

5746008

Directors' Report

The Directors/Trustees have the pleasure of presenting their Report and the Financial Statements for the year ended 31 March 2009.

Reference and Administrative Details

Company Name	Citizens Advice – Hart District Limited
Charity Registration	1113777
Company Registration	5745008
Registered Office	Citizens Advice District Royal Oak Close Yateley Hampshire GU46 7UD
District Manager	Ouida Grant
Company Secretary	John Whitehorn
Principal Bank	Barclays Bank Fleet Hampshire
Reporting Accountant	K R Burgin

The following persons were Directors of the Company on the date of approval of the Report:

Trustees	Role	Date elected/ Appointed
Keith Powell	Chairman	28 April 2006
John Whitehorn	Secretary	16 March 2006
David Kennedy	Vice Chairman, Chairman of Membership Service and Development Committee, Board Member of Citizens Advice Hampshire	24 October 2007
John Horton	Treasurer	23 January 2008
Anthony Hutchinson	Chairman of Personnel Committee	23 January 2008
Alan Pollard MBE		16 March 2006
Myra Billings		16 March 2006
Dennis Haig		28 April 2006
Nateeq Hakeem-Habeeb		2 May 2007
David Bradford		23 January 2008
Barry Newton		23 July 2008
Charles McKenna		23 March 2009

The following people additionally served as Trustees during the year:

Name	Role	Date Elected/ Appointed	Date Resigned
Charlotte Tickner		23 July 2006	29 January 2009
Clive Waters	Chairman of Membership Service and Development Committee	25 July 2007	29 January 2009
Donna Cannon		23 January 2008	29 January 2009
Ra'anaa Shears		22 October 2008	25 June 2009



Structure, Governance and Management

Governing Document

Citizens Advice – Hart District Limited ("The Company") is a registered charity and a company limited by guarantee. The Company is also known and referred to as "Citizens Advice Hart". The Company is governed by its Memorandum and Articles of Association.

The Company was incorporated as a company limited by guarantee on 16 March 2006 and commenced operations on 29 April 2006. The maximum liability of each member is limited to £1.

Recruitment, Appointment of Trustees

Trustees are elected or co-opted from the local community and must either reside or work in Hart District or the surrounding area. The Trustee Board oversees the elections process for Board appointments.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Hart, through the provision of formal training and mentoring by established Trustees and Managers.

Organisational Structure

The Company is governed by its Trustee Board, which is responsible for setting the strategic direction and policy of the Company. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Hart and for ensuring that it satisfies its legal and contractual obligations. Trustees meet quarterly subject to holding additional meetings as and when required and delegate the day-to-day operation of the organisation to senior management who are overseen by the Management Committee. The Trustee Board is independent of the management body. A register of members' interests is maintained at the registered office and is available to the public.

Related Parties

The Company 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 Citizens Advice Hart, in order to fulfil its charitable objects and comply with the national membership requirements.

The Company 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

The Company has undertaken a Corporate Risk Assessment, which has been agreed by the Trustee Board. The Trustees recognise that any major risks to which the Company is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Citizens Advice Hart is continually monitoring the managing of 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 mitigated as far as possible by ensuring that funding is secured from a variety of sources. The Company continues to seek to diversify its funding sources.

Objectives and Activities

Objects

The Company's objects are to promote any charitable purpose for the benefit of the community in Hart District and surrounding areas, by the advancement of

education, the protection and preservation of health and the relief of poverty, sickness and distress.

Aims, Objectives, Strategies and Activities for the Year

The Company aims 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 and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

The principal activity of Citizens Advice Hart remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is provided through two bureaux in the towns of Fleet and Yateley. Advisory services were provided through face-to-face consultations, telephone advice lines and an outreach service at RAF Odiham. A home visiting service is provided for clients who are unable to visit the bureaux for advice.

Personnel

The Company has 10 paid personnel and 74 volunteers, 62 of whom provide the face to face advisory service to the public. In addition, the Company's Trustees are all volunteers.

Advice Services

Advice was given to clients during the year on the following matters:

- Benefits
- Housing
- Health
- Debt, including specialist work
- Education
- Employment
- Legal
- Relationships
- Homelessness
- Financial Literacy

The number of issues handled during the year was in excess of 25,000.

Financial Review

Reserves Policy

The Company is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Company maintains a projection of income for at least three years ahead and ensures that this continues to be derived from as wide a variety of sources possible.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that 'free' reserves should be maintained equal to between 3 and 6 months' normal operating expenditure.

Principal Funding Sources

The Trustees extend their gratitude to Hart District Council, who continued to support the core operating capacity of the Company. In addition to core funding, project-specific funding was received from Hart District Council, Surrey Heath Borough Council, Royal Air Force Benevolent Fund, Yateley Town Council and the Rotary Clubs of Fleet, Hart and Odiham and Hook.

Hart District Council also provided the Fleet and Yateley Bureaux premises and payroll services at no financial cost to the Company.

Funds In Deficit

One fund was £1,492 in deficit at the balance sheet date due to the delay in the receipt of a further grant.

Investment Policy

In furtherance of its objects, 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.

Future Plans

The Company aims to continue to improve access to its service and has implemented the national Citizens Advice Gateway Assessment process and has introduced Additional Opening Hours of both Bureaux. Further services for Advice Plus, Macmillan Cancer Care and the national Single Telephone Line are under development and will begin to be implemented for public availability in 2009 and 2010.

Trustees' Responsibilities

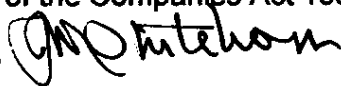
Company Law and Charity Law require the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Company and of the surplus or deficit for that period. In preparing those financial statements, the Trustees are required to:

- (a) select suitable accounting policies and then apply them consistently.
- (b) make judgements and estimates that are reasonable and prudent.
- (c) state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- (d) 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 also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Company and to enable them to ensure that the financial statements comply with the Companies Act 1985 and 2006. The Trustees are responsible for ensuring that the Company maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against material loss or unauthorised use and to prevent and detect fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

John Whitehorn
Company Secretary



Citizens Advice –Hart District Limited

Financial Statements

Statement of financial activities for the year ended 31 March 2009

31 March 2008 £		Notes	Restricted £	Unrestricted £	Total £
	Incoming Resources				
202714	Grants received	2	40206	141690	181896
2729	Donations	3	1000	2778	3778
1177	Other income		-104	3350	3246
8362	Interest received			6602	6602
214982	Total income		41102	154421	195523
	Resources expended	4			
195417	Direct charitable expenditure		46779	143517	190296
11086	Management and administration		10304	4219	14523
5820	Depreciation		2039	5305	7344
	Equipment acquired		2100	4368	6468
212323	Total expenses		61222	157409	218631
2659	Net Income/ (-)Deficit for year		-20120	-2988	-23109

There were no other recognised gains

Statement of Retained Funds

31 March 2008 £		Notes	Restricted £	Unrestricted £	Total £
2659	Net Income/ (-)Deficit for year		-20120	-2988	-23109
152273	Total Funds brought forward		68687	86246	154933
154932	Total Funds carried forward		48567	83257	131824

Citizens Advice -Hart District Limited

Balance Sheet as at 31 March

2008 £	Notes	2009 £
10970	5 FIXED ASSETS Tangible Assets	3626
	Current Assets	
138460	6 Debtors	145244
169697	Cash at Bank and in hand	143685
308157	Total	288929
164194	7 Creditors falling due within one year	160731
143963	Net Current Assets	128198
154933	Total Assets less current liabilities	131824
0	Creditors falling due after more than one year	0
154933	NET ASSETS	131824
	ACCUMULATED FUNDS	
86246	8 Unrestricted Funds	83257
68687	9 Restricted Funds	48567
154933	TOTAL RESERVES	131824

The financial statements have been prepared in accordance with the special provision of Part VII of the Companies Act 1985 applicable to small companies and in accordance with the Financial Reporting Standard for Smaller Entities.

The Trustees consider that the Company is entitled to exemption from the requirements to have an audit under the provisions of Section 249 A (1) of the Companies Act 1985. Members with 10% or more of the voting rights have not issued a notice requiring an audit under Section 249 (B) (2) of the Companies Act 1985. The Trustees acknowledge their responsibility for ensuring that the Company keeps accounting records which comply with Section 221 of the Companies Act 1985 and for preparing accounts which give a true and fair view of the state of affairs of the Company as at the end of the financial period and of its surplus for the period in accordance with the requirements of Section 226 and which otherwise comply with the requirements of the Act relating to the accounts so far as applicable to the Company.

Approved by the Board on 25 June 2009

John Horton Hon Treasurer



Citizens Advice –Hart District Limited

Notes to the financial statements for the year ended 31 March 2009

1 ACCOUNTING POLICIES

1.1 Basis for preparation of financial statements

The financial statements are prepared under the historical cost convention

1.2 Income

Grants are accounted for on the basis of the amounts received during the period

1.3 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost or valuation less depreciation. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value at 33.33% per annum on a straight line balance basis.

2 GRANTS RECEIVED

2008	2009
£	£
31524 Hart District Council- Youth worker	15000
6250 Hart District Council -Youth rent deposit	5000
5000 Surrey Heath youth rent deposit	0
0 Hampshire Police	0
5000 Yateley Town Council	5000
6000 RAF Odiham	6000
300 Emergency assistance	0
6180 Lottery Awards for all -Server	0
4700 Local strategic partnership	3500
200 Yateley Neighbourhood Care	0
0 UK Government-Extra Hours	5706
<u>65154</u> Total Restricted Funds	<u>40206</u>
Unrestricted	
<u>137560</u> Hart District Council	<u>141690</u>
<u>202714</u> TOTAL GRANTS RECEIVED	<u>181896</u>

3 DONATIONS

Restricted	
<u>1100</u> Rotary Club -Screen Replacement	<u>1000</u>
Unrestricted	
<u>1629</u> Personal and small corporate donations	<u>2778</u>
<u>2729</u> TOTAL DONATIONS	<u>3778</u>

Citizens Advice –Hart District Limited

Notes to the financial statements for the year ended 31 March

4 RESOURCES EXPENDED

Direct Charitable Expenses

2008	2009
£	£
162094 Staff salaries	152981
3942 Staff expenses	7749
2324 Other project costs	5483
3698 CITA Information	5736
5578 Telephone	5444
230 Television	0
4425 Rent deposits paid	9440
13126 Other office costs	7602
<u>195417</u> Total	<u>194435</u>

Management and administration

551 Repairs and renewals	423
2686 Cleaning and utilities	10759
1220 Insurance	152
2049 Recruitment and training	1337
353 Accountancy fees	230
767 Trustee costs	64
3460 Sundry expenses	1558
<u>11086</u> Total	<u>14523</u>

5 FIXED ASSET SCHEDULE

	2009	
	Opening Balance	Closing Balance
	£	£
Cost	22094	22094
Depreciation	11125	18468
Net book value	<u>10969</u>	<u>3626</u>

6 DEBTORS

2008	2009
£	£
137560 Due from Hart District Council–Grant*	141690
900 Accrued Interest	3554
<u>138460</u> Total	<u>145244</u>

Citizens Advice -Hart District Limited

Notes to the financial statements for the year ended 31 March

2008 £		2009 £
7	CREDITORS FALLING DUE WITHIN ONE YEAR	
	163095 Amount due to Hart District Council -Salaries*	145185
	1099 Cheques paid but not paid	5668
	Mediation Fund due to be repaid	9879
	<u>164194</u> Total	<u>160731</u>
	25535 * Net amount due to Hart District Council	3495
8	RESERVES	
	<u>86246</u> Unrestricted Reserves	<u>83257</u>
	Restricted Reserves	
	27610 Hart Homelessness	24360
	4825 Hart Homeless rent deposit	2165
	8946 Hampshire Police -mediation	0
	1213 Office of Deputy Prime Minister- Court Assistance	672
	1733 Home visits	1696
	291 Emergency fund	291
	3500 Hart D C Local strategic partnership	3641
	8750 Surrey Heath advice plus	3016
	5000 Surrey Heath rent deposit	3204
	-50 Yateley Town Council	-1492
	1100 Computer Screen replacement	0
	5665 Lottery Awards for all-Server	3626
	RAF Odiham	1682
	UK Government - Extra Hours	5706
	104 Other minor funds	0
	<u>68687</u> Total Restricted Funds	<u>48567</u>
	<u>154933</u> TOTAL RESERVES	<u>131824</u>

Citizens Advice -Hart District Limited

INDEPENDENT EXAMINER'S REPORT

I report on the accounts for the period ended 31 March 2009

Respective responsibilities of directors and independent examiner

The Company's directors are responsible for the preparation of the accounts and they consider that the Company is exempt from an audit. It is the responsibility of the independent examiner to check that the accounts prepared in accordance with the Company's accounting records and are prepared in a manner consistent with the accounting requirements specified in section 249C (6) of the Companies Act 1985.

Basis of opinion


My work was conducted in accordance with the Statement of Standards for Reporting Accountants and our examination consisted of comparing the accounts with the accounting records kept by the Company and making such limited enquiries of the officers of the Company as we considered necessary for the purposes of this report. This examination provides only the assurance expressed in my opinion.

Opinion

In my opinion:

- (a) the accounts are in agreement with the accounting records kept by the Company under section 221 of the Companies Act 1985.
- (b) Having regard only to, and on the basis of, the information contained in those accounting records:
 - * the accounts have been drawn up in a manner consistent with the accounting requirements specified in section 249C (A) of the Act
 - * the Company satisfied the conditions for exemption from an audit of the accounts for the year specified in section 249A (4) of the Act as modified by section 249A (5) and did not at any time within that period fall within any of the categories of companies not entitled to exemption specified in section 249B (1).

K R Burgin
Chartered Accountant



25 JUNE 2009

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