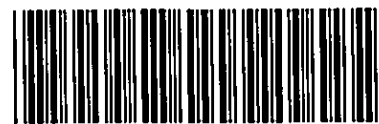


Company Registration Number: 07570403 (England and Wales)

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2013

Beatons Limited
Chartered Accountants
York House
2-4 York Road
Felixstowe
Suffolk
IP11 7QG

MONDAY



A06

A2GKIX94

09/09/2013

#164

COMPANIES HOUSE

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2013

Contents	Pages
Bureau information	1
Trustees' Report	2 - 3
Treasurer's Report	4
Independent Examiners' Report	5
Statement of Financial Activities	6
Schedule of Administration Expenses	7
Balance Sheet	8
Notes to the Financial Statements	9 - 11

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

BUREAU INFORMATION AS AT 31 MARCH 2013

CONSTITUTION

Felixstowe and District Citizens Advice Bureau is a company limited by guarantee and a registered charity governed by its memorandum and articles of association Charity number 291519 Company number 07570403

DIRECTORS

The directors of the charitable company (the charity) are its trustees for the purpose of charity law throughout this report are collectively referred to as trustees The trustees serving during the year and since year end were as follows

ELECTED TRUSTEES

R Foyster (also company secretary)
M Dixon
D Smith
D Wardle
D Leney
S Robinson

REPRESENTATIVE TRUSTEES

D Savage (Suffolk Coastal District Council)
J Sennington (Suffolk Coastal District Council)
V Falconer (Suffolk Coastal District Council)
N Barber (Suffolk County Council)
S Mecrow (Advisers' Representative)

REGISTERED CHARITY NUMBER

291519

REGISTERED OFFICE

Waterfront House
Wherry Quay
Ipswich
Suffolk
IP4 1AS

CHARITY ADDRESS

2-6 Orwell Road
Felixstowe
Suffolk
IP11 7HD

ACCOUNTANTS

Beatons Limited
Chartered Accountants
York House
2-4 York Road
Felixstowe
Suffolk
IP11 7QG

PRINCIPAL BANKERS

Cater Allen Private Bank
9 Nelson Street
Bradford
BD1 5AN

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2013

The Trustees present their annual report with the financial statements of the bureau for the year ended 31 March 2013

The charity operates in accordance with the constitution document, the names of the trustees and bureau address are shown on page 1

OBJECTS OF THE CHARITY

The object of the charity is the promotion of any charitable purpose for the benefit of the community in Felixstowe, by the advancement of education, the protection of health and the relief of poverty, sickness and distress

REVIEW OF ACTIVITIES

This is my second annual report as Chairman of the Felixstowe CAB and it has been a pleasure and honour to chair our CAB during another outstanding year. Our Manager, Graham Page, has now been in post for a year and, under his leadership, the Bureau continues to thrive and to change and adapt to meet the ever growing needs of our clients at a time of continuing national economic difficulties and major changes to welfare legislation.

The CAB sets rigorous standards for its Bureaus so as to provide the highest quality of advice for its clients and to ensure that they are well managed. Last November the Felixstowe Bureau was audited as part of this process which includes a three yearly in depth inspection and quality control of the standard of advice that it gives. The Bureau's accreditation by the CAB is dependent on the outcome of this audit. The Felixstowe Bureau passed with flying colours with the standard of advice judged to be higher than ever. The Bureau was also inspected in January at its Annual Liaison Visit and, again, the judgment reflected well on all aspects of its activities.

The Felixstowe Bureau has a high national profile. Our advisers and staff are involved in the evolution of national CAB policy. David Davis is on the National Telephony and Pay Day Lending Committees. David also has an outstanding role in representing the Bureau on social policy issues. Derek Jacobs is on the National Volunteer Forum and the National Conference Planning Group. Our Money Adviser, Mike Doughty, is on the National PETRA Steering Group and his tweets on behalf of the Felixstowe Bureau are often 'retweeted' nationally. More locally the Felixstowe Bureau works closely with other Bureaus in Suffolk to share best practice and there has been a particular emphasis on this liaison this year.

The Bureau's high quality of service to its clients is dependent on its volunteer advisers who operate to such high professional standards. We owe them a great debt of gratitude for their tireless voluntary service to our community. This year one of our long serving advisers, Pam Dangerfield, died. This was a great loss to the Bureau and we mourn her passing with sadness. She will be remembered with affection by us all.

The Bureau also has a small core of paid staff ably led by Graham Page assisted by Jane London, his deputy, who is rock of stability and a fount of knowledge for the Bureau. This year Julie Waters has partially retired as money adviser but we are pleased that she will be continuing to provide advice for a shorter period each week. We are also pleased that Mike Doughty has increased his hours to provide advice in this vital area.

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2013

The Bureau is grateful for the continued support of its core funders Suffolk County Council and Suffolk Coastal District Council. We are also grateful to the Rope Trust whose support enables us to provide money advice to our clients and funds our outreach work which we are extending to Level2 to meet the needs of young people in Felixstowe and extending our geographical area to Kirton. We thank Felixstowe Town Council and the Parish Councils for their valued financial contributions. We receive many individual donations and help in kind for which we are very grateful, particularly for the Audit services provided free of charge by Beatons.

In the challenging circumstances faced by many in our community we are pleased that we can continue to provide the impartial and free advice needed to navigate the complexities of so much in society.

RECRUITMENT PROCESS FOR NEW TRUSTEES

Prospective trustees will be selected for their ability to make an effective contribution to the bureau through their skills, knowledge and experience.

Trustees are recommended to the Board and their nomination is approved at a quarterly Board meeting. Formal elections take place at the AGM.

New trustees will be provided with the 'Welcome to the Citizens Advice service' pack produced by Citizens Advice for new trustees. This gives them a picture of the service as a whole, their role within it and signposts them to further information and support.

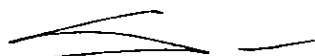
The induction process will be carried out by the Chairman of the Trustee Board and the Bureau Manager and aims to

- Inform the new trustee about the roles and responsibilities a trustee board member is expected to carry out
- Inform the new trustee about the current work of the bureau, the business and development plans, financial and staffing resources, quality and service requirements
- Identify the knowledge, skills and experience that the trustee brings to the trustee board
- Identify any further needs for information and possible sources of further support

RESERVES POLICY

It is the policy of the charity to maintain unrestricted funds at the minimum level possible after setting aside specific contingency funds as detailed in note 5.

On behalf of the trustees'



Susan Robinson
Chairman – Trustee Board



Approved by the trustees'
Date 22 June 2013

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

TREASURER'S REPORT

FOR THE YEAR ENDED 31 MARCH 2013

This year's results are the first accounts for a full year since the Bureau became a limited liability company on July 1st 2011. Though, as ever since the recession began, we are faced with making very difficult decisions to protect our finances, there are nevertheless some positive signs in our Accounts for the year ended 31st March 2013.

We much appreciate that Suffolk Coastal District Council and Suffolk County Council continue to be our principal funders and both were able for the second successive year to maintain their core grants at an unchanged total of £90,696. This is a huge boost in these straightened times as it gives a reassuring sign of their continuing support. Both Councils are aware of the immense value for money achieved by means of the annual grants they provide. However with annual inflation running at approximately 3% problems will inevitably occur with rising costs and this problem must be tackled.

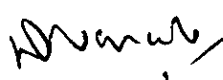
We are extremely indebted to the Mrs L D Rope 3rd Charitable Settlement who have provided crucial financial assistance during 2012/13. Grants amounting to £28,000 have enabled us to continue with a full and effective Debt Counselling Service and in addition maintained our valuable Outreach facility. Both of these areas have in recent years had to be developed and enlarged alongside the dramatic rise in caseload. The extra costs could not be covered by additional grant from our major funders as they themselves are experiencing significant reduction in government grants.

A third grant received from the Rope Trust was generously donated to compensate for the deficit in our Accounts in 2011/12. This grant has provided a vital lifeline in helping to stabilise our diminishing Reserves and part of it was used to contribute £2,500 to the Bureau's Contingency Fund. This fund is essential to provide for future commitments in areas such as the replacement of computer equipment, external redecoration of the building and possible redundancy payments.

Graham Page, our new manager appointed on the retirement of Barbara Rose, has rapidly asserted his authority on our finances achieving significant cost savings in some important areas without the need to resort to any reduction in the level of service provided. These savings are vital to protect the future of our Bureau as is the ability to seek out new sources of funding.

These are difficult times, and my particular thanks are due to Graham for the changes he is making and the support he is providing in our efforts to protect our finances whilst endeavouring to maintain the excellent levels of service to which our Bureau aspires. Finally, I am indebted as ever, to the staff and volunteers and to Susan and the Board members all of whom give me so much support in performing my Treasurers duties. I am particularly grateful to those volunteers who regularly donate their travelling expenses back to the Bureau. These donations qualify for Gift Aid and therefore attract a tax refund, currently set at 25%.

Beatons Ltd, our independent examiners, have once again waived their normal fee and we are most grateful for this vote of confidence in the work of the Bureau.


David Wardle
Hon Treasurer

Date 22 June 2013

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

I report on the accounts of the company for the year ended 31 March 2013 which are set out on pages 6 to 11

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to

- examine the accounts under section 145 of the 2011 Act,
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act, and
- state whether particular matters have come to my attention

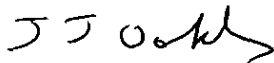
Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention

- 1 which gives me reasonable cause to believe that, in any material respect, the requirements
 - to keep accounting records in accordance with section 386 of the Companies Act 2006, and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice Accounting and Reporting by Charitieshave not been met, or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached



J J Oakley F C A.

**Beatons Limited
Chartered Accountants
York House
2-4 York Road
Felixstowe
Suffolk
IP11 7QG**

Date 22 June 2013

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2013

	General Fund	Designated Contingency Fund	Friends of Fel CAB	Rope Trust Funds	Total 12 months to 31 03 13	Total 9 months to 31 03 12
	Unrestricted £	Unrestricted £	Unrestricted £	Restricted £	£	£
INCOME AND EXPENDITURE						
Incoming Resources						
SCDC Grant	57,700	-	-	-	57,700	43,275
SCC Grant	32,996	-	-	-	32,996	24,262
Leiston/Saxmundham CAB	1,714	-	-	-	1,714	1,261
Felixstowe Town Council	1,000	-	-	-	1,000	750
Parish Council Grants	100	-	-	-	100	100
Suffolk Foundation Grant	-	-	-	-	-	5,000
HMP Hollesley Bay	-	-	-	-	-	1,200
Other Grants	1,275	-	-	-	1,275	400
Other Donations	4,725	-	-	-	4,725	1,340
Friends Fund Raising	-	-	1,585	-	1,585	3,965
The Rope Trust - Grants	5,000	-	-	23,675	28,675	9,750
Sundry Income	350	-	-	-	350	129
Bank Interest Received	1,253	-	-	-	1,253	1,126
Total Incoming Resources	106,113	-	1,585	23,675	131,373	92,558
Resources Expended						
Administration Expenses	100,008	-	629	23,000	123,637	94,860
Grants made	-	-	-	675	675	-
Depreciation	1,558	-	-	-	1,558	1,285
Total Resources Expended	101,566	-	629	23,675	125,870	96,145
Net Incoming Resources for the year	4,547	-	956	-	5,503	(3,587)
Fund balances brought forward at 1 April 2012	1,559	20,008	5,056	650	27,273	-
Fund balances transferred from unincorporated charity at 30 June 2011	-	-	-	-	-	30,860
Transfer between funds	(2,500)	2,500	-	-	-	-
Fund Balances carried forward at 31 March 2013	3,606	22,508	6,012	650	32,776	27,273

The notes on pages 9 to 11 form part of these financial statements

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

ADMINISTRATION EXPENSES FOR THE YEAR ENDED 31 MARCH 2013

	12 MONTHS TO 31 03 13 TOTALS £	9 MONTHS TO 31 03 12 TOTALS £
EXPENDITURE		
Salaries	81,919	61,714
Travelling Expenses	7,073	5,346
Training Costs	1,121	1,427
Repair, Maintenance & Cleaning	2,586	2,655
Rates	1,231	907
Rents	10,250	7,688
Insurance	1,713	1,212
Heat & Light	1,592	799
Telephones	2,448	1,748
Printing & Stationery	1,964	2,367
Subscriptions	3,991	3,082
Postages	2,016	1,687
Advertising	350	594
Professional Fees	800	800
Photocopier Lease	2,243	1,494
Sundry Expenses	2,340	1,340
TOTAL EXPENSES	123,637	94,860

The notes on pages 9 to 11 form part of these financial statements

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

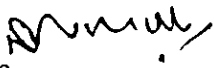
BALANCE SHEET AS AT 31 MARCH 2013

	Notes	31 03 13		31 03 12	
		£	£	£	£
FIXED ASSETS					
Tangible Assets	2		5,306		6,864
CURRENT ASSETS					
Prepayments		1,708		1,801	
Cash at Bank and in hand		<u>48,922</u>		<u>59,548</u>	
		50,630		61,349	
CURRENT LIABILITIES					
Accruals and deferred income		<u>(23,160)</u>		<u>(40,940)</u>	
			27,470		20,409
NET CURRENT ASSETS			<u>32,776</u>		<u>27,273</u>
REPRESENTED BY FUNDS					
Unrestricted Funds					
Friends of Felixstowe Citizens Advice Bureau			6,012		5,056
Designated Contingency Fund	5		22,508		20,008
General Fund			3,606		1,559
Restricted Funds					
Rope Trust			650		650
			<u>32,776</u>		<u>27,273</u>

For the financial period ended 31 March 2013 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

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


Trustee
Felixstowe Citizens Advice Bureau
Date 22 June 2013

Company Registration No 07570403

The notes on pages 9 to 11 form part of these financial statements

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2013

1. STATEMENT OF ACCOUNTING POLICIES

Basis of preparation

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

Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Depreciation of tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its useful life

Leased Assets	Over the term of the lease
Fixtures, Fittings and Equipment	15% on reducing balance
Computer Equipment	25% straight line

Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants received

Income from grants and donations are included in the accounts in the appropriate year of receipt.

Leasing and hire purchase commitments

Assets held under finance leases and hire purchase contracts are capitalised in the balance sheet and are depreciated over their estimated useful lives. The interest element of the rental obligations is charged to the profit and loss account over the period of the lease.

Lease payments under operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

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 charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost 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.

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2013

2 TANGIBLE FIXED ASSETS

	Fixtures, fittings & equipment £	Total £
Cost		
At 1 April 2012	37,494	37,494
Additions	-	-
Disposals	-	-
At 31 March 2013	<u>37,494</u>	<u>37,494</u>
Depreciation		
At 1 April 2012	30,630	30,630
Charge for year	1,558	1,558
Disposals	-	-
At 31 March 2013	<u>32,188</u>	<u>32,188</u>
Net book value at 31 March 2013	<u>5,306</u>	<u>5,306</u>
At 1 April 2012	<u>6,864</u>	<u>6,864</u>

3. REVENUE COMMITMENTS

At the period end the bureau was committed to making the following payments during the next year in respect of operating leases with expiry dates as follows

	Land and buildings		Other	
	12 MONTHS TO 31 03 13 £	9 MONTHS TO 31 03 12 £	12 MONTHS TO 31 03 13 £	9 MONTHS TO 31 03 12 £
Within 2 - 5 years	10,250	10,250	-	-
More than five years	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

4. NET INCOMING RESOURCES FOR THE PERIOD

	12 MONTHS TO 31 03 13 £	9 MONTHS TO 31 03 12 £
Net incoming resources for the year are stated after charging Independent Examiner's Fees	<u>800</u>	<u>800</u>

The Independent Examiner's fee for the year ended 31 March 2013 is the valuation of a donated service

FELIXSTOWE AND DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2013

5. FUNDS

General Fund

The general fund represents the free funds of the charity which are not designated for particular purposes

Designated Contingency Fund

The purpose of this reserve is to set aside a provision for contingent liabilities that may arise as a result of contractual wage obligations. This reserve also covers for any sick pay that may have to be paid, replacement of any computer equipment, and redecoration of the buildings

An annual transfer is made from the general reserve to provide for this

Restricted Fund

The Rope Trust Fund represents monies received from The Rope Trust to help fund an outreach worker and funding the debt counselling service. The balance represents monies held for emergencies for clients

6. GRANTS MADE

During the year, grants totalling £675 were made through the Rope Trust to individuals to alleviate hardship. The grants are first approved by the Rope Trust

7. EMPLOYEE COSTS

Employee costs for the period were as follows -

	12 MONTHS TO 31 03 13 £	9 MONTHS TO 31 03 12 £
Wages and salaries	76,714	57,675
Employer's NIC	5,205	4,039
	<u>81,919</u>	<u>61,714</u>

The average number of employees in the period was 6 (2012 7)
There were no high paid employees

8. TRUSTEES EXPENSES

During the year no expenses or remuneration was paid to the trustees

9. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Fund	Designated Contingency Fund	Friends of Fel CAB	Rope Trust Funds	Total	Total
	Unrestricted	Unrestricted	Unrestricted	Restricted	31 03 13	31 03 12
	£	£	£	£	£	£
Fund balances at 31 March 2013 are represented by						
Fixed Assets	5,306	-	-	-	5,306	6,864
Current Assets	21,460	22,508	6,012	650	50,630	61,349
Current Liabilities	(23,160)	-	-	-	(23,160)	(40,940)
	<u>3,606</u>	<u>22,508</u>	<u>6,012</u>	<u>650</u>	<u>32,776</u>	<u>27,273</u>