

PADDOCK WOOD COMMUNITY ADVICE CENTRE

PADDOCK WOOD COMMUNITY ADVICE CENTRE

A COMPANY LIMITED BY GUARANTEE

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018

Company Number 8006468
Charity Registration Number 1147816



PADDOCK WOOD COMMUNITY ADVICE CENTRE

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PADDOCK WOOD COMMUNITY ADVICE CENTRE

LEGAL AND ADMINISTRATIVE INFORMATION

CONSTITUTION

Paddock Wood Community Advice Centre is a company limited by guarantee (company registration number 8006468) and a charity registered with the Charity Commission (charity registration number 1147816). It is governed by its Memorandum and Articles of Association (as amended on 1 November 2016), has no share capital and the liability of each member in the event of a winding up is limited to £1.

DIRECTORS AND TRUSTEES

Alex King MBE	Chairman	Resigned 5 April 2018
Martin Pengelley	Deputy Chairman	
David Ritchie	Treasurer	
Simon Marston		
Mike MacKenzie		
Veronica Warner	Company Secretary	

MEMBERS

As at the 31 March 2018 the Company had six members on its register (six as at the 31 March 2017). Alex King resigned as Chairman and stepped down as a director and a member on 5 April 2018. Mike MacKenzie was appointed as Chairman effective from the same date.

REGISTERED OFFICE

Paddock Wood Community Advice Centre
64 Commercial Road
Paddock Wood
Kent
TN12 6DP

INDEPENDENT EXAMINER

Hanafin Klein
The House
High Street
Brenchley
TN12 7NQ

BANKERS

HSBC
105 Mount Pleasant
Tunbridge Wells
TN1 1QP

PADDOCK WOOD COMMUNITY ADVICE CENTRE

TRUSTEES' REPORT

The Trustees are pleased to present their report together with the independently examined accounts of the charity for the year ended 31 March 2018.

Legal and administrative information set out on page 2 forms part of this report.

The independently examined financial accounts comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice in relation to Accounting and Reporting by Charities.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Paddock Wood Community Advice Centre ('PWCAC' or 'Centre') was incorporated on the 26 March 2012 as a company limited by guarantee and governed by its Memorandum and Articles of Association. It is a charity registered in England and Wales with the Charity Commission.

Appointment of Trustees

As set out in the Articles of Association, the number of Trustees shall not be less than three but shall not be subject to any maximum. Trustees may be elected at an Annual General Meeting (AGM) or appointed by a resolution of the other Trustees at a Board meeting. Trustees appointed by a resolution of the Board must stand for re-election at the first AGM following such appointment. As a minimum, one third of the Trustees must retire at each AGM so that all Trustees will have retired by the third AGM following their appointment. Trustees who retire may stand for re-election. Currently, it has been agreed that all Trustees will retire at each AGM. All appointed Trustees are members of PWCAC.

Trustee Induction and Training

The Board of Trustees is structured so as to ensure that it encompasses leadership, business, management, financial, legal and political expertise. It is a requirement that all Trustees have a sound appreciation of the role and activities of the charity before they are appointed. Further, that they are aware of their legal obligations, the content of the charity's Memorandum and Articles of Association, the annual budget and the financial performance.

Trustees attend training courses as appropriate to enable them to undertake their roles for the charity. Training courses have in recent years dealt with the responsibilities of charity Trustees, identification and management of risks, charity finance and accounting and charity law.

Organisation

The Board of Trustees met six times during the year ended 31 March 2018 to administer the affairs of the charity including strategic direction, governance, accounting and risk management. The duty officer, who is invited to attend all Board meetings, is responsible for the day to day operations of PWCAC. During 2017, the Trustees considered the charity, given its increased activity, would benefit from an employed part time duty officer rather than rely on voluntary service for this important role. On 1 October 2017, the Trustees appointed an employed duty officer on a part time basis.

PADDOCK WOOD COMMUNITY ADVICE CENTRE

TRUSTEES' REPORT CONTINUED

Risk management

The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate them.

The Trustees are responsible for ensuring that all risks are identified, assessed and managed in the correct manner and that the internal systems and procedures are robust, relevant and applied rigorously. Accordingly a committee of the Board comprising two Trustees, the duty officer and a senior volunteer advisor has been established and meets at least once during the year to review the risks, seeks to identify new risks and continue to develop the charity's risk management strategy in compliance with 'Charities and Risk Management (CC26)' issued by the Charity Commission.

The risk management report is reviewed by the Board annually. In addition, all major risks which have been identified are highlighted on the Board agenda and discussed in detail at each meeting with the intention of developing appropriate strategies to provide mitigation.

OBJECTIVES AND ACTIVITIES

PWCAC's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. It provides confidential, impartial, independent, face-to-face advice and information, without charge, from the community advice centre in Paddock Wood and its outreach services within the surrounding area.

ACHIEVEMENTS AND PERFORMANCE

PWCAC offers free, confidential and impartial, independent, face-to-face advice on a wide variety of topics, ranging from debt and benefits to housing, employment, family and relationship issues. The belief is that it is essential to provide face-to-face advice and support to clients, many of whom have no internet access and need help to consider the options available to them. Legal aid has been cut across the services so clients often have no access to free legal advice. By providing a community advice centre in Paddock Wood High Street, PWCAC enables the community to access free, confidential and impartial advice.

During the financial year PWCAC helped 586 clients, moderately lower than the prior year's 608 clients. The Centre had 3,999 recorded contacts with clients through face-to-face meetings, telephone calls, emails and work done on their behalf, an increase of 541 (16%) on the 3,458 client contacts in the prior year. This reflects the increasing complexity of the cases on which PWCAC is providing assistance, with an increase in the average contacts per client by nearly 20%. The availability of support for vulnerable clients, previously provided by organisations including local authorities, housing associations and NHS Mental Health continues to decrease and PWCAC is increasingly meeting the requirements of local residents with additional support needs. As at the 31 March 2018, PWCAC had an employed part time duty officer and 14 volunteers. The volunteers worked an average of around 70 hours per week during the financial year.

PWCAC represented 22 clients at Benefit Tribunal and had a 95% success rate over the year. This is a very valuable service which the Centre offers as many clients have stated that they would not attend alone and rely on both PWCAC's representation and the fact that the Centre provides transport for them to the Tribunal.

PADDOCK WOOD COMMUNITY ADVICE CENTRE

TRUSTEES' REPORT CONTINUED

PWCAC continues to run a successful home visiting service. This service is available to the elderly and vulnerable who, for various reasons, are unable to travel into the office. In the most part, the Centre helps them with form filling and ensures that they are in receipt of benefits that they are entitled to in order to maximise their income.

PWCAC passed its latest Advice Quality Standard Audit in October 2016, which was carried out by the Advice Services Alliance. The Audit takes place every two years and is key to underpinning the core work of the Centre and providing the foundation for future development. The next Advice Quality Audit is scheduled to take place in late 2018. In addition to checking and approving the quality of the advice the Centre is giving to its clients, it enables PWCAC to confirm that effective and appropriate policies and procedures are in place and being adhered to.

During the financial year the Centre's volunteers have given 3,524 hours of their time in supporting the work of PWCAC and helping clients. Based on the mean hourly pay rate for all employees in Tunbridge Wells of £18.83, as detailed in the Annual Survey of Hours and Earnings 2017 (provisional), the financial value which could be attributed to volunteer time during this period is £66,357. This is not reflected in the financial accounts.

PUBLIC BENEFIT

The Trustees consider that the charity meets the Public Benefit requirements of the Charities Act 2011 (the 2011 Act). The sole purpose of the charity is the provision of advice relating to matters set out in section 3(i) of the 2011 Act and such advice is provided free of charge to any member of the public who seeks it.

FINANCIAL REVIEW

Income

Income during the financial year amounted to £40,835 (prior year £29,718).

PWCAC is very grateful for the grants and donations received from Kent Community Foundation, Tunbridge Wells Borough Council, Paddock Wood Town Council, Brenchley and Matfield Parish Council, Capel Parish Council, Lamberhurst Parochial Council, East Peckham Parish Council, Paddock Wood and District Lions Club, Waitrose, several private individuals and many of its clients.

Expenditure

Expenditure totalled £22,302 (prior year £19,636), the main elements of this expenditure being salary for the new employed duty officer, rent for the PWCAC office in Paddock Wood and subscription and membership fees for a number of advice services and systems.

PADDOCK WOOD COMMUNITY ADVICE CENTRE

TRUSTEES' REPORT CONTINUED

Funds under management

During the year, PWCAC continued to manage the allocation of a fund established as the Capel Solar Energy Fund. This fund is intended to provide assistance to members of the public in the local area who find themselves in difficulty with their energy bills. The fund had a starting total of £3,000 available for allocation. During the year ended 31 March 2018, PWCAC has approved allocations of assistance from the fund of £287. At 31 March 2018, PWCAC was in possession of the £2,713 fund in its bank account. As this fund is not an asset of PWCAC, a liability has been recognised to repay the balance of the fund in these accounts.

Surplus, Reserves and Cash

The Surplus achieved for the year was £18,533 (prior year £10,082).

As at 31 March 2018, Unrestricted Reserves were £73,032 (prior year £55,830) and Restricted Reserves were £1,499 (prior year £168). The year end cash balance was £75,027 (prior year £56,581).

PWCAC is dependent upon a limited number of sources for its annual income, the main sources being grants from town, borough and parish councils which are generally constrained by extremely tight financial budgets. Accordingly, the Board of Trustees considers that it would be prudent for the charity to aim to maintain unrestricted cash reserves equivalent to at least 18 months of the annual cost base. In the event such grants are withdrawn, either in whole or in part, the Trustees believe that this policy would enable PWCAC to continue to provide the same current high level of service for a sufficient period while the financial position is fully appraised and efforts made to establish relationships with new financial supporters.

Based on the annual costs incurred by the charity during the 2017/18 financial year, unrestricted cash reserves would need to have a prescribed value of £33,453 as at 31 March 2018 in order to satisfy the minimum requirements of the Trustees' reserve policy. Looking forward and based on the anticipated annual costs of operating the charity with an employed duty officer, the satisfaction of this reserve policy will require unrestricted cash reserves of approximately £50,000.

In the event that PWCAC has excess cash to that needed for day to day operations, that cash is invested in an interest bearing bank account with the aim of gaining some extra income with little or no risk. What constitutes excess cash above that required for day to day operations is decided upon by the Treasurer and the board from time to time.

PADDOCK WOOD COMMUNITY ADVICE CENTRE

TRUSTEES' REPORT CONTINUED

PLANS FOR THE FUTURE

In order to ensure the long term future of PWCAC, the Trustees in conjunction with the duty officer:

- regularly seek to recruit new volunteer advisors and undertake training for both new and current advisors
- will continue the charity's outreach activities so that it covers a wide geographical area around Paddock Wood
- will aim to be aware of potential alternative premises in case its current accommodation ceases to be available or becomes unsuitable for the Centre's needs
- will seek medium to longer term committed funding for specific purposes and for working capital
- will seek dedicated short term funding for specific projects
- will endeavour to build mutually rewarding relationships with other voluntary and charitable organisations

TRUSTEES' RESPONSIBILITIES IN RELATION TO THE UNAUDITED FINANCIAL ACCOUNTS

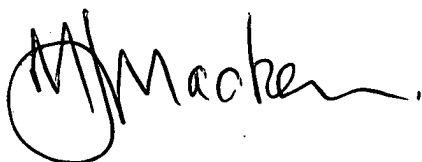
The Trustees are responsible for preparing the Report and Accounts in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the Trustees to prepare accounts that give a true and fair view of the state of affairs of the charity as at the balance sheet date and of its surplus or deficit for the financial period. In doing so the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- prepare the accounts on the going concern basis unless it is inappropriate to presume the charity will continue in business

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the detection of fraud and other irregularities.

The Annual Report and Accounts were approved by the Trustees on 5 July 2018.



Mike Mackenzie
Chairman



Martin Pengelley
Deputy Chairman

PADDOCK WOOD COMMUNITY ADVICE CENTRE

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF PADDOCK WOOD COMMUNITY ADVICE CENTRE FOR THE YEAR ENDED 31 MARCH 2018

I report on the accounts of the Trust for the year ended 31 March 2018, which are set out on pages 9 to 15.

Respective responsibilities of Trustees and Independent Examiner:

The charity's Trustees (who are also directors of the company for the purpose of company law) are responsible for the preparation of the accounts. The charity's 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 and I am qualified to undertake the examination being a qualified member of Institute of Chartered Accountants of England and Wales.

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.

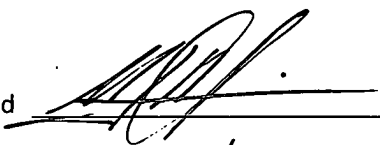
Independent Examiner's statement

In the course of 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 (the 2006 Act)
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of section 396 of the 2006 Act
 - which are consistent 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.

Michael Hanafin

Signed



Dated

08/07/18

For and on behalf of

Hanafin Klein Chartered Accountants

The House

The High Street

Brenchley

Kent TN12 7NQ

PADDOCK WOOD COMMUNITY ADVICE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2018

	Notes	Restricted Funds			Unrestricted Funds	Total	Total
		Computer Equipment	Salaries	Training	General	2018	2017
		£	£	£	£	£	£
Incoming Resources							
Donations and other income	2	-	-	-	16,248	16,248	10,110
Investment income	3	-	-	-	25	25	20
Grants	4	-	10,000	-	14,562	24,562	19,588
TOTAL INCOMING RESOURCES		-	10,000	-	30,835	40,835	29,718
Resources Expended							
Charitable Activities	5	65	8,501	103	13,513	22,182	19,516
Governance Costs	6	-	-	-	120	120	120
TOTAL RESOURCES EXPENDED		65	8,501	103	13,633	22,302	19,636
NET MOVEMENT IN FUNDS		(65)	1,499	(103)	17,202	18,533	10,082
Funds brought forward as at 1 April 2017		65	-	103	55,830	55,998	45,916
Transfer between restricted and unrestricted funds		-	-	-	-	-	-
FUNDS CARRIED FORWARD AT 31 March 2018		-	1,499	-	73,032	74,531	55,998

PADDOCK WOOD COMMUNITY ADVICE CENTRE

BALANCE SHEET AS AT 31 MARCH 2018

	Notes	2018		2017	
		£	£	£	£
Fixed Assets					
Tangible assets	8		-		65
Current assets					
Cash at bank and in hand		75,027		56,581	
Debtors and prepayments	9	<u>2,754</u>		<u>2,352</u>	
		77,781		58,933	
Current liabilities					
Creditors	10	<u>(3,250)</u>		<u>(3,000)</u>	
		(3,250)		(3,000)	
Net current assets			74,531		55,933
Total assets less liabilities			<u>74,531</u>		<u>55,998</u>
Funds					
Restricted funds	11		1,499		168
Unrestricted funds	12		73,032		55,830
Total Funds			<u>74,531</u>		<u>55,998</u>

The Trustees are satisfied that for the year ended 31 March 2018 the company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006 (the 2006 Act), and that no member of the company has deposited a notice, pursuant to section 476 of the 2006 Act requiring an audit of these accounts.

The Trustees acknowledge their responsibilities for a) ensuring that the charity keeps accounting records which comply with section 386 of the 2006 Act, and b) preparing accounts which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its income and expenditure for the financial year, in accordance with the requirements of section 393 and which otherwise comply with the requirements of the 2006 Act relating to accounts, so far as applicable to the charity.

The accounts were approved by the Board of Trustees on 5 July 2018.



Mike MacKenzie
Chairman



Martin Pengelley
Deputy Chairman

PADDOCK WOOD COMMUNITY ADVICE CENTRE

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018

1. Accounting Policies

(1) Basis of preparation

The independently examined accounts have been prepared under the historical cost convention and in accordance with applicable accounting standards namely the Statement of Recommended Practice, Accounting and Reporting by Charities, issued in March 2005 and the Companies Act 2006.

(2) Incoming resources

All incoming resources becoming available to the charity in the year are recognised in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income is deferred to the subsequent accounting period only when the charity has to fulfil conditions before becoming entitled to it, and the conditions have not been fulfilled during the accounting period.

The value of services provided by volunteers has not been included in these accounts.

(3) Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. The Charity is not registered for VAT. Expenditure includes all VAT which cannot be recovered, and is reported as part of the expenditure to which it relates.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. There is one functional activity of the charity which is the giving of free and confidential advice and information to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Governance costs include all those costs associated with meeting the constitutional and statutory requirements of the Charity.

(4) Tangible fixed assets and depreciation

Tangible fixed assets which are purchased at a cost of £300 or more are capitalised and are stated at cost less depreciation. Depreciation is provided on a straight line basis to write off the cost of each asset over its expected useful life, as follows:

Computer Equipment	3 years
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(5) Restricted Funds

Restricted funds are subject to specific conditions, usually stipulated by grantors/donors as to how they may be used for particular restricted purposes within the objectives of the Charity.

PADDOCK WOOD COMMUNITY ADVICE CENTRE

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018

2. Donations and Other Income	2018	2017
	£	£
Unrestricted		
Donations from Clients	974	1,178
Donations from Corporations and Associations	695	1,334
Donations from Private Individuals	12,600	6,020
Gift Aid Reclaim	1,955	1,540
Other Income	24	38
Total Unrestricted Donations	16,248	10,110
Restricted		
Donations from Associations	-	-
Total Restricted Donations	-	-
Total Donations and Other Income	16,248	10,110
3. Investment Income	2018	2017
	£	£
Interest received	25	20
Total Investment Income	25	20
4. Grants	2018	2017
	£	£
Unrestricted		
Brenchley and Matfield Parish Council	2,000	2,000
Capel Parish Council	500	500
East Peckham Parish Council	50	-
Lamberhurst Parochial Council	762	-
Paddock Wood Town Council	4,000	3,000
Tunbridge Wells Borough Council	7,250	8,250
Total Unrestricted Grants	14,562	13,750
Restricted		
Kent Community Foundation	10,000	1,500
The Big Lottery Fund	-	4,338
Total Restricted Grants	10,000	5,838
Total Grants	24,562	19,588

PADDOCK WOOD COMMUNITY ADVICE CENTRE

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018

5. Resources Expended on Charitable Activities

	Restricted Funds			Unrestricted Funds	Total	Total
	Computer Equipment	Salaries	Training		2018	2017
	£	£	£	£	£	£
Volunteers						
Welfare	-	-	-	304	304	2,169
Training	-	-	103	223	326	2,855
Travel	-	-	-	6	6	28
	<u>-</u>	<u>-</u>	<u>103</u>	<u>533</u>	<u>636</u>	<u>5,052</u>
Premises						
Rent	-	-	-	8,400	8,400	8,400
Insurance including public and employee liability	-	-	-	235	235	222
Fixtures and fittings	-	-	-	200	200	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>8,622</u>	<u>8,622</u>	<u>8,622</u>
Management & Administration						
Advice Quality Audit	-	-	-	-	-	1,380
Advertising, Promotion and Other	-	-	-	-	-	96
Computer equipment, software and maintenance	-	-	-	85	85	289
Depreciation	65	-	-	-	65	131
Licence and membership fees	-	-	-	2,397	2,397	2,290
Postage, printing and copying	-	-	-	273	273	236
Professional indemnity insurance	-	-	-	455	455	558
Publications and information	-	-	-	71	71	99
Staff salaries	-	8,501	-	-	8,501	-
Staff expenses	-	-	-	87	87	-
Stationery	-	-	-	29	29	41
Telephones	-	-	-	748	748	722
	<u>65</u>	<u>8,501</u>	<u>-</u>	<u>4,145</u>	<u>12,711</u>	<u>5,842</u>
Total Direct Charitable Expenditure	<u>65</u>	<u>8,501</u>	<u>103</u>	<u>13,513</u>	<u>22,182</u>	<u>19,516</u>

PADDOCK WOOD COMMUNITY ADVICE CENTRE

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018

6. Governance Costs

	2018	2017
	£	£
Independent Examiner's fees	-	-
Insurance premium for Trustees' Indemnity	120	120
Trustee Training	-	-
Trustee Travel Expenses	-	-
	<u>120</u>	<u>120</u>

7. Volunteers and Trustees

Training, travelling and welfare costs of the volunteers are detailed under Resources Expended on Charitable Activities.

None of the Trustees (or any person connected with them) received any remuneration during the year.

8. Tangible Fixed Assets

	2018 Computer Equipment £	2017 Computer Equipment £
Cost		
As at 1 April	1,390	1,390
Additions	-	-
As at 31 March	<u>1,390</u>	<u>1,390</u>
Depreciation		
As at 1 April	1,325	1,194
Charge for the year	65	131
As at 31 March	<u>1,390</u>	<u>1,325</u>
Net book value as at 31 March	<u>-</u>	<u>65</u>

PADDOCK WOOD COMMUNITY ADVICE CENTRE

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2018

9. Debtors

	2018	2017
	£	£
Debtors	400	400
Prepayments	2,354	1,952
	<u>2,754</u>	<u>2,352</u>

10. Creditors

	2018	2017
	£	£
Capel Solar Energy Fund	2,713	3,000
PAYE	537	-
Accruals	-	-
	<u>3,250</u>	<u>3,000</u>

The PAYE creditor relates to the income tax due to HMRC in relation to the Duty Manager's salary for the three months of January to March 2018. This creditor was settled on its due date during April 2018.

11. Restricted Funds

	2018	2017
	£	£
Opening balances as at 1 April	168	814
Add Restricted fund income	10,000	5,838
Less Restricted fund expenditure	(8,669)	(6,484)
Transfers between restricted and unrestricted funds	-	-
Balance as at 31 March	<u>1,499</u>	<u>168</u>

12. Unrestricted Funds

	2018	2017
	£	£
Opening balance as at 1 April	55,830	45,102
Net Movement in Funds	17,202	10,728
Balance as at 31 March	<u>73,032</u>	<u>55,830</u>