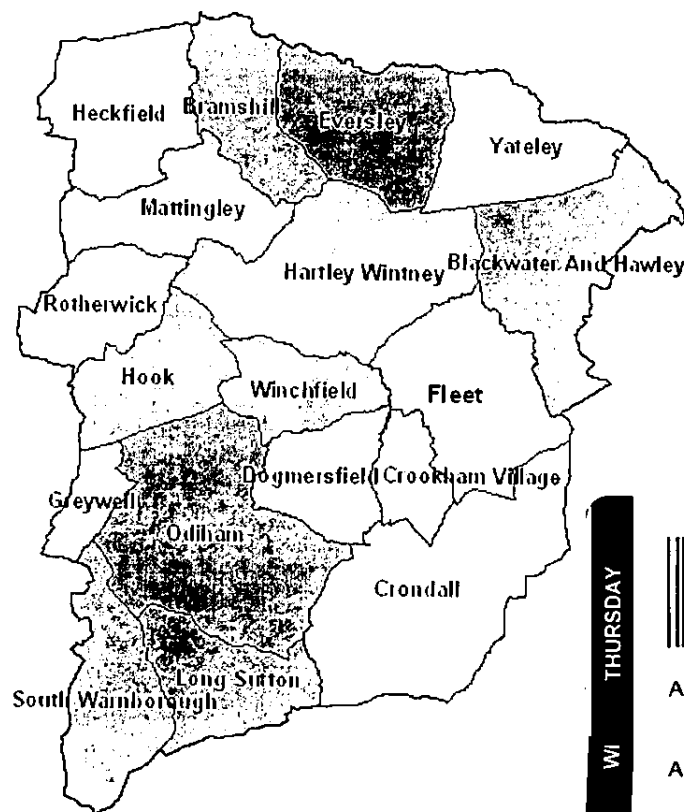


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Citizens Advice Hart District



Annual Report and Financial Statements 2007 – 2008



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A18 18/12/2008 163
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A51 10/12/2008 111
COMPANIES HOUSE

Help at the heart of your community

The Service Aims:

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

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.

Citizens Advice Hart is looking for new volunteers

The CAB can only function with the help of its Volunteers, who give their time freely to help their local community.

We provide free, confidential advice on a wide range of problems, including Employment, Relationship, Housing, Consumer and Benefits.

Although they are not paid, our Advisors still gain a lot from becoming Advisors. Training is free, minds are kept active and there is the satisfaction of helping people in need in an interesting and varied way. There is also the added advantage of having something substantial to put on a CV should one be thinking of returning to work in the future.

We are looking for advisors and administrators and have included an application form with this Annual Review. If you or someone you know wants to apply, simply complete the form and send it to our Yateley Office for the attention of the District Manager.

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Chairman's Report

It gives me great pleasure to report on a very successful year at Citizens Advice Hart, demonstrated by an excellent audit report following our review by the Citizens Advice Auditor shortly after the end of the operating year. We have passed each component of the audit and have given a good account of ourselves in our range of service, quality of casework and general management and governance. The result reflects extremely well upon the efficiency and dedication of the District Manager, Ouida Grant, and her team of management, staff and volunteers.

We have produced a remediation plan to deal with the few areas where the auditor felt that further work or development was necessary and this will help to tune up our operational procedures in the year ahead.

The number of clients from the local community continues to grow and during the past year we helped approximately 8,000 clients with more than 19,000 issues. It is unfortunate, however, that as demands upon our service increase it is becoming more and more difficult to attract new volunteers to train as Advisors. We remain active in our recruitment campaigns and would welcome any enquiries from interested members of the community.

The signing of two Service Level Agreements with Hart District Council has not only secured our core funding until 2010, but has launched a new partnership with them in respect of support for homeless young people, which should ensure that this project will be adequately funded during the same period. I am very grateful to all our supporters for their grants and donations during the year.

As the accounts indicate, last year we used a proportion of our reserves to meet our operating expenses. This is not as bad as it sounds, since some funds received in 2006/7 were put into reserve to be used for the funding of particular projects in 2007/8. It is clear, however, that we cannot reduce our reserves year on year and our financial policies require that we maintain our reserves at a level that would enable us to carry on operating, if funding was withdrawn, for between three and six months.

As a result, we have tightened up our financial reporting and have made a number of changes to our organisation structure and to our cost control, which has enabled us to produce a balanced budget for the next three years.

This will be my last Annual Report as Chairman of the company, since I shall be standing down at the AGM. I wish my successor every success in the years ahead and look forward to continuing my involvement as a Trustee in such a worthwhile organisation.

My sincere thanks go to the entire team at Citizens Advice Hart, including my fellow Trustees, for their friendly and efficient support to the Community during the past year.

Alan Pollard

"You supported me and helped me to complete difficult forms preventing bailiffs from taking my goods away. I was so frightened." (From a grateful client)

Membership, Service and Development Committee

The Committee has responsibility in six areas:-

- monitoring compliance with our membership of Citizens Advice nationally and ensuring that the Charity fulfils its responsibilities under the Membership Agreement
- preparing an annual 3-year rolling Business Development Plan for the Board's approval and monitoring the progress of the associated Action Plan
- overseeing the delivery of appropriate services to our clients as detailed in the agreed Business Development Plan
- ensuring that the Charity complies with the current Health and Safety legislation
- working with Managers on publicity and public relations
- monitoring the risk assessment process and reporting any concerns to Trustees.

It is pleasing to report that progress and results in each of the areas have been positive throughout the year.

The year saw the Charity preparing for an external audit of our total operation and the Committee monitored the progress towards the auditors' visits through a Service Action Plan. The Committee remained confident that the Charity was in excellent shape to pass the audit and thus show compliance with the Membership Agreement.

The Trustee Board approved the new 2008/11 Business Development Plan which had been prepared by the Committee.

Development of services included:

- signing a Service Level Agreement with Surrey Heath Council for Advice Plus, a 16/25 project, and the management of a Rent Deposit Scheme
- putting in place procedures for referral to the Homeless Project
- holding a surgery for young homeless in partnership with the Housing Department of Hart District Council
- completing a Disability Access Audit which has led to some changes to the facilities provided.

It is vitally important that the environment in which the Charity operates is safe and fit for purpose. The Committee is confident that the premises used by the Charity are compliant with the requirements of the existing legislation.

An innovation this year has been the publication of a quarterly Newsletter. The publicity of the work of the Charity has been increased and the PR has also been strengthened with visits to local organisations and schools.

Once again, it can be reported that feedback on the work of the Charity is complimentary and there have been no complaints that have reflected in an adverse manner on advice given or decisions made. The Client Survey undertaken during the year has assisted the Charity in making improvements in the way the overall business operates.

David Kennedy

Personnel Committee Report

The Personnel Committee is responsible to the Trustee Board for developing and recommending appropriate Personnel policies.

This year, we faced a financial shortfall of some significance and in response we took the decision to reduce our number of paid staff – the most significant being the reduction of three management positions to two. These changes have enabled us to achieve a balanced budget for the forthcoming year (2008/9). I want to thank particularly Ouida Grant, the new District Manager, and Robert Frost, Fleet Bureau Manager, for their flexibility, which allows the new structure to work successfully.

Given the resignation of two Trustees (Chris Gay and Rosemary Feltham), we have recruited a number of new Trustees and also revamped our Trustee induction process to ensure they become familiar with the Citizen Advice policies and practices as soon as possible.

Finally, I would like to thank all staff and volunteers for their hard work in what was a very challenging year.

Keith Powell

Citizens Advice Hampshire

This year saw the formation of Citizens Advice Hampshire, an organisation formed from Citizen Advice Bureaux in the County.

It has been formed to:

- seek funding for planning and implementation of projects
- liaise with funders where it is more effective to work at a County level
- support bureaux by, for example:
 - providing training
 - co-ordinating resolution of common problems or requirements
 - providing consultancy services to support service delivery
 - sharing best practice
- identify and address social policy issues that have a County wide impact
- promote Citizens Advice to Hampshire based organisations.

Whilst it is in the early stages of operation, it does promise benefits to Citizens Advice Hart District.

Keith Powell

We helped a client win his application to an Employment Tribunal and then, using our Employment Law Unit, assisted the client to win again when his employer appealed the original decision.

District Report

We face a very competitive future, a future that is full of opportunities for growth and development. We have recruited new Trustees and our dynamic and forward thinking Board will support us as we develop our service.

In October, Donna Cannon left the Charity to develop her skills as a solicitor and we wish her every success. She was a true advocate of the service and we will all have many memories of the time she gave to Citizens Advice.

We are so fortunate to have a team of people dedicated to providing high quality services to our clients. The level of skills and experience held by both paid and unpaid staff is outstanding and the Trustee Board really understands the challenges that the organisation and the wider advice sector is facing.

At our recent audit we were praised for our high standard of social policy work, making a difference in the community, and our partnership working – we will continue to develop and grow in these areas, giving a voice to the clients who are disadvantaged and making our partners aware of our front line service.

Hart is one of the wealthiest and healthiest districts in the country and, although it is a great place to live for those of us that have a solid income, housing and few pressing financial concerns, we do have pockets of poverty, illiteracy and homelessness. Our challenge this year is to grow and develop our service to meet the increasing needs of our community. Later this year, we will implement Gateway assessment. Clients will be given a short diagnostic interview, followed up with whatever service meets their needs. It could be a more in depth interview, signposting to another agency, or a fixed appointment to bring in all the relevant paperwork. This will be a change to the service, but will ensure that clients are seen much more promptly. Plans like these always come with a cost and we have to gain access to funding to ensure that this service will be delivered professionally.

As the problems clients face become more complex, advisors are having to spend more time at each visit and more visits to attempt to bring a resolution to their cases - there is little room for the quick fix. We are currently very short of advisors, but the role is rewarding and satisfying and we would welcome enquiries from those who would like to make a difference in the community.

As always there are so many people to thank, Hart District Council, Yateley Town Council, RAF Odiham, Awards for All, Rotary Clubs, Local Strategic Partnership and all those generous people who support us by making donations - it all makes us feel valued.

Ouida Grant

Two years of negotiation with HMRC about a client's Tax Credit overpayment, involving the local MP and Citizens Advice nationally, resulted in recognition that there was initially no overpayment and subsequent overpayment would not be recovered.

The Homeless Project - 16/25 Advice Plus

The Homeless Project is set up to help single homeless people aged 16 to 25 and without children. Accommodation is achieved by either helping clients into private sector housing, bedsits, or lodgings; into Housing Association properties through Hart District Homes scheme (Housing Register pointing system), or keeping them at home with their parents, with mediation help.

One of the major reasons for homelessness locally in this age range is Parental Eviction, a factor which is evidenced by Local Authorities nationwide.

Towards the end of 2007 the Homeless Project was approached by Surrey Heath Borough Council's Housing Services department, with a view to extending our service and encompassing Surrey Heath Borough. At their request, we changed the name for Surrey Heath purposes to '16/25 Advice Plus'.

It was also decided that a major role for the Homeless Project – 16/25 Advice Plus Services was to get out into the community more to promote the services and to generate awareness of the issues and problems young people will encounter should they become homeless. I am happy to confirm that, from September, I will be working in partnership with both Hart District and Surrey Heath giving some school/Youth group presentations.

Having access to available accommodation is essential to the success of the project. However, recruitment of accommodation has definitely been impeded by the changes introduced in the legislation governing Local Housing Allowance payments. Previously, landlords had some security with the knowledge that the Housing Benefit payment would be made direct to them, now this is paid direct to the tenant and they are not prepared to take the risk and choose to opt for tenants who are working and have regular incomes and can show they are able to meet contractual rental agreements. Any landlord agreeing to take these clients now requests a minimum of eight weeks rent in advance to secure the property, an amount offered through the Rent Deposit/Rent in Advance scheme from the maximum currently paid out £400 to potentially £800. This is bound to have an impact on the number of clients the service can help.

By June 2008, the project had seen 38 clients and housed 14. Much time has been taken up with a select few clients that have been helped into accommodation, but, because of their ages and lack of knowledge and maturity, have been problematic and needed a lot of support, not only from me, but from other agencies.

I would like to take this opportunity to thank wholeheartedly the following organisations for all their help, given freely when asked:

The 'Team' at Hampshire Youth Bureau; Step By Step - Tenancy Support;
Fleet Information Point; Hart District Council's Housing Services Team;
Surrey Heath Borough Council's Housing Services Team;
Hart District Council's and Rushmoor Borough Council's Revenue sections

Paula Lush

Client was receiving too little Pension Credit - following negotiations that involved five different DWP offices, the client now receives the correct level of benefit.

Money Advice Review

Help with debt management problems has remained one of the principal areas where clients have sought the assistance of the bureau.

In the majority of cases, debt has accumulated over a period of time and we are regularly seeing situations where indebtedness has increased because of the need to borrow more money to meet the demands of existing debt repayment arrangements.

Getting out of this debt spiral is not easy when your only source of income is a wage or a salary. Quite often, for property owners, the solution has been a re-mortgage to take advantage of the build up of equity in this asset. We always caution clients against this option, as it puts their home at risk if they are unable to keep up mortgage payments at the increased levels. However, with current property market conditions, it is becoming more difficult to re-mortgage for this purpose.

Over the past year, we have seen an increase in action by mortgage companies to repossess properties when mortgage payments have fallen into arrears. Some mortgage companies are more flexible than others when the client experiences difficulties, particularly where there is plenty of equity in the property and the problem can be seen as short term. Unfortunately, where properties are fully mortgaged, coupled with evidence of a current fall in property values, we are seeing a number of mortgage companies taking repossession action at the earliest opportunity, in an effort to fully recover what is owed.

What has also been of concern has been the number of clients aged 60+ who are in financial difficulties. Here, options to relieve their financial burden are more limited, given that their income may already be a pension, or will be so within the next five years. It is very difficult to persuade creditors to write off debt, unless there are exceptional medical circumstances. For property owners, this means the prospect of the sale of their home to release a lump sum to repay creditors, or, for those in rental accommodation, relief from ongoing pressure from creditors may only be possible through bankruptcy.

There is evidence that creditors are adopting more prescriptive recovery action against clients, which includes imposing a minimum payment requirement before agreeing to reduced payment arrangements. Often, because of a client's current financial circumstances, these minimum payment levels cannot be met. This then leads to the debt being passed to a Debt Recovery Agent, where continuing pressure to repay is applied, or to the creditor taking court action. Whilst the bureau can achieve positive results by intervening on the client's behalf in these circumstances, the creditor's increasing willingness to resort to legal remedies means that negotiations can prove to be difficult.

It is our expectation that, in the year ahead, managing the total portfolio of clients for whom the bureau is acting will remain a challenge.

Brian Hopper

Self employed client bought equipment at an exhibition, which proved to be unsuitable. The company refused a refund, until the CAB helped the client to complete an Office of Fair Trading claim form. The company offered a full refund.

Trainee Advisor •

Last year, I decided I needed a new challenge in my life. I am a single Mum who works part-time so needed something that would fit in around my home life and work commitments. I wanted to be able to help people and thought the voluntary sector might offer me what I was looking for. I had used the CAB some nine years previously and had been pleasantly surprised at the professional advice and support I received during a difficult time.

With encouragement from friends and family, I emailed the Citizens Advice bureau in June 2007 to find out about becoming an adviser. Robert contacted me and invited me to the bureau for an informal chat and then from there to an interview with both himself and Ouida in August. I was accepted for training and so my CAB journey began.

I joined the next batch of trainees starting the course in September and, after a simple assessment, spent the next six months working through the self study packs covering basic principles to the main enquiry areas. Occasionally, I was able to get into the bureau to observe interviews and generally see how the bureau functions, but, with work commitments, I was not able to spend as much time as would have been preferable.

In March, I attended the Certificate in Generalist Advice Course in Guildford, a four day course split over two weeks. I can't say I was looking forward to the course – the idea of role playing was not at all appealing. The course, however, was excellent. It gave me a solid grounding in the interview technique as well as making me take a closer look at myself and my views. I got an awful lot out of the course but came home each day exhausted!

After returning from the course, it was time to start doing supervised interviews. I think this is where the training really began. I felt under prepared at this stage, but I managed to get through three supervised interviews with a lot of support from the senior advisers/supervisors that observed me. It felt at the time like I was being thrown in at the deep end, but in hindsight I don't think there is any substitute for the experience of interviewing. The feedback was positive, so it was time to go solo. Surprisingly, this wasn't half as nerve racking as doing the supervised interviews. I found I could relax more with the client during the interview, but still had the full support and guidance in the main office.

I have now carried out four or five interviews on my own. Each one has provided different challenges and each one I have learnt from and gained a small amount of experience. The support I have received, not only from the advice session supervisor, but also the other advisors and the manager in the bureau, has been brilliant and has been a tremendous help during this period. But the most rewarding part is when your client thanks you at the end of the interview for helping them and you know that these thanks are genuine.

Sharon

Client refused Attendance Allowance came to the CAB. We helped him to appeal the decision successfully. We really enjoyed the 'low-calorie' thank-you biscuits.

Social Policy - Making a Difference

The role of the Social Policy Co-ordinator in the bureaux is to report on current and potential social policy issues, both locally and nationally, and initiate and plan social policy research and campaigns. National work largely consists of completing and collating Bureau Evidence Forms (BEFs) and sending them to central office so that they can generate a wider picture on emerging or current trends. More locally, it involves keeping staff and volunteers up to date on developments, conducting surveys, writing reports, informing local MPs of individual cases and getting involved with local media campaigning. As a twin aim of Citizens Advice, Social Policy gives us a fantastic opportunity to speak up for our clients and contribute to public debate and policy making.

This year, around 200 BEFs have been completed across the district. Many have focused on tax overpayments, discrimination in employment, unfair practices on internet auction sites and problems with the utility companies. We have also conducted a number of surveys. A dentistry survey found many clients had experienced significant difficulties in finding NHS dentists. This information was fed back to the Citizens Advice to bolster their campaign to get the Government to commit more funding to improve NHS dentistry services nationally. Other surveys this year included a Client Satisfaction questionnaire and a telephone survey. We are also monitoring local concerns about fortnightly bin collections, reductions in local transport and Post Office closures. We plan to develop an ongoing survey to identify potential social policy issues and aim to repeat the Client Satisfaction survey on an annual basis.

The current national CAB campaign with which we are involved is the 'Adding Up' Campaign, which is looking into the costs of education on items such as school uniform, residential trips and equipment, and assessing the impact particularly on low income families. 'Adding Up' seeks to encourage schools to adopt best practice initiatives on uniform and charging and particularly to lobby local and central government for the widespread availability of school uniform grants, so that financial assistance is made available to those in need. We are in the process of conducting a local survey and are sending out questionnaires to schools regarding their uniform and charging policies.

Over the coming year, we will be working towards re-establishing a cluster group of local Social Policy coordinators to enable us to share ideas and experiences, and plan to provide in-house training on recognising Social Policy issues and filling out BEFs as most are generated by trawling back through cases. We will be keeping local MP's informed of individual cases and will be cultivating a close liaison with the local press. Furthermore, monthly staff meetings will be a valuable opportunity to give feedback on our Social Policy work and discuss specific issues that may have arisen.

Helena

A 20 year old, recently released from prison and living in his mother's house, was evicted through no fault of his own. He has now been re-housed with the support of the CAB youth worker.

Directors' Report

The Directors ("Trustees") have pleasure in presenting their Report and the Financial Statements for the year ended 31 March 2008.

Reference and Administrative Details

Company Name: Citizens Advice – Hart District Limited
 Charity Registration: 1113777
 Company Registration: 5746008
 Registered Office: Civic Offices, Harlington Way, Fleet, Hants, GU51 4AE
 District Manager: Ouida Grant
 Company Secretary: John Whitehorn
 Bank: Barclays Bank, Fleet, Hampshire
 Reporting Accountant: T J Pinton & Company, Chartered Accountants,
 15 Hazel Avenue, Cove, Farnborough, Hants, GU14 0HA

The following people were Trustees of the Company on the date of approval of the report:

| Trustees | Role | Date Elected/ Appointed |
|----------------------|---|----------------------------|
| Alan Pollard MBE | Chairman | 16 March 2006 |
| John Whitehorn | Secretary | 16 March 2006 |
| Keith Powell | Vice Chairman, Chairman of Personnel Committee & Board Member of Citizens Advice Hampshire | 28 April 2006 |
| David Kennedy | Chairman of Membership Service and Development Committee | 24 October 2007 |
| John Horton | Treasurer | 23 January 2008 |
| Myra Billings | | 16 March 2006 |
| Dennis Haig | | 28 April 2006 |
| Charlotte Tickner | | 23 July 2006 |
| Nateeq Hakeem-Habeeb | | 2 May 2007 |
| Clive Waters | | 25 July 2007 |
| Anthony Hutchinson | | 23 January 2008 |
| Donna Cannon | | 23 January 2008 |
| David Bradford | | 23 January 2008 |
| Barry Newton | | 23 July 2008 |

The following people additionally served as trustees during the year:

| Name | Role | Date Elected | Date Resigned |
|------------------|------------------------------------|---------------------|----------------------|
| Rosemary Feltham | | 28 April 2006 | 8 October 2007 |
| Christopher Gay | Chairman of Personnel Committee | 28 April 2006 | 8 October 2007 |
| Rod Cutler | Treasurer | 25 July 2006 | 30 June 2008 |

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 28 April 2006. The maximum liability of each member is limited to £1.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected 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 as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management and the Management Committee. The Trustee Board is independent from management. 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 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 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 45 volunteers, 37 of who provide the face to face advisory service to the public. In addition, the Company's 14 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 19,000.

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 & 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

No funds were in deficit at the balance sheet date.

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 signed up to the national Citizens Advice 'Single Telephone' and 'One Gateway' schemes. These services will begin to be implemented for public availability in 2010, but planning and recruitment are included in the plans for the coming year.

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. 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.

A handwritten signature in black ink, appearing to read 'John Whitehorn', with a stylized, cursive script.

John Whitehorn
Company Secretary

CITIZENS ADVICE - HART DISTRICT LIMITED**Financial Statements****Statement of financial activities
for the year ended 31 March 2008**

| | Notes | Restricted £ | Unrestricted £ | 2008 Total £ | 2007 Total £ |
|--|-------|-----------------|-------------------|--------------------|--------------------|
| Incoming resources | | | | | |
| Grants received | 2 | 65,154 | 137,560 | 202,714 | 205,847 |
| Transfer between funds | | 4,300 | (4,300) | - | - |
| Donations | 3 | 1,100 | 1,629 | 2,729 | 10,084 |
| Other income | | - | 1,177 | 1,177 | 431 |
| Interest received | | - | 8,362 | 8,362 | 3,773 |
| Total income | | 70,554 | 144,428 | 214,982 | 220,135 |
| Resources expended | | | | | |
| Direct charitable expenditure | 4 | 40,206 | 155,211 | 195,417 | 160,869 |
| Management & administration | | - | 11,086 | 11,086 | 13,194 |
| Depreciation | | - | 5,820 | 5,820 | 5,305 |
| Equipment acquired | | 6,180 | (6,180) | - | - |
| Total expenses | | 46,386 | 165,937 | 212,323 | 179,368 |
| Net income/(deficit) for period | | 24,168 | (21,509) | 2,659 | 40,767 |

There were no other recognised gains.

Statement of retained funds

| | Restricted | Unrestricted | 2008 Total | 2007 Total |
|------------------------------------|---------------|---------------|----------------|----------------|
| Net income/(deficit) for period | 24,168 | (21,509) | 2,659 | 40,767 |
| Total funds brought forward | 38,535 | 113,738 | 152,273 | - |
| From Fleet Citizens Advice | | | | 60,941 |
| From Yateley Citizens Advice | | | | 50,565 |
| Total funds carried forward | 62,703 | 92,229 | 154,932 | 152,273 |

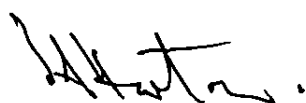
CITIZENS ADVICE - HART DISTRICT LIMITED
Balance Sheet as at 31 March 2008

| | Notes | | 2008 | | 2007 |
|--|-------|----------------|-----------------|----------------|-----------------|
| | | £ | £ | £ | £ |
| Fixed assets | | | | | |
| Tangible assets | 5 | | 10,969 | | |
| 10,609 | | | | | |
| Current assets | | | | | |
| Debtors | 6 | 900 | | 10,487 | |
| Cash at bank and in hand | | <u>168,598</u> | | <u>153,201</u> | |
| | | 169,498 | | 163,688 | |
| Creditors: amounts falling due within one year | 7 | <u>25,535</u> | | <u>22,024</u> | |
| Net current assets/(liabilities) | | | 143,963 | | 141,664 |
| Total assets less current liabilities | | | <u>154,932</u> | | <u>152,273</u> |
| Creditors: amounts falling due after more than one year | | | - | | - |
| Net assets/(liabilities) | | | <u>£154,932</u> | | <u>£152,273</u> |
| | | | ===== | | ===== |
| Accumulated Funds | | | | | |
| Unrestricted funds | 8 | | 92,229 | | 113,738 |
| Restricted funds | 9 | | 62,703 | | 38,535 |
| | | | <u>£154,932</u> | | <u>£152,273</u> |
| | | | ===== | | ===== |

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 requirement 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 23rd July 2008



John Horton
Treasurer

CITIZENS ADVICE - HART DISTRICT LIMITED

Notes to the financial statements for the year ended 31 March 2008

1 ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements are prepared under the historical cost convention.

1.2 Income

Grants are accounted on the basis of amounts received during 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

These were as follows

Restricted

| | 2008 | 2007 |
|--|--------|--------|
| Hampshire Social Services | - | 23,270 |
| Youth Worker | 31,524 | 35,130 |
| Hart District Council Youth Rent Deposit | 6,250 | 6,222 |
| Surrey Heath Youth Rent Deposit | 5,000 | - |
| Hampshire Police | - | 10,000 |
| Yateley Town Council | 5,000 | 4,525 |
| Hampshire County Council | - | 4,700 |
| RAF Odiham | 6,000 | - |
| Emergency Assistance | 300 | - |
| Awards For All – Server | 6,180 | - |
| Local Strategic Partnership | 4,700 | - |
| Yateley Neighbourhood Care | 200 | - |

| | | |
|--|---------|---------|
| | £65,154 | £83,847 |
|--|---------|---------|

=====

=====

Unrestricted

| | 2008 | 2007 |
|-----------------------|----------|----------|
| Hart District Council | £137,560 | £120,000 |

=====

=====

CITIZENS ADVICE - HART DISTRICT LIMITED**Notes to the financial statements for the year ended 31 March 2008****3 DONATIONS**

These were as follows

Restricted

| | 2008 | 2007 |
|-----------------------------------|---------------|---------------|
| Rotary Clubs – Screen Replacement | 1,100 | - |
| Road Racers – Home Visits | - | 2,000 |
| CITA – telephone system | - | 2,000 |
| BCA – equipment | - | 700 |
| Hart Rotary | - | 500 |
| | <u>£1,100</u> | <u>£5,200</u> |
| | ===== | ===== |

4 RESOURCES EXPENDED

These were as follows:

Direct charitable expenses

| | 2008 | 2007 |
|------------------|-----------------|-----------------|
| Staff salaries | 162,094 | 130,144 |
| Staff travel | 3,942 | 5,457 |
| Project costs | 2,324 | 2,851 |
| CITA information | 3,698 | 5,480 |
| Telephone | 5,578 | 9,132 |
| Television | 230 | - |
| Rent deposits | 4,425 | - |
| Office | <u>13,126</u> | <u>7,805</u> |
| | <u>£195,417</u> | <u>£160,869</u> |
| | ===== | ===== |

Management and administration

| | 2008 | 2007 |
|------------------------|----------------|----------------|
| Repairs and renewals | 551 | 3,438 |
| Cleaning and utilities | 2,686 | 990 |
| Insurance | 1,220 | 3,049 |
| Recruitment | 1,049 | 2,798 |
| Training | 1,000 | 887 |
| Accountancy fees | 353 | - |
| Trustee meeting costs | 767 | - |
| Sundry expenses | <u>2,460</u> | <u>2,032</u> |
| | <u>£11,086</u> | <u>£13,194</u> |
| | ===== | ===== |

5 FIXED ASSET SCHEDULE

| | Opening Balance | Additions | Disposals | Closing Balance |
|---------------------|--------------------|-------------------------|------------------------------|--------------------|
| COST | | | | |
| Equipment | 15,914 | 6,180 | - | 22,094 |
| | ===== | | | |
| | Opening Balance | Provision for period | Provision on Disposals | Closing Balance |
| DEPRECIATION | | | | |
| Equipment | 5,305 | 5,820 | - | 11,125 |
| | ===== | | | |

| | Opening Balance | Closing Balance |
|-----------------------------|--------------------|--------------------|
| NET BOOK VALUE Equipment | £10,609 ===== | £10,969 ===== |

6 DEBTORS

| | 2008 | 2007 |
|--|---------------|------------------|
| Amount due from Hampshire County Council | - | 9,667 |
| Accrued income | <u>900</u> | <u>820</u> |
| | £900 ===== | £10,487 ===== |

**7 CREDITORS: AMOUNTS FALLING DUE
WITHIN ONE YEAR**

| | 2008 | 2007 |
|-------------------------------------|-------------------------|-------------------------|
| Amount due to Hart District Council | | |
| Salaries | 25,535 | 26,693 |
| Less: Salaries adjustment 2005/2006 | - | 4,669 |
| | <u>£25,535</u> ===== | <u>£22,024</u> ===== |

8 UNRESTRICTED FUNDS

| | 2008 | 2007 |
|-----------------------|-------------------------|--------------------------|
| General | 86,564 | 113,738 |
| Designated asset fund | 5,665 | - |
| | <u>£92,229</u> ===== | <u>£113,738</u> ===== |

The designated asset fund represents the written down value of equipment purchased from a grant received during the year

9 RESTRICTED FUNDS

| | 2008 | 2007 |
|--------------------------------------|------------------|------------------|
| ODPM – court assistance | 1,212 | 1,300 |
| BCA – equipment | 28 | 28 |
| Home Visits | 1,733 | 1,800 |
| Emergency assistance | 294 | 32 |
| Web development | 76 | 375 |
| Hampshire Police – mediation service | 8,946 | 10,000 |
| Hart District Council – rent deposit | 4,825 | - |
| Surrey Heath – rent deposit | 5,000 | - |
| Local Strategic Partnership | 3,500 | - |
| Screen Replacement | 1,100 | - |
| Homeless project | <u>35,989</u> | <u>25,000</u> |
| | £62,703 ===== | £38,535 ===== |

Accountants' Report

We report on the accounts for the period ended 31 March 2007.

Respective responsibilities of directors and reporting accountants.

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 our responsibility to carry out procedures designed to enable us to report our opinion.

Basis of opinion

Our work was conducted in accordance with the Statement of Standards for Reporting Accountants, and so our procedures 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. These procedures provide only the assurance expressed in our opinion

Opinion

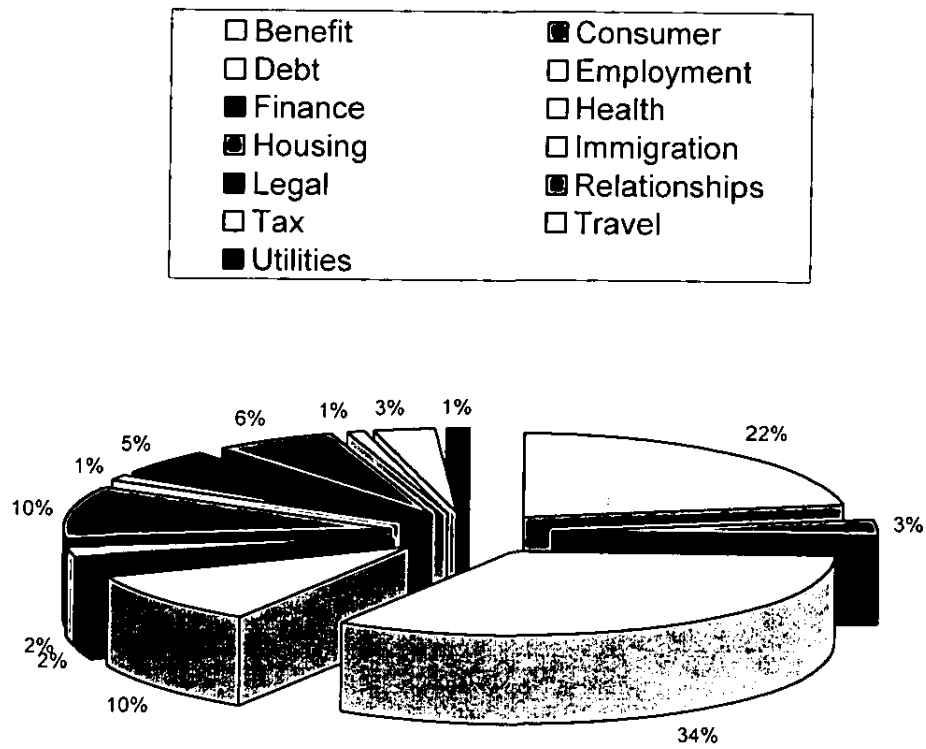
In our opinion

- (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(6) of the Act and
 - 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 the exemption specified in section 249B(1)

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T J PINTON AND COMPANY
Chartered Accountants

Advice Statistics 2007- 8



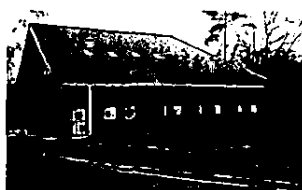
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