meeting requirements. New systems have been put in place to monitor the latter and this is reviewed on a regular basis at Trustee board meetings. The charity has taken steps to mitigate potential funding issues by building up reserves and again this is a key performance indicator reviewed each Board meeting. Following the year end, Citizens Advice Bedford has successfully completed a commissioning process securing three further years of funding for its core service.

A full risk assessment was carried out in January 2019.

### **3. Objectives and Activities**

The objectives of Citizens Advice Bedford are:

- To provide free, confidential, impartial and independent advice and information for the benefit of the local community.
- To exercise a responsible influence on the development of social policies and services.
- To ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

The aims of Citizens Advice Bedford are:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

In achieving its aims Citizens Advice Bedford will continue provide a high-quality advisory services to the local community. The primary objective for the year was to obtain an increase in sustainable funding to enable the Bureau to continue to expand its services. The overall strategy for delivery of aims and objectives is detailed in Citizens Advice Bedford business plan, utilising Key Performance Indicators to measure success.

The principal activity of the Bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefits Advice to clients of Bedford Borough Social Services, funded by Bedford Borough Council
- ii) Specialist Welfare Benefits Advice funded by the Harpur Trust
- iii) Specialist Welfare Reform/Debt Advice funded by the House of Industry
- iv) Specialist Housing Debt Advice and Court Desk funded by the House of Industry
- v) Specialist Debt Advice funded by the Money Advice Service
- vi) Benefit advice services to help people resolve concerns around public involvement in health research, design and delivery funded by a number of Health Agencies.

These services contributed to Citizens Advice Bedford aims and objectives by providing a wide breadth of advice subjects, free of cost in a confidential setting.

Advisory services were mainly provided through face-to-face consultations and email although advice was also delivered through use of telephone and social media.

#### **Contribution of Volunteers**

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

## Report of the Directors and Trustees

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At the 31<sup>st</sup> March 2019 the charity had 61 volunteers. During the year they contributed 19,447 hours of work to the bureau. We estimate the value of this help at £290,512 in respect of the current year.

### Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives and in planning the future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set. All of our charitable activities focus on delivering advice to anyone whatever they're problem and by doing so we empower the individual to become self-reliant, increase income and reduce debt.

## 4. Achievements and performance

### Charitable Activities

Citizens Advice Bedford is the recognised advice agency in Bedford Borough; the Citizens Advice brand is widely recognised and trusted at national and local level. It is recognised as an organisation that provides good quality advice without charge to anyone in need. The office is well located in the centre of town and benefits from staff and volunteers who are well trained, enthusiastic and committed. As well as benefiting from nationally provided knowledge and reference sources, they also have specialist local knowledge which is valuable to clients.

Citizens Advice Bedford saw a total of 7,862 unique clients with 27,619 issues. In addition, we responded to 2,099 emails and the local advice telephone service received 5,470 telephone calls.

The charity generated £3.6m in benefits with a calculated social economic gain at £5.7m. Debt worth £5.6m was managed. In addition, the charity provided support in Financial Capability and ensuring the best energy deal for clients. Client satisfaction is at 99% with the overall service they received.

### Fundraising Activities

The charity did not undertake any fundraising activities during the year.

## 5. Financial Review

### Financial Position

Income for the year was £522,951 (2017/2018: £445,348). Of this £245,552 (2017/2018: £201,591) related to restricted project activities.

A surplus of £11,140 was made in the year (2017/2018: surplus £3,779). At 31 March 2019 total reserves were £184,745 (2017/2018: total reserves £173,605) of which £130,506 (2017/2018: £145,172) represented unrestricted funds.

### Significant Events

During the reporting period positive significant events were recorded involving the award of a new contract for debt delivery. Citizens Advice Bedford has a diverse funding stream with resilience at the forefront of all decision making. The factors likely to affect financial performance are recognised by CAB comprehensive risk register which is updated regularly.

### Investment Policy

As required in its Memorandum paragraph 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 Trustee Board has agreed an investment policy, which includes;

## Report of the Directors and Trustees

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- No bank (plus any of its subsidiaries) shall have more than £85,000 of Citizens Advice Bedford funds for a period greater than 28 days.
- The Company will actively invest funds currently held on deposit into a mix of business investment funds offered by UK based banks or Building Societies covered by the UK Financial Compensation Scheme. For clarity there would be no investments in institutions where the compensation scheme is covered by a country abroad. No investment would exceed £85,000 in any one bank or its subsidiaries.
- The Company will retain flexibility within either the current account and/or linked deposit account to meet its day to day needs.
- The Company will consider investing in shares and/or similar investments but will not commit more than 25% of available reserves in these types of investments.
- No investment will be made where access to funds would be greater than 60 days notice.

At 31<sup>st</sup> March 2019 the Company had £52,973 invested with the Aldermore Bank in a one-year fixed rate bond and £89,545 invested with the Cambridge and Counties Bank in a 31-day notice account and a two-year fixed bond. The investment with the Cambridge and Counties Bank marginally exceeded the investment policy, but was considered to be a small risk.

### Reserves Policy

Citizens Advice Bedford is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Company will maintain a projection of income for at least three years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that unrestricted reserves should be maintained equal to 6 months' normal operating expenditure, which currently equates to £226,655. The Trustees continually monitor this target, a key KPI for the Company, which was not met at 31 March 2019.

### Principal Funding Sources

Citizens Advice Bedford delivered the third year of 3-year contracts on behalf of Bedford Borough Council & The Harpur Trust for core service and welfare benefit advice respectively. CAB was successful in gaining an additional Money Advice Service contract, requiring expansion geographically into Central Bedfordshire in parallel with delivery within Bedford Borough. The Benefits Advice Service continues to provide funding for clients across England and Wales undergoing research into health and social issues. Energy Best Deal delivers income throughout the year and Citizens Advice Bedford was successful in its bid to gain funding to help claimants of Universal Credit. Bedford Borough Council provides a continuous running welfare benefit contract and the House of Industry provides grants for both debt relief and housing contracts.

The Trustees extend their gratitude to all funders for their continued support.

## Report of the Directors and Trustees

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### 6. Future Plans

Citizens Advice Bedford aims to continue to;

- provide good quality advice and information to the communities in which the Bureau works and, in particular, to the most vulnerable people in Bedford
- provide advice that is available at both a general help level and in key areas of specialism, particularly debt, welfare benefits and housing
- be accessible how, when and where it is most needed and responsive to changing needs
- present a clear and authoritative analysis of the issues that emerge from the Bureau's work in order to seek improvements in social welfare, debt and other such areas
- be at the heart of the social welfare law sector in Bedford, working at local, regional and national levels in social policy on behalf of the wider Bedford communities
- be a key partner to the local authority through, in particular, the provision of data about community needs and a leading player in the Bedford Advice and Third Sectors
- be a financially sustainable advice agency, providing an efficient service and clearly able to demonstrate the value and effectiveness of the service to all its stakeholders
- have an adequate, skilled and motivated workforce of both paid staff and volunteers that fully reflect the diversity of the community in which it works
- expand access to services through the development of outreach, a fully staffed telephone service and use of social media platforms

These aims are achieved through maintaining a good relationship with our principal funders; reviewing the way in which clients access the Bureau services; securing additional funding to develop specialist work in debt and welfare benefits for clients who are entitled to legal aid; ensuring that the skills of current staff and advisers are kept up to date and recruiting such staff and volunteers as are needed to ensure that high levels of service are maintained.

### 7. Small Company provisions

This report has been prepared in accordance with the Special Provisions for Small Companies under Part 15 of the Companies Act 2006.

Approved and signed on behalf of the Board.

*J. Shipman*

Jenny Shipman  
Chair of Trustees  
Date: **18 December 2019**



## **Independent Examiner's Report to the Members of The Bedford & District Citizens Advice Bureau**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2019.

### **Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

### **Independent examiner's statement**

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2016 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Nicholas Willis FCA  
George Hay Partnership LLP  
Chartered Accountants  
Brigham House  
High Street  
Biggleswade  
Bedfordshire  
SG18 0LD



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**Statement of financial activities for the year ended 31 March 2019**  
**Incorporating the Income and Expenditure Account**

		Unrestricted funds	Restricted funds	Total funds 2019 (unaudited))	Total funds 2018 (unaudited)
	Note	£	£	£	£
<b>Income and endowments from:</b>					
Donations and legacies	2a	350	-	350	1,740
Charitable activities	3	250,203	245,552	495,755	438,799
Investments	2c	3,103	-	3,103	1,515
Other	4	1,545	-	1,545	3,294
<b>Total Income and endowments</b>		<b>255,201</b>	<b>245,552</b>	<b>500,753</b>	<b>445,348</b>
<b>Expenditure on:</b>					
Raising Funds		-	-	-	-
Charitable activities	5	269,867	219,746	489,613	441,569
Other		-	-	-	-
<b>Total Expenditure</b>		<b>269,867</b>	<b>219,746</b>	<b>489,613</b>	<b>441,569</b>
Net income/(expenditure)		(14,666)	25,806	11,140	3,779
Transfers between funds		-	-	-	-
<b>Net income/(expenditure) and net movement in funds</b>		<b>(14,666)</b>	<b>25,806</b>	<b>11,140</b>	<b>3,779</b>
<b>Reconciliation of funds</b>					
Funds brought forward		145,172	28,433	173,605	169,826
<b>Total funds carried forward</b>		<b>130,506</b>	<b>54,239</b>	<b>184,745</b>	<b>173,605</b>

The notes on pages 12 to 22 also form part of these financial statements.

There were no recognised gains or losses in the year, other than those included in the statement of financial activities. The Charity does not operate a defined benefit pension scheme.

All activities derive from continuing operations.

**Balance Sheet as at 31 March 2019**  
**Company Number 5190146**

	Note	Unrestricted Funds £	Restricted Funds £	Total funds 2019 (unaudited) £	Total funds 2018 (unaudited) £
<b>Fixed Assets</b>					
Tangible Fixed Assets	10	<u>673</u>	<u>-</u>	<u>673</u>	<u>4,240</u>
<b>Current Assets</b>					
Debtors	11	17,508	-	17,508	14,440
Investments – short term deposits		142,518	-	142,518	187,662
Cash at bank and in hand		<u>73,532</u>	<u>54,239</u>	<u>127,771</u>	<u>36,422</u>
		233,558	54,239	287,797	238,524
<b>Creditors</b>					
Creditors – amounts falling due within one year	12	<u>103,725</u>	<u>-</u>	<u>103,725</u>	<u>69,159</u>
<b>Net current assets</b>		<u>129,833</u>	<u>54,239</u>	<u>184,072</u>	<u>169,365</u>
Total assets less current liabilities		<u>130,506</u>	<u>54,239</u>	<u>184,745</u>	<u>173,605</u>
<b>Total Net assets</b>		<u>130,506</u>	<u>54,239</u>	<u>184,745</u>	<u>173,605</u>
<b>Represented by:</b>					
<b>Funds of the Charity</b>					
Unrestricted funds:					
Accumulated fund	14	130,506	-	130,506	145,172
Restricted funds	14	<u>-</u>	<u>54,239</u>	<u>54,239</u>	<u>28,433</u>
		<u>130,506</u>	<u>54,239</u>	<u>184,745</u>	<u>173,605</u>

The notes on pages 12 to 22 also form part of these financial statements.

## Balance Sheet as at 31 March 2019 (continued)

For the year ended 31 March 2019, the charitable Company was entitled to exemption under section 477(2) of the Companies Act 2006 ("the Act") from obtaining an audit.

The directors acknowledge their responsibilities for ensuring that the Company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the Company as at 31 March 2018 of its deficit for the year then ended in accordance with the requirements of sections 393, 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the charitable Company.

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the Board on **18 December 2019** and signed on their behalf by:

*J. Shipman*

Jenny Shipman (Chair)

**Cash Flow Statement for the year ended 31 March 2019**  
**Company Number 5190146**

	2019 (unaudited) £	2018 (unaudited) £
<b>Operating activities</b>		
<b>Net (deficit) / surplus for the year</b>	11,140	3,779
<b>Adjustments for:</b>		
Depreciation of tangible assets	3,567	3,568
Decrease / (increase) in debtors	(3,068)	(13,572)
Increase / (decrease) in creditors	34,566	(11,912)
Investment income	(3,103)	(1,515)
<b>Net cash flows (used) / from operating activities</b>	43,102	(19,652)
<b>Investing Activities</b>		
Purchase of tangible assets	-	-
Cash placed in fixed notice accounts	48,246	(845)
Return of cash from fixed notice accounts	(48,246)	(20)
Investment income	131	1,000
<b>Net cash flows from / (used in) investing activities</b>	131	135
<b>Net increase / (decrease) in cash and cash equivalents</b>	43,233	(19,517)
Cash and cash equivalents at the beginning of the year	84,538	104,055
<b>Cash and cash equivalents at the end of the year</b>	127,771	84,538
<b>Cash and cash equivalents consists of:</b>		
Cash at bank (current & deposit account) and cash in hand	127,771	84,538

The notes on pages 12 to 22 also form part of these financial statements.

## Notes to the financial statements for the year ended 31 March 2019

### 1. Accounting policies

#### a. General information

The Bedford & District Citizens Advice Bureau ('Citizens Advice Bedford', the Bureau', 'the charity', 'the Company') is a registered charity (registered charity number 1106738) and Company limited by guarantee (registered Company number 5190146), incorporated in England and Wales. The address of its registered office and principal place of business is disclosed in the 'Reference and Administrative Details' within the Report of the Directors and Trustees.

The principal activity of the charity is to provide free, confidential, impartial and independent advice for the benefit of the local community.

The financial statements are presented in Pounds Sterling ('£') and this is the functional currency of the Charity.

Monetary amounts included within these financial statements are rounded to the nearest whole £.

#### b. Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Citizens Advice Bedford meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The preparation of financial statements in compliance with FRS 102 requires the use of certain critical accounting estimates. It also requires management to exercise judgement in applying the charity's accounting policies.

#### c. Income

##### i) Grants receivable

Grants made to finance the activities of the Bureau are credited to the income and expenditure account in the period to which they relate.

##### ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

##### iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

## Notes to the financial statements for the year ended 31 March 2019

### 1. Accounting Policies (continued)

#### iv) **Gifts and Intangible income**

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the Charity has been estimated and disclosed in the directors' report.

#### v) **Deferred income**

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

#### d. **Expenditure**

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 charitable expenditure and governance 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.

#### e. **Tangible fixed assets and depreciation**

Tangible fixed assets are included at cost. Items are capitalised if their value is over £1,000. If a number of items of a capital nature are purchased at the same time, and their total value is greater than £1,000, then these also will be capitalised.

Depreciation is charged on a straight-line basis on the costs of the assets over their estimated useful lives, as follows:

Fixtures & fittings	5 years
Computer and office equipment	3 years

#### f. **Restricted funds**

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

#### g. **Designated funds**

Designated funds are allocated out of unrestricted funds by the Trustees for specific purposes. The use of such funds is at the Trustees' discretion.

#### h. **Leases**

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

#### i. **Going Concern**

The Trustees have reviewed budgets for the coming year and are satisfied that it is appropriate to prepare the accounts on a going concern basis.

## Notes to the financial statements for the year ended 31 March 2019

### 1. Accounting Policies (continued)

#### j. Cash and Cash equivalents

Cash and cash equivalents are cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition, or opening, of the deposit or similar account.

#### k. Financial instruments

The charity only has financial asset and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction values and subsequently measured at their settlement value.

#### l. Accounting estimates and judgements

In applying the accounting policies, the Trustees have made critical accounting judgements, estimates and assumptions about the carrying amount of the assets and liabilities. These estimates and assumptions are based on historical experience and are reviewed on a continual basis. The critical accounting judgements, estimates and assumptions that have a material effect on the amounts recognised in the financial statements for both the current and next financial years are discussed below.

##### Judgements

Impairment testing is carried out for all tangible assets at the year end date where there is an indication that impairment exists. For the purposes of impairment testing, the carrying amounts of the tangible assets are reviewed and an impairment loss is recognised where the carrying amounts exceed the assets recoverable amount.

##### Estimates

Depreciation methods, useful lives and residual values are reviewed at each balance sheet date. The gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the assets and is recognised in Statement of Financial Activities.

### 2. Income from Generated Funds

	Unrestricted	Restricted	Total 2019 (unaudited)	Total 2018 (unaudited)
	£	£	£	£
a. Donations	<u>350</u>	<u>-</u>	<u>350</u>	<u>1,740</u>
b. Activities for generating funds	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
c. Investment income:				
- bank interest received	<u>3,103</u>	<u>-</u>	<u>3,103</u>	<u>1,515</u>



## Notes to the financial statements for the year ended 31 March 2019

### 3. Income from Charitable Activities

	Unrestricted	Restricted	Total 2019 (unaudited)	Total 2018 (unaudited)
<u>Contracts with:</u>	£	£	£	£
Bedford Borough Council Core	229,203	-	229,203	210,456
Universal Credit	-	32,506	32,506	
House of Industry Debt & Court Desk	-	35,183	35,183	34,593
Bedford Borough Council Benefits Advisor	-	40,005	40,005	40,005
Harpur Trust Welfare Benefits Advice	-	44,164	44,164	43,482
House of Industry Welfare Reform	-	35,183	35,183	35,412
Money Advice Service	-	58,511	58,511	47,739
Benefits Advice Service	21,000	-	21,000	26,730
	<u>250,203</u>	<u>245,552</u>	<u>495,755</u>	<u>438,777</u>

### 4. Other Income

	Unrestricted	Restricted	Total 2019 (unaudited)	Total 2018 (unaudited)
	£	£	£	£
Miscellaneous	<u>1,545</u>	<u>-</u>	<u>1,545</u>	<u>3,316</u>

# Notes to the financial statements for the year ended 31 March 2019

## 5. Total Expenditure

	Direct Charitable activities	Grants to third parties	Support activities	Total 2019 (unaudited)	Total 2018 (unaudited)
	£	£	£	£	£
General advisory services	56,412	-	243,636	300,048	231,691
Other projects	113,062	-	95,602	208,664	206,738
Accrual reversal – unknown costs	-	-	(22,198)	(22,198)	-
	<u>169,474</u>	<u>-</u>	<u>317,040</u>	<u>486,514</u>	<u>438,429</u>
Costs of raising funds	-	-	-	-	-
Governance costs	-	-	3,099	3,099	3,140
Total Expenditure	<u>169,474</u>	<u>-</u>	<u>320,139</u>	<u>489,613</u>	<u>441,569</u>

### Natural classification of expenditure

	2019 Total (unaudited)	2018 Total (unaudited)
	£	£
Salary costs	350,346	336,767
Staff costs	16,150	16,991
Office costs	39,769	38,582
Premises costs	100,162	45,780
Governance costs	3,099	3,140
Other costs	2,285	309
Accrual reversal – unknown costs	(22,198)	-
	<u>489,613</u>	<u>441,569</u>

## 6. Net income/(expenditure) for the year

	2019 (unaudited)	2018 (unaudited)
	£	£
This is stated after charging:		
Depreciation	3,567	4,035
Operating lease costs – land & buildings	78,000	19,500
Independent Examiners fees	<u>3,000</u>	<u>3,360</u>

## Notes to the financial statements for the year ended 31 March 2019

### 7. Information regarding Directors and Employees

	2019 (unaudited)	2018 (unaudited)
	£	£
Wages and salaries	316,950	306,975
Employers National Insurance	26,727	25,059
Employers Pension contributions	6,669	4,733
	<u>350,346</u>	<u>336,767</u>

The average number of employees, analysed by function was:

	2019 (unaudited)	2018 (unaudited)
	No	No
Advice and information	11	11
Administration, support & general management	4	3
	<u>15</u>	<u>14</u>

No employee received remuneration of more than £60,000 (2018: None >£60,000).

In accordance FRS 102 and the Charities SORP, the economic contribution of volunteers is not recognised in the financial statement.

The key management personnel of the charity, the Trust, comprise the Trustees and the Chief Executive Officer. The total employee benefits of the key management personnel of the Trust were £47,539 (2018: £43,595).

### 8. Trustees' Remuneration and Expenses

No remuneration was paid or payable for the year out of the funds of the charity to any Trustee or to any person known to be connected to a Trustee (2018: £nil). Refreshment expenses totalling £35 were reimbursed to one Trustee during the year (2018: two Trustees £50).

### 9. Taxation

The charity is exempt from corporation tax as all income is applied to charitable purposes.

## Notes to the financial statements for the year ended 31 March 2019

### 10. Tangible fixed assets

	Fixtures & Fittings £	Computer & Office Equipment £	Total £
<b>Cost</b>			
At 1 April 2018 (unaudited)	5,531	52,299	57,830
Additions	-	-	-
Disposals	-	-	-
At 31 March 2019 (unaudited)	<u>5,531</u>	<u>52,299</u>	<u>57,830</u>
<b>Depreciation</b>			
At 1 April 2018 (unaudited)	5,282	48,308	53,590
Charge for the year	249	3,318	3,567
Disposals	-	-	-
At 31 March 2019 (unaudited)	<u>5,531</u>	<u>51,626</u>	<u>57,157</u>
Net book value 2019 (unaudited)	<u>-</u>	<u>673</u>	<u>673</u>
Net book value 2018 (unaudited)	<u>249</u>	<u>3,991</u>	<u>4,240</u>

### 11. Debtors

	2019 (unaudited)	2018 (unaudited)
	£	£
Accrued income	17,508	13,572
Prepayments	-	868
	<u>17,508</u>	<u>14,440</u>

### 12. Creditors – amounts falling due within one year

	2019 (unaudited)	2018 (unaudited)
	£	£
Other taxes and social security costs	6,104	6,211
Other creditors	-	3,722
Pension creditor	-	51
Accruals and deferred income	<u>97,621</u>	<u>59,175</u>
	<u>103,725</u>	<u>69,159</u>

## Notes to the financial statements for the year ended 31 March 2019

### 13. Financial Assets & Liabilities

	2019 (unaudited)	2018 (unaudited)
	£	£
<b>Financial Assets</b>		
Cash	127,771	36,422
Short term deposits	<u>142,518</u>	<u>187,662</u>
	<u><b>270,289</b></u>	<u><b>224,084</b></u>

### 14. Analysis of net assets between funds

	General Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	673	-	673
Net current assets	<u>129,833</u>	<u>54,239</u>	<u>184,072</u>
Net assets	<u><b>130,506</b></u>	<u><b>54,239</b></u>	<u><b>184,745</b></u>

## Notes to the financial statements for the year ended 31 March 2019

### 15. Movement in funds

	At 1 April 2018 (unaudited)	Incoming Resources	Outgoing Resources	Transfers	At 31 March 2019 (unaudited)
	£	£	£	£	£
<b>Restricted funds:</b>					
Universal Credit	-	32,506	(12,945)	-	19,561
Bedford Borough Welfare Benefits Advisor	(171)	40,005	(41,190)	-	(1,356)
Involve Project Health Agencies	2,880	-	-	-	2,880
Outreach Centres	3,397	-	-	-	3,397
HOI Debt & Court Desk Service	1,111	35,183	(32,274)	-	4,020
Money Advice Service	11,250	58,511	(60,636)	-	9,125
Harpur Trust Welfare Benefits	25	44,164	(38,460)	-	5,729
House of Industry Welfare Reform	9,941	35,183	(34,241)	-	10,883
<b>Total Restricted funds</b>	<u>28,433</u>	<u>245,552</u>	<u>(219,746)</u>	-	<u>54,239</u>
<b>Unrestricted funds:</b>					
General fund	145,172	277,399	(292,065)	-	130,506
<b>Total funds</b>	<u>173,605</u>	<u>522,951</u>	<u>(511,811)</u>	-	<u>184,745</u>

#### Descriptions of Restricted Funds:

**Outreach Centres** – Provision of generalist advice supported by a grant from The Wixamtree Trust and The Big Local Project.

**House of Industry Debt & Court Desk** – Specialist debt advice for people at risk of becoming homeless.

**Involvement Project funded by Health Agencies** – advice and support to help people resolve benefit concerns around payment of fees and expenses for public involvement in health and social care research, design and delivery.

**Money Advice Service Debt Advisor** – provides specialist debt advice and support to clients who reside in Bedford Borough.

## Notes to the financial statements for the year ended 31 March 2019

### 15. Movement in funds (continued)

#### Descriptions of Restricted Funds (continued):

**Bedford Borough Welfare Benefits Advisor** – to provide specialist welfare benefit advice to clients of Bedford Borough Social Services clients.

**Harpur Trust Welfare Benefits Advisor** - to provide a Specialist Welfare Benefit Advisor.

**House of Industry Welfare Reform** – provision of services relating to Welfare Reform and Debt.

### 16. Capital Commitments

There were no capital commitments as at 31 March 2019 or 31 March 2018.

### 17. Operating lease commitments

At 31 March 2019 the charity had total commitments under non-cancellable operating leases as follows:

	2019 (unaudited) £	2018 (unaudited) £
<b>Operating Lease Costs:</b>		
Within 1 year	27,774	20,067
Between 2 and 5 years	100,000	2,707
	<u>          </u>	<u>          </u>

### 18. Pension costs

A pension scheme, open to all employees, is operated on a defined contribution basis. The charity contributes 6% of pensionable earnings and the employee a minimum of 3%. The assets of the scheme are held separately from those of the charity in an independently administered fund. In addition, the charity has introduced an auto-enrolment pension scheme in line with government guidelines, into which both the charity and the employee contribute. Currently the charity contributes 3% of pensionable salaries, and employees 2%. Contributions of £6,669 (2018: £4,733) were paid during year. Contributions of £Nil (2018: £51) were payable at the reporting date.

### 19. Related party transactions

During the year ended 31 March 2019 funding was received from The Harpur Trust of which a Trustee, Sally Monkman, is a co-opted member of the grants committee. Funding continues to be provided by The Harpur Trust for the provision of a specialist welfare benefits adviser. The total amount of funding received in the year was £44,164 (2018: £43,482). The project is for a three-year period.

## Notes to the financial statements for the year ended 31 March 2019

### 20. Statement of financial activities for the year ended 31 March 2018 Incorporating the Income and Expenditure Account

	Unrestricted funds £	Restricted funds £	Total funds 2018 (unaudited) £
<b>Income</b>			
Donations	1,740	-	1,740
Investment income	1,515	-	1,515
Charitable activities	237,208	201,591	438,799
Other	3,294	-	3,294
<b>Total Income</b>	<u>243,757</u>	<u>201,591</u>	<u>445,348</u>
<b>Expenditure</b>			
Charitable activities	<u>241,338</u>	<u>200,231</u>	<u>441,569</u>
<b>Total Expenditure</b>	<u>241,338</u>	<u>200,231</u>	<u>441,569</u>
<b>Net incoming / (outgoing) resources before transfers</b>	2,419	1,360	3,779
Transfers between funds	-	-	-
<b>Net movement in funds for the year</b>	<u>2,419</u>	<u>1,360</u>	<u>3,779</u>
Balances brought forward	142,753	27,073	169,826
<b>Balances carried forward</b>	<u>145,172</u>	<u>28,433</u>	<u>173,605</u>

### 21. Analysis of movement in deferred income

	2019 (unaudited) £	2018 (unaudited) £
Balance as at 1 April	20,000	7,500
Net movement for the year	(20,000)	12,500
Balance as at 31 March	<u>-</u>	<u>20,000</u>

Deferred income relates to funding received in advance of the period to which it relates.