## **CARMARTHENSHIRE CITIZENS ADVICE BUREAU**

(A company limited by guarantee)

## **ANNUAL REPORT AND AUDITED FINANCIAL STATEMENTS**

FOR THE YEAR TO 31 MARCH 2013

**Charity No 1141755** 

**Company No 07600945** 

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#### REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name

Carmarthenshire Citizens Advice Bureau

**Registered Charity Number** 

1141755

**Registered Company Number** 

07600945

**Registered Office** 

4A Cowell Street

Llanelli

Carmarthenshire

**SA15 1UU** 

**Directors/Trustees** 

Mark Andrew Harvey

Michael Hugh Evans

Janice Williams

Richard John Edwards

Terrence Colin Way

Jeffrey Stephen Edmunds Charlotte Margaret Annette Price

Gary Lloyd Jones

John Lynne Griffiths

Hamish William Laughland

Anthony Giles Morgan

Janet Ennis Collins Fioled Meirion Jones

Pamela Ann Palmer

**Company Secretary** 

R M Thomas

**Auditors** 

Rımmer & May

**Chartered Accountants** 

19 Murray Street

Llanellı SA15 1AQ

**Bankers** 

**HSBC** 

4A Vaughan Street

Llanelli

Carmarthenshire

**SA15 3TY** 

## TRUSTEES' REPORT FOR THE YEAR TO 31<sup>ST</sup> MARCH 2013

The Trustees who are also Directors of the Charity for the purposes of the Companies Act 2006 where indicated, present their report with the financial statements of the Charity for the year ended 31<sup>st</sup> March 2013. The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts, and in accordance with the Small Company regime (section 419(2)) of the Companies Act 2006 and with the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' (revised 2005). The trustees have complied with their duty in Section 17(5) of the 2011 Charities Act to have due regard to the guidance published by the Charity Commission.

## STRUCTURE, GOVERNANCE AND MANAGEMENT Governing document

The organisation is a charitable company limited by guarantee, incorporated on 12<sup>th</sup> April 2011 and registered as a charity on 6<sup>th</sup> May 2011 and commenced its activities on 1<sup>st</sup> July 2011. The company was established and is governed under its Articles of Association which sets out its objects and powers.

### Organisation and management

The Charity is administered and managed by the members of the Executive Committee which shall consist of not less than six members and not more than fifteen:- honorary office holders of Chairman, Vice Chairman and Treasurer elected by members from amongst themselves at the first meeting of Carmarthenshire Citizens Advice Bureau.

A member of the Executive Committee shall cease to hold office if they become disqualified, incapable, is absent from meetings, notifies the trustees of his wish to resign, ceases to be a member or fails to declare an interest in a contract of the Charity.

The Trustee Board which comprises of Trustees/Directors, Bureau County Director and other appropriate personnel meet on a bi-monthly basis to discuss issues and future plans

## Recruitment and appointment of new trustees

The names of the Trustee Board are shown on the previous page. The Charity is a company limited by guarantee and none of the officers hold any shares in the company. The Charity is administrated by a Trustee Board of between three and fifteen persons

The Trustee Board members can either be elected at the Annual General Meeting or co-opted by the Trustee Board provided that the total number of co-opted nominated members does not exceed one third of the total members of the Trustee Board. No member of the Trustee Board can serve for more than three years without being formally re-elected.

## Induction and training of new trustees

New Trustees are provided with a Trustee handbook and a follow up course of induction procedures.

The company was established and is governed under its Articles of Association which sets out its objects and powers. Under those Articles the members of the Trustee Board are elected at AGM. A member may be coopted at any ordinary meeting, subject to the Articles, until the next AGM.

The charity is operated in accordance with its Articles of Association. The Trustee Board is responsible for all aspects of the Bureau. Sub committees are delegated the power to make some decisions on behalf of the Board. In other areas, recommendations are made to the Trustee Board, which makes the ultimate decision

#### Wider network

Carmarthenshire Citizens Advice Bureau is a member of Citizens Advice (Cita), but is an independently registered Charity and company limited by guarantee. Citizens Advice provides support services to the Bureau in the form of information and training amongst others. The Bureau is required to adopt service wide policies and comply with Membership Scheme requirements.

## TRUSTEES' REPORT FOR THE YEAR TO 31<sup>ST</sup> MARCH 2013 (Cont'd)

### Relationships with other organizations

The Charity has links with Carmarthenshire County Council, Carmarthenshire Social Services, Cita and receives additional funding from local councils across the county.

#### Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error

During the year the Board has reviewed each of the Bureau's operations and activities as part of an overall risk assessment approach. All new ventures are appraised on the basis of the risks identified and the procedures and policies associated with the minimisation of such risks that are significant.

In addition, the Bureau is subject to regular audit by Cita.

#### **OBJECTIVES AND ACTIVITIES**

The aims and objects of the Charity are to provide the following -

Free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

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.

### Charity's public benefit

The Charity exists to provide advice to members of the public. It is part of the Charity's ethos to meet the changing needs of the people of Carmarthenshire and to be responsive to their requests for advice. Any surplus generated from the provision of our services is reinvested for the benefit of the public in the future. We have referred to the guidance contained in the Charity commissioner's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities.

#### **Volunteers**

During the year an average of 22 staff were employed at the bureau. In addition approximately 23 volunteers provided support. The Trustees Board would like to thank the staff and volunteers for their substantial work during the period.

## **ACHIEVEMENTS AND ACTIVITIES**

#### **Review of activities**

Ammanford, Carmarthen and Llanelli Citizens Advice Bureau merged on 1<sup>st</sup> July 2011 In May 2012 the service was audited by Cita and the standards required were achieved Carmarthenshire Citizens Advice Bureau also maintained the Community Legal Services Quality Mark in General Help, and Specialist Quality Mark in Debt and Welfare Benefits with Casework

We have received additional funding from the following:

Utilities Project (Cita) 1<sup>st</sup> November 2012 to 31<sup>st</sup> March 2013 to identify and report on fuel poverty

In its first full twelve month period providing the merged service county wide the Bureau has achieved the following -

- Increased the paid staff by three
- Increased the Voluntary staff by five
- Increased the opening hours throughout the County by 37
- Increased the number of clients seen by approximately 1,000
- Increased the number of client issues dealt with by approximately 9,500
- Signed a three year Service Level Agreement with Carmarthenshire County Council

## TRUSTEES' REPORT FOR THE YEAR TO 31<sup>ST</sup> MARCH 2013 (Cont'd)

#### **FINANCIAL REVIEW**

The charity relies largely on grants received which were of a satisfactory level in the sum of £511,288. Overall the fund balances (including assets and liabilities) carried forward are £254,373 for unrestricted funds. Further detail is shown in the notes to the accounts.

Reserves policy

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent of at least three month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. The level of reserves has been maintained in excess of this throughout the year.

**Investment policy** 

The Charity invests its funds in bank deposits and is continually seeking to obtain better rates of return

### **FUTURE DEVELOPMENTS**

To build a stronger forward facing service in order to identify and meet the needs of the Community To continue to develop and create new partnerships with organizations and agencies. To create a financially stable service enabling the Bureau to maintain its service provision.

Responsibilities of the Trustees

Company law required the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the charities SORP,
- · make judgments and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006 The Trustees 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.

### Disclosure of information to auditors

Each of the directors has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

#### **Auditors**

The auditors, Rimmer and May, are deemed to be reappointed under Section 487(2) of the Companies Act 2006.

Approved by the Executive Committee on . .

29.114

. and signed on its behalf by:

Director/Trustee

JECohne

Director/Trustee

Director/Trustee

## Independent auditor's report to the Trustees of Carmarthenshire Citizens Advice Bureau

We have audited the financial statements of Carmarthenshire Citizens Advice Bureau for the year ended 31 March 2013 set out on pages 6 to 12. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's trustees, as a body, in accordance with section 144 of the Charities Act 2011 and the regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed

### Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement, the trustees who are also directors of Carmarthenshire Citizens Advice Bureau for the purposes of company law are responsible for the preparation of financial statements which give a true and fair view. The trustees have elected for the accounts to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006 Accordingly, we have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act 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 (APB's) Ethical Standards for Auditors

#### Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosure 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 include an assessment of whether the accounting policies are appropriate to the charity'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-audited financial statements. 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 charity's affairs as at 31 March 2013 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

## Independent auditor's report to the Trustees of Carmarthenshire Citizens Advice Bureau (Cont'd)

## Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements;
- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Alan Martin Evens

Alan Martin Evans (Senior Statutory Auditor)
For and on behalf of Rimmer & May Chartered Accountants
and Statutory Auditors

19 Murray Street Llanelli Carmarthenshire SA15 1AQ

Date

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# STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2013

	Notes	Unrestricted Funds 2013	Restricted Funds 2013 £	Total Funds 2013 £	(9 Months) Total Funds 2012 £
INCOMING RESOURCES	Notes	-	-	<b>-</b>	_
Incoming resources from genera	ted funds				
Voluntary income	2	2,953	-	2,953	735
Investment income	3	260	-	260	249
Incoming resources from charita	ble activities				
Contracts, fees and grants	4	173,335	337,953	511,288	364,373
Other incoming resources	5	<u> 15,855</u>	<u> </u>	<u> 15,855</u>	<u> </u>
Total incoming resources		<u>192,403</u>	<u>337,953</u>	<u>530,356</u>	<u> 365,357</u>
RESOURCES EXPENDED Costs of charitable activities Governance costs Total resources expended	6 6 6	225,184 <u>4,851</u> 2 <u>30,035</u>	350,783  <u>350,783</u>	575,967 <u>4,851</u> <u>580,818</u>	382,508 2,700 385,208
NET (OUTGOING) RESOURCES BEFO	RE TRANSFERS	(37,632)	(12,830)	(50,462)	(19,851)
Gross transfers between funds Net (deficit) for the year	12	( <u>60,740)</u> (98,372)	<u>60,740</u> 47,910	(50,462)	<del>(19,851</del> )
Net movement in funds					
Fund balances at 1 April 2012		352,745	520	353,265	373,116
Fund balances at 31 March 2013		254,373	48,430	302,803	353,265

The statement of financial activities also complies with the requirements of an income and expenditure account under the Companies Act 2006

The results for the year derive from continuing activities and there are no gains or losses other than those shown above.

The notes form part of these financial statements

## **BALANCE SHEET AT 31 MARCH 2013**

	Makas	Total Funds 2013	Total Funds 2012
FIXED ASSETS	Notes	£	£
Tangible Assets	9	<u>25,822</u>	<u>9,266</u>
CURRENT ASSETS			
Debtors	10	25,125	5,630
Bank and Cash		<u>301,561</u>	<u>370,320</u>
		326,686	375,950
CREDITORS			
Amounts falling due within one year	11	( <u>49,705</u> )	( <u>31,951</u> )
NET CURRENT ASSETS		<u>276,981</u>	<u>343,999</u>
TOTAL ASSETS LESS CURRENT LI	ABILITIES	<u>302,803</u>	<u>353,265</u>
NET ASSETS		<u>302,803</u>	<u>353,265</u>
FUNDS	12		
Unrestricted funds		254,373	352,745
Restricted funds		<u>48,430</u>	
TOTAL CHARITY FUNDS		<u>302,803</u>	<u>353,265</u>

The notes form part of these financial statements

### **BALANCE SHEET AT 31 MARCH 2013 (Cont'd)**

The charitable company is entitled to exemption from audit requirement contained in under Section 477 of the Companies Act 2006 for the year ended 31 March 2013 although an audit has been carried out under Section 144 of the Charities Act 2011.

No member of the company has deposited a notice, pursuant to Section 476 requiring an audit of these accounts under the requirements of the Companies Act 2006

The trustees acknowledge their responsibilities for:

- ensuring that the charitable company keeps accounting records that comply with Section 386 of the Companies Act 2006, and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial period and of its surplus or deficit for each financial period in accordance with the requirements of Section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company

The financial statements were approved by the Trustees/Directors on on its behalf by:

29.1.14

and were signed

Mr R J.Edwards (Director/Trustee) Mr T C Way (Director/Trusteé

Company Number 07600945

The notes form part of these financial statements

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

#### ACCOUNTING POLICIES

1

#### **Basis of Accounting**

The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards, the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP revised 2005), the Companies Act 2006 and the Charities Act 2011 The charity has taken advantage of the exemption in Financial Reporting Standard No1 from the requirement to produce a cash flow statement on the grounds that it is a small charity

#### **Incoming resources**

Grants and donations are recognised on entitlement once conditions of certainty and measurement are met. Grant income is recognised on an accruals basis and is allocated on a strict basis to the period to which it relates.

### Resources expended

All expenditure incurred by the charity relates to its charitable activities i e , providing advice to the community and is allocated accordingly. Governance costs relate to the provision of audit and accountancy fees and also trustees meetings expenses and are allocated accordingly. The accruals basis has been adopted for the recognition of liabilities.

#### Use of volunteers

The charity relies on up to 23 fully trained volunteers who carry out a wide range of advice work and administrative tasks, apart from the cost of training and reimbursement of travel expenses. The donated services of volunteers in the course of undertaking the charitable and income generating activities is not recognised within the Statement of Financial Activities.

#### Leasing

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

### Pensions

The pension costs charged in the financial statements represent the contribution paid by the charity during the year to a defined contribution money purchase scheme.

#### **Taxation**

The Charity is exempt from corporation tax on its charitable activities.

#### **Tangible Fixed Assets and Depreciation**

Tangible fixed assets are included at valuation on commencement in July 2011 and at cost thereafter less accumulated depreciation. Depreciation is provided to write down the net book value of the assets at the following rates:-

Fixtures, Fittings and Equipment – 25% reducing balance method

#### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees

Restricted funds can only be used for particular restricted purposes within the objects of the Charity Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

# NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2013 (Cont'd)

2.	VOLUNTARY INCOME  Donations		<b>2013</b> £ 2,953	(9 months) 2012 £ 735
3	INVESTMENT INCOME Interest receivable		<b>£</b> 260	<b>£</b> 249
4	INCOMING RESOURCES FROM CHARITABLE ACTIV Contracts and fees — Citizens Advice Contracts and fees — Advice Line Cymru (Welsh Governme Contracts and fees — Legal Services Commission Grants — Carmarthenshire County Council Hire of room for meetings - Shelter		£ 190,874 - 56,245 263,569 600 511,288	28,467
5.	OTHER INCOME		£	£
	Other income		<u>15,855</u>	
6	TOTAL RESOURCES EXPENDED	Charitable Activities	Governance	Total £
	Direct Costs			
	Employment costs	<del>44</del> 5,351		445,351
	Establishment costs	49,986		49,986
	Office and administrative expenses	60,388		60,388
	Support costs – volunteers training & expenses	11,336		11,336
	Sundry and other costs	73		<b>7</b> 3
	Cost of Trustee meetings and training		1,306	1,306
	Legal and professional fees	3,920		3,320
	Accountancy		1,500	1,500
	Audit		2,045	2,045
	Depreciation of tangible fixed assets	<u>4,913</u>	4.054	<u>4,913</u>
		<u>575,967</u>	<u>4,851</u>	<u>580,818</u>
7	TRUSTEES' REMUNERATION AND BENEFITS There were no trustees' remuneration or other benefits for Reimbursement of travel expenses were made totalling £4			3
8	EMPLOYEES		<u>2013</u>	<u> 2012</u>

8	EMPLOYEES Number of employees	<u>2013</u>	<u>2012</u>
	The average monthly number of employees during the year was:  Manager and project caseworkers	20	18
	Management and administration of the charity	_2 2 22	
		<u>2013</u>	(9 months) <b>2012</b>
			2012
	Employment costs	£	£
	Employment costs Gross wages and salaries	£ 409,808	£ 278,443
	• •	£	£

There were no employees whose annual remuneration was £60,000 or more In addition, approximately twenty three volunteers provided support during the year.

Staff training

1,009

966

# NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2013 (Cont'd)

9	FIXED ASSETS	Office equipment and furniture £
	Cost	
	At 1 April 2012	10,967
	Additions in year	<u>21,469</u>
	At 31 March 2013	<u>32,436</u>
	Depreciation	£
	At 1 April 2012	1,701
	Depreciation charge for the year	4,913
	At 31 March 2013	<u>6,614</u>
	Net Book Value	
	At 31 March 2013	<u>25,822</u>
	At 31 March 2012	9,266
10	DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	2013 2012 £ £
	Debtor – Charitable income	22,722 4,340
	Prepayments	<u>2,403</u> <u>1,290</u>
		<u> 25,125         5,630</u>
11	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	<u>2013                                    </u>
		££
	Charitable income received in advance	- 11,807
	Taxation & Social Security	33,069 11,963
	Accruals	<u> 16,636                                     </u>
		<u>49,705</u> <u>31,951</u>

Creditors include a provision for Output VAT arising on some of the charitable income sources not declared by the bureau as at the year end.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2013 (Cont'd)

12 <b>MOV</b>	EMENT IN FUNDS	At 01.04.12 £	Net Movement in funds £	At 31.03.13 £
	stricted funds al fund	352,745	(98,372)	254,373
Cıtıze	i <b>cted funds</b> ns Advice I <b>L FUNDS</b>	<u>520</u> 353,265	<u>47,910</u> ( <u>50,462</u> )	48,430 302,803

#### Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balance of grants and donations held on trust for specific purposes:-

	Movement in Funds				
	Balance at 1 April 2012 £	Incoming Resources £	Resources Expended £	Transfers £	Balance at 31 March 2013 £
Welfare Rights	520	95,373	(69,802)		26,091
Better Advice Better Health		112,131	(96,298)		15,833
Face 2 Face		47,501	(40,995)		6,506
Legal Services Commission		56,569	(107,192)	50,623	-
Money Advice Service		<u> 26,379</u>	( <u>36,496</u> )	10,117	
	<u>520</u>	<u>337,953</u>	( <u>350,783</u> )	<u>60,740</u>	<u>48,430</u>

#### **Transfers**

Any restricted funds that are in deficit are supported by the central core fund. Any deficit made by a particular fund is absorbed by the core fund and any such funds are left with a nil retained reserve carried forward. The following restricted funds transfers were made during the year -

Legal Services Commission – contract finished and project deficit transferred to core. Money Advice Service – project deficit transferred to core.

#### 13 FINANCIAL COMMITMENTS

At 31 March 2013 the company had annual commitments under operating leases as follows:-

	<u>2013</u>	<u> 2012</u>
	£	£
Expiry date:		
Between two and five years	9,432	6,250
Over five years	4,100	4,100

#### 14 Related Party Transactions

- a) In April 2011 Citizens Advice Bureau, Ammanford were awarded substantial compensation monies of approximately £160,000 under the proceeds of crime act. During the year ended 31 March 2013 £15,855 was received and is included in sundry income in the accounts. H M Courts & Tribunals Services are currently unable to speculate as to the time scale for the balance of the compensation to be paid and as a result no provision has been made in these accounts for the recovery of the balance of the award
- b) The Ammanford branch office property which is owned by Cyngor Ar Bopeth Rhydamman Ltd has been leased to Carmarthenshire Citizens Advice Bureau since 30.6.2011 for an initial term of 5 years at a reduced rent of £1,500 pa
  - It was a condition of the lease that CCAB was required to effect the initial repairs and refurbishments of the property.

The future lease commitments once included in note 13 of the accounts.