

Registered number: 07513268
Charity number: 1141020

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Citizens Advice Solihull Borough

Trustees Report and Financial Statements

For the year ended 31 March 2014

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ACCOUNTANTS

Citizens Advice Solihull Borough
(A company limited by guarantee)

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Citizens Advice Solihull Borough
(A company limited by guarantee)

Reference and administrative details of the company, its trustees and advisers
For the year ended 31 March 2014

Trustees	C Hodson A Hunter K Kneller (resigned 8 June 2013) R Maksymowicz E Mitchell (appointed 21 October 2013) A O'Sullivan D Pinwell M Rowe, Treasurer P Williams, Chair
Company registered number	07513268
Charity registered number	1141020
Registered office	176 Bosworth Drive Chelmsley Wood Birmingham West Midlands B37 5DZ
Company secretary	K Turner
Chief executive officer	K Turner
Independent auditors	Dains LLP 15 Colmore Row Birmingham B3 2BH
Bankers	Lloyds Bank Plc Po Box 1000 Poplar road Solihull BX1 1LT
Solicitors	Bates Wells & Braithwaite 2-6 Cannon Street London EC4M 6YH

Citizens Advice Solihull Borough
(A company limited by guarantee)

Trustees' report
For the year ended 31 March 2014

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their annual report together with the audited financial statements of Citizens Advice Solihull Borough Limited (the company) for the year ended 31 March 2014. The Trustees confirm that the annual report and financial statements of the company comply with the current statutory requirements, the requirements of the company's governing document and the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in March 2005.

Structure, governance and management

• **Constitution**

Citizens Advice Solihull Borough is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. At 31 March 2014 the company had 13 members. Citizens Advice Solihull Borough is governed by its Memorandum and Articles of Association.

The maximum number of Trustees shall be fifteen and the minimum shall be three, being either;

- elected at the annual general meeting (there being no more than ten such elected Trustees in total) and who shall hold office from the conclusion of that meeting or
- co-opted by the Trustee Board provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

All potential Trustees are subject to a recruitment process and will be proposed by the interview panel.

Citizens Advice Solihull Borough was incorporated as a company limited by guarantee on 1 February 2011 and commenced operations on 1 April 2011.

• **Method of appointment or election of Trustees**

Individuals over the age of 18 years, who are interested in furthering the work of the charity and are not paid workers or volunteers (currently or in the past) of the charity can apply to be a Trustee / Director of the company. The process starts with receipt of their expression of interest. A recruitment panel made up of 2 Trustees and the Company Secretary oversee an interview process. The panel then make a proposal to the Board and the Board by majority vote accept the new Trustee/Director. A separate process agreed by the Trustee Board is followed for the election of the Chair. Trustees/Directors recruited following this process are automatically given company membership.

• **Policies adopted for the induction and training of Trustees**

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

• **Organisational structure and decision making**

Citizens Advice Solihull Borough 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 Citizens Advice Solihull Borough and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet monthly and delegate the day-to-day operation of the organisation to the CEO. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office.

• **Related party relationships**

Citizens Advice Solihull Borough 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 Solihull Borough 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 voluntary sector organisations and public sector departments. 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.

• **Risk management**

Citizen Advice Solihull Borough has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Citizens Advice Solihull Borough 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 charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Objectives and Activities

• **Objects**

The charity's objects are to promote any charitable purpose for the benefit of the community in the Borough of Solihull, 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**

Citizens Advice Solihull Borough 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.

Strategic Actions for 2012 to 2017

Service Delivery

- Open 5 days per week at least one office, with Face to face service delivery a priority.

Achieved: Our 3 offices are now open 5 days per week providing advice services for local people.

- Improved access to our services, free telephone number for telephone gateway, telephone gateway operating in all three offices, increased number of outreach venues, email advice, kiosk in external agency premises.

Achieved: We have an initial assessment telephone service operating and have maintained the level of outreach venues in the Borough.

Outstanding: implementation of email advice.

- Effectively implement PETRA across all 3 sites.

Achieved: We have trained all our volunteers and paid staff to use PETRA and continually review the hardware required to run PETRA.

- Obtain suitable accommodation in south Solihull which will allow us to extend our services.

Outstanding: We have spoken to Solihull MBC about alternative premises for our offices in the south of the Borough.

- Ensure we are developing services for the local community based upon need.

Achieved: A survey completed with our clients enables us to ensure that our services are based upon local needs.

Face to Face (Money advice) - We have been able to negotiate the continuation of our Face to face money advice service, giving local people the opportunity to obtain debt advice. We have held debt surgeries in our offices, in the new advice 'hub' and in local voluntary and community sector organisations.

GP Project (Welfare Service) - We have been able to see people in GP surgeries who would not traditionally come in to a CAB. We visit 11 practices across the local area.

Over the last 12 months we have strived to achieve continuity of service across all three sites.

Social Policy

- Raise awareness of social policy issues caused locally and nationally within all offices and externally to local councillors and MPs.

Achieved: We continue to raise issues locally through the collection of evidence and have been regularly collecting data on issue relating to food poverty.

- More direct campaigning locally

Outstanding: We continue to campaign locally on issues that affect local people.

Governance

- To develop and strengthen the Trustee board to lead the Bureau effectively.

Achieved: The board undertook a skills audit to determine the type of people needed to join them. We have recruited 3 new members.

- To identify and target sources of funding to enable the service to move forward commensurate with its aim to meet the needs of the local community.

Achieved: We have been working this year to bid in new projects and retain existing ones in a poor economic climate.

Communication

- Improved communications from the Board and CEO across all three sites

Achieved: Introduction of fortnightly communication meeting in addition to monthly team meeting, early morning briefing and monthly newsletters.

- Publicity campaign to highlight the good work that the CAB is undertaking.

Outstanding: We are currently in the process of reviewing our marketing strategy currently.

- Use of social networking facilities to communicate with a wider audience.

Achieved: We are on Twitter, regularly "tweet" about the work we are taking part in and have over 1,300 followers.

People

- To recruit, train and retain volunteers to deal with the pressures of increased demand on our service

Achieved: We have sent information about volunteering to over 100 people in the last 12 months and currently have over 25 people in the training programme.

- Ensure that all staff and volunteers have an appraisal and development plan.

Citizens Advice Solihull Borough
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Trustees' report (continued)
For the year ended 31 March 2014

Achieved: All staff and volunteers have an annual appraisal from which development plans written and implemented.

External

- To work with other agencies to make a more cohesive and responsive service.

Achieved: We have been working with several partner agencies to establish a seamless referral system for local people.

● **Public benefit**

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the bureau during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of Citizens Advice Solihull Borough remains the provision of free, confidential, independent and impartial advice and information for members of the public. This is provided through 3 sites within the Solihull Borough; Chelmsley Wood, Shirley and Solihull. In addition to generalist advice the following specialist advisory services were provided:

- i) Service Provision for Mental Health Users
- ii) Specialist Welfare Benefit, Employment, Housing and Debt provision
- iii) Generalist Advice Sessions within GP Practices and Connect offices
- iv) Home Visiting Service

Advisory services were provided through face-to-face consultations, telephone advice lines and various outreach services throughout the borough.

● **Volunteers**

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity from 149 volunteers. They contributed approximately 48,204 hours of work to the bureau during the year. We estimate the value of this help at £771,889 in respect of the current year

Achievements and performance

● **Going concern**

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

● **Charitable Activities**

Citizens Advice Solihull Borough dealt with 24,000 enquiries through the Generalist Advice service and completed 9,500 Gateway Assessments. The Face to Face team have seen 300 clients assisting them with their financial situation. Our Benefits Advisers have seen over 200 clients from application to appeal stage. The Adviser going out to GP surgeries have advised and assisted 553 patients who have non-medical related issues but prefer to be seen at their GP surgery.

We have rescheduled £6 million of debt.

We have gained £1.2 million in unclaimed or contested benefits.

- **Income generation**

Total income for the year was £636,037.

- **Investment policy and performance**

The charity does not currently hold material investments.

Financial review

- **Reserves policy**

Citizens Advice Solihull Borough is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The bureau will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. It 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 'free' reserves of £270,000 should be maintained which is equal to 6 months normal operating expenditure.

- **Deficit**

No funds were in deficit at the balance sheet date.

- **Principal funding**

The Trustees extend their gratitude to:

- Big Lottery
- Kickstart Program
- Solihull Partnership
- Solihull Metropolitan Borough Council
- Citizens Advice
- Solihull CCG
- Members of the public
- Friends of Solihull Borough

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

- **Material investments policy**

As required in its Memorandum, 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.

Plans for the future

• Future developments

We hope to achieve the following in 2014/2015;

- To continue to work developing a single telephone number for advice services in Solihull and work in partnership with agencies to build a referral network.
- To assess the need for CAB services through email and video conferencing;
- To renegotiate the contracts we hold with F2F and Solihull CCG;
- To establish a telephone advice service for the borough;
- To pass our Citizens Advice membership audit; and
- To work in partnership with other voluntary and community sector organisations to establish a high quality face to face hub in north and south Solihull.

Trustees' responsibilities statement

The Trustees (who are also directors of Citizens Advice Solihull Borough Limited for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of information to auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditors in connection with preparing their report and to establish that the charitable company's auditors are aware of that information.

**Citizens Advice Solihull Borough
(A company limited by guarantee)**

**Trustees' report (continued)
For the year ended 31 March 2014**

Auditor

The auditors, Dains LLP, have indicated their willingness to continue in office. The Designated Trustees will propose a motion re-appointing the auditors at a meeting of the Trustees.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Trustees on 2 September 2014 and signed on their behalf by:

A handwritten signature in black ink, appearing to be 'P Williams', is written over a horizontal line. The signature is stylized with a large initial 'P' and several loops.

**P Williams
Chairman**

Independent auditors' report to the members of Citizens Advice Solihull Borough

We have audited the financial statements of Citizens Advice Solihull Borough for the year ended 31 March 2014 which comprise the statement of financial activities, the balance sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

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

Respective responsibilities of Trustees and auditors

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

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

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2014 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

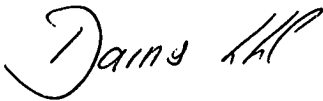
Citizens Advice Solihull Borough
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Independent auditors' report to the members of Citizens Advice Solihull Borough

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and to take advantage of the small companies' exemption from the requirement to prepare a Strategic report or in preparing the Trustees' report.



Andrew Morris FCA (Senior statutory auditor)

for and on behalf of

Dains LLP

Statutory Auditor
Chartered Accountants

Birmingham
2 September 2014

Citizens Advice Solihull Borough
(A company limited by guarantee)

Statement of financial activities
(incorporating income and expenditure account)
For the year ended 31 March 2014

	Note	Restricted funds 2014 £	Unrestricted funds 2014 £	Total funds 2014 £	Total funds 2013 £
Incoming resources					
Incoming resources from generated funds:					
Voluntary income	2	285,370	350,629	635,999	602,362
Investment income	3	-	38	38	1,295
Total incoming resources		285,370	350,667	636,037	603,657
Resources expended					
Charitable activities	4	194,197	313,353	507,550	561,911
Governance costs	5	-	6,461	6,461	6,371
Total resources expended	7	194,197	319,814	514,011	568,282
Net income before transfers		91,173	30,853	122,026	35,375
Transfers between funds	13	(49,781)	49,781	-	-
Net movement in funds for the year		41,392	80,634	122,026	35,375
Total funds at 1 April 2013		-	252,836	252,836	217,461
Total funds at 31 March 2014		41,392	333,470	374,862	252,836

The notes on pages 13 to 21 form part of these financial statements.

Citizens Advice Solihull Borough
(A company limited by guarantee)
Registered number: 07513268

Balance sheet
As at 31 March 2014

	Note	£	2014 £	£	2013 £
Fixed assets					
Tangible assets	10		19,766		23,159
Current assets					
Debtors	11	9,126		22,432	
Cash at bank and in hand		413,802		262,498	
		<u>422,928</u>		<u>284,930</u>	
Creditors: amounts falling due within one year	12	(67,832)		(55,253)	
Net current assets			<u>355,096</u>		<u>229,677</u>
Net assets			<u>374,862</u>		<u>252,836</u>
Charity Funds					
Restricted funds	13		41,392		-
Unrestricted funds	13		333,470		252,836
Total funds			<u>374,862</u>		<u>252,836</u>

The financial statements have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees on 2 September 2014 and signed on their behalf, by:



P Williams
Chairman

The notes on pages 13 to 21 form part of these financial statements.

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008). The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP), 'Accounting and Reporting by Charities' published in March 2005, applicable accounting standards and the Companies Act 2006.

1.2 Company status

The company is a company Limited by Guarantee. A register of company members is held at the registered office. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Incoming resources

All incoming resources are included in the Statement of financial activities when the company has entitlement to the funds, certainty of receipt and the amount can be measured with sufficient reliability.

Donated services or facilities, which comprise donated services, are included in income at a valuation which is an estimate of the financial cost borne by the donor where such a cost is quantifiable and measurable. No income is recognised where there is no financial cost borne by a third party.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1.5 Resources expended

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Governance costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

Citizens Advice Solihull Borough
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Notes to the financial statements
For the year ended 31 March 2014

1. Accounting policies (continued)

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixtures and fittings	-	10% on cost
Computer equipment	-	20% on cost

1.7 Operating leases

Rentals under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period until the date the rent is expected to be adjusted to the prevailing market rate.

1.8 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

2. Voluntary income

	Restricted funds 2014 £	Unrestricted funds 2014 £	Total funds 2014 £	Total funds 2013 £
Donations	-	8,883	8,883	12,789
Solihull Metropolitan Borough Council	-	304,162	304,162	295,405
Children's Centres	-	-	-	4,238
Face to Face Money Advice	51,033	-	51,033	52,173
Mental Health Project	35,908	-	35,908	3,328
Solihull CCG	50,584	-	50,584	50,000
Multi Agency Outreach Support	-	-	-	3,000
Legal Services Commission	-	37,584	37,584	107,575
Solihull Partnership Credit Union	5,250	-	5,250	16,030
Big Lottery	-	-	-	57,425
Kickstart	1,993	-	1,993	399
Solihull Partnership Wheel Project	50,000	-	50,000	-
Big Lottery Transitional Fund	84,552	-	84,552	-
Citizens Advice Energy Best Deal	6,050	-	6,050	-
Voluntary income	285,370	350,629	635,999	602,362

Citizens Advice Solihull Borough
(A company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2014

3. Investment income

	Restricted funds 2014 £	Unrestricted funds 2014 £	Total funds 2014 £	Total funds 2013 £
Bank interest	-	38	38	1,295

4. Expenditure by charitable activity

Summary by fund type

	Restricted funds 2014 £	Unrestricted funds 2014 £	Total funds 2014 £	Total funds 2013 £
Advice and information service	194,197	93,439	287,636	395,622
Projects	-	219,914	219,914	166,289
	194,197	313,353	507,550	561,911

5. Governance costs

	Restricted funds 2014 £	Unrestricted funds 2014 £	Total funds 2014 £	Total funds 2013 £
Auditors' remuneration	-	6,000	6,000	4,800
Legal and Professional	-	461	461	1,571
	-	6,461	6,461	6,371

6. Direct costs

	Advice and information service £	Projects £	Total 2014 £	Total 2013 £
Staff training and expenses	9,922	4,486	14,408	11,325
Office and premises costs	45,844	21,189	67,033	69,250
Wages and salaries	207,937	181,972	389,909	440,180
National insurance	14,321	12,267	26,588	30,959
Pension cost	4,517	-	4,517	5,357
Depreciation	5,095	-	5,095	4,840
	287,636	219,914	507,550	561,911

Citizens Advice Solihull Borough
(A company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2014

7. Analysis of resources expended by expenditure type

	Staff costs 2014 £	Depreciation 2014 £	Other costs 2014 £	Total 2014 £	Total 2013 £
Advice and information service	226,775	5,095	55,766	287,636	395,622
Projects	194,239	-	25,675	219,914	166,289
Charitable activities	421,014	5,095	81,441	507,550	561,911
Governance	-	-	6,461	6,461	6,371
	421,014	5,095	87,902	514,011	568,282

8. Net income

This is stated after charging:

	2014 £	2013 £
Depreciation of tangible fixed assets:		
- owned by the charity	5,095	4,840
Auditors' remuneration	6,000	4,800
Pension costs	4,517	5,357

During the year, no Trustees received any remuneration (2013 - £NIL).

During the year, no Trustees received any benefits in kind (2013 - £NIL).

During the year, no Trustees received any reimbursement of expenses (2013 - £NIL).

Citizens Advice Solihull Borough
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Notes to the financial statements
For the year ended 31 March 2014

9. Staff costs

Staff costs were as follows:

	2014 £	2013 £
Wages and salaries	389,909	440,180
Social security costs	26,588	30,959
Pension costs	4,517	5,357
	<u>421,014</u>	<u>476,496</u>

The average monthly number of employees during the year was as follows:

	2014 No.	2013 No.
Charity purposes	<u>30</u>	<u>33</u>

No employee received remuneration amounting to more than £60,000 in either year.

10. Tangible fixed assets

	Fixtures and fittings £	Computer equipment £	Total £
Cost			
At 1 April 2013	22,643	12,880	35,523
Additions	-	1,702	1,702
At 31 March 2014	<u>22,643</u>	<u>14,582</u>	<u>37,225</u>
Depreciation			
At 1 April 2013	5,131	7,233	12,364
Charge for the year	2,264	2,831	5,095
At 31 March 2014	<u>7,395</u>	<u>10,064</u>	<u>17,459</u>
Net book value			
At 31 March 2014	<u>15,248</u>	<u>4,518</u>	<u>19,766</u>
At 31 March 2013	<u>17,512</u>	<u>5,647</u>	<u>23,159</u>

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11. Debtors

	2014	2013
	£	£
Other debtors	192	-
Prepayments and accrued income	8,934	22,432
	<u>9,126</u>	<u>22,432</u>

12. Creditors:
Amounts falling due within one year

	2014	2013
	£	£
Other taxation and social security	20,307	19,097
Other creditors	-	9,200
Accruals and deferred income	47,525	26,956
	<u>67,832</u>	<u>55,253</u>

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13. Statement of funds

	Brought Forward £	Incoming resources £	Resources Expended £	Transfers in/(out) £	Carried Forward £
Designated funds					
Equipment	2,500	-	-	-	2,500
IT Strategy	2,500	-	-	-	2,500
Redundancy Provision	35,000	-	-	-	35,000
Premises - lease obligations	1,000	-	-	6,000	7,000
Maintenance per year - Chelmsley Wood	5,000	-	-	-	5,000
Maintenance per year Shirley	1,000	-	-	-	1,000
Employment and welfare benefits service	-	-	-	50,000	50,000
	<u>47,000</u>	<u>-</u>	<u>-</u>	<u>56,000</u>	<u>103,000</u>
General funds					
General Funds	205,836	350,667	(319,814)	(6,219)	230,470
Total Unrestricted funds	<u>252,836</u>	<u>350,667</u>	<u>(319,814)</u>	<u>49,781</u>	<u>333,470</u>
Restricted funds					
Face to Face Money Advice	-	51,033	(41,971)	-	9,062
Mental Health Project	-	35,908	(9,791)	(26,117)	-
Solihull CCG	-	50,584	(44,955)	-	5,629
Solihull Partnership Credit Union	-	5,250	(2,797)	(2,453)	-
Solihull Partnership Wheel Project	-	50,000	(32,176)	(17,824)	-
Big Lottery Portal Project	-	84,552	(57,851)	-	26,701
Kickstart	-	1,993	(1,993)	-	-
Citizens Advice Energy Best Deal	-	6,050	(2,663)	(3,387)	-
Total Restricted funds	<u>-</u>	<u>285,370</u>	<u>(194,197)</u>	<u>(49,781)</u>	<u>41,392</u>
Total of funds	<u>252,836</u>	<u>636,037</u>	<u>(514,011)</u>	<u>-</u>	<u>374,862</u>

Face to Face Money Advice (F2F)

Through the Money Advice Service we are funded to give a full spectrum of money advice to residents of Solihull. We give basic budgeting advice, negotiate with third parties, bankruptcy applications and representation at Court.

Mental Health Project

We visit two centres to deliver our service to people who have mental health issues. By going out to outreach venues we have discovered that clients are more likely to access our services. We visit Lyndon Clinic and the Newington centre. Within the Solihull office we also give a priority referral service for staff within the mental health team. Unfortunately this contract ended on 31 March 2014 due to lack of funding.

Solihull CCG

We hold advice surgeries at 10 GP practices in North Solihull and 1 GP practice in South Solihull. We deliver one hour appointments to residents of the borough whether or not they are registered with a GP. The appointments are for generalist advice and can be on any topic we cover.

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13. Statement of funds (continued)

Solihull Partnership Credit Union

The one year funded project was to assist the local credit union in Solihull to increase peoples awareness of credit unions, establish collection points and be an alternative credit provider.

Solihull Partnership Wheel Project

A one year project to provide specialist benefits and debt advice to people within the Solihull Borough.

Big Lottery Portal Project

This is a 2 year project: to develop a single telephone number for advice services in Solihull; to establish a network of referral agencies behind the number, so a person only calls once but has access to numerous organisations depending on their issue; to increase capacity within partner organisations to deal with the increased volume of people accessing through the telephone number.

Kickstart

Funding given to CAB to employ a 17 year old who will use the 6 month experience to gain skills to use in future employment.

Citizens Advice Energy Best Deal

A one off project to put on workshops to explain to people the benefits of becoming more energy efficient along with providing advice on swapping energy providers both in the workshops and face to face.

Summary of funds

	Brought Forward £	Incoming resources £	Resources Expended £	Transfers in/(out) £	Carried Forward £
Designated funds	47,000	-	-	56,000	103,000
General funds	205,836	350,667	(319,814)	(6,219)	230,470
	<u>252,836</u>	<u>350,667</u>	<u>(319,814)</u>	<u>49,781</u>	<u>333,470</u>
Restricted funds	-	285,370	(194,197)	(49,781)	41,392
	<u>252,836</u>	<u>636,037</u>	<u>(514,011)</u>	<u>-</u>	<u>374,862</u>

14. Analysis of net assets between funds

	Restricted funds 2014 £	Unrestricted funds 2014 £	Total funds 2014 £	Total funds 2013 £
Tangible fixed assets	-	19,766	19,766	23,159
Current assets	41,392	381,536	422,928	284,930
Creditors due within one year	-	(67,832)	(67,832)	(55,253)
	<u>41,392</u>	<u>333,470</u>	<u>374,862</u>	<u>252,836</u>

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15. Pension commitments

The company operates a stakeholder pension scheme. The pension cost and charge represents contributions payable by the company to the fund and amounted to £4,517 (2013 - £5,357). At 31 March 2014 contributions amounting to £192 (2013 - £nil) were payable.

16. Operating lease commitments

At 31 March 2014 the company had annual commitments under non-cancellable operating leases as follows:

	2014	2013
	£	£
Expiry date:		
Between 2 and 5 years	720	600
