

Company Registration Number 08357279

Citizens Advice County Durham
Financial Statements
For the Year Ending
31 March 2017

Charity Number 1151790



JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants & Statutory Auditor
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Citizens Advice County Durham

Financial Statements

Year Ended 31 March 2017

Contents	Page
Trustees Annual Report	1
Independent Auditor's Report to the Members	6
Statement of Financial Activities (Incorporating the income and expenditure account)	8
Balance Sheet	9
Cash Flow Statement	10
Notes to the Financial Statements	12

Citizens Advice County Durham

Trustees Annual Report

Year Ended 31 March 2017

The trustees, who are also directors for the purposes of company law, present their report and the financial statements of the company for the year ended 31 March 2017.

Objectives and Activities

Citizens Advice County Durham provides free, confidential, impartial and independent advice and information for the benefit of the local community, campaigning for change and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively. These objectives are shared by all members of Citizens Advice.

The Charity's aims and objectives will be reviewed annually to ensure that its activities remain focused on the stated purposes.

Significant Activities

Our principle activity remains the provision of free, impartial and confidential advice and advocacy for members of our local community. This is delivered from eleven offices in the county, as well as a number of outreach centres across County Durham.

Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. Our volunteers are the lifeblood of the service and deliver a high quality service. More volunteers are always needed.

Achievements and Performance

2016-17 was a year of transformation and success.

It was a year of massive improvement in terms of the service we offer for clients. The highlights have included:

- Provided over 30,000 appointments to help 28,294 clients.
- Dealt with 84,652 issues on behalf of clients, delivering 120,730 individual contacts with clients or on their behalf.
- Our work with clients helped to maximise their income by over £29m, which has been injected into the County economy.
- At the end of the year had over £19m under management on behalf of clients, massively easing their financial burdens.
- Launched a new late night Thursday and Saturday morning drop in service in Durham and piloted longer drop in opening hours.
- Our Debt Relief Order unit went from strength to strength, being turned from a pilot into a mainstream project by Citizens Advice.
- Took possession of our new office in Barnard Castle, offering ground floor accessible access for clients.
- Secured a service level agreement with Durham County Council to fund our volunteer led service for three years.
- Improved our quality of advice and joined a new pilot to audit our quality on a rolling basis.

Citizens Advice County Durham

Trustees Annual Report *(continued)*

Year Ended 31 March 2017

- Worked with Durham County Council to grow the Advice in County Durham (AiCD) network to over 100 agencies working together to improve clients lives. The collaboration has seen over 2,000 clients securely referred using the new portal and increased client outcomes.

Financial Review

In 2016-17 we went through a fundamental restructure to increase our efficiency. This resulted in us having a positive financial year. We changed our reserves policy in line with charity commission guidance and are satisfied with our reserve levels as they stand.

Reserves policy

Citizens Advice County Durham has grown in recent years to be a major financial inclusion charity in the North East of England region. It employs in excess of 80 staff and has contractual responsibilities for over ten physical premises. As such, and in accordance with good practice and the requirements of Citizens Advice, it is required to have and regularly monitor a reserve policy to be enable the organisation to:

- Continue to run essential services for clients in the event of funding loss
- Hold funds in case of unplanned closure of projects
- Finance major, essential unplanned works to capital assets owned by the charity

The value of free reserves required to achieve these goals is re-evaluated twice yearly by the Finance Sub-Committee and recommended for approval by the Trustee Board. At 31st March, 2017 the free reserves held were in excess of the amount calculated based on the agreed formula, and are forecast to remain so through the year ahead.

Plans for Future Periods

In 17-18 We have plans to:

- Expand opening hours
- Meet demand on the phone for advice and continue to provide webchat advice
- Raise the quality of advice further
- Recruit more volunteers to provide more services well
- Improve as an employer, always striving to be excellent.
- Work ever more closely with our partners in AiCD and with other Local Citizens Advices.

Citizens Advice County Durham

Trustees Annual Report *(continued)*

Year Ended 31 March 2017

Structure, Governance and Management

Governing document

The charity was established under a memorandum of association which outlined the objects and powers of the charitable company and is governed under its articles of association.

Organisational Structure

The Bureau functions through a board of directors, the members of which are the Trustees of the Charity, and sub-committees appointed by the Trustees when they are required.

Trustees currently usually meet on a bi monthly basis. There are currently finance, personnel and health and safety sub committees which also meet on a bi-monthly basis. The day-to-day running of Citizens Advice County Durham is delegated to the management. The board is independent from the management of the charity.

Recruitment and appointment of new trustees

Trustees are appointed at the Annual General Meeting. Additional Trustees may be co-opted by the Board throughout the year where appropriate.

Induction and training of trustees

All newly-appointed trustees are given a detailed introduction to the work of Citizens Advice County Durham through relevant information, guidance notes and discussions with experienced staff and trustees. They are also encouraged to undertake relevant training opportunities through Citizens Advice and other bodies.

Wider Network

Citizens Advice County Durham is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides support, guidance and training to member bureaux to a national standard. They also provide a national case management and information system. A condition of membership is to meet and maintain national advice and management standards which are audited regularly. We meet the Advice Quality Standard and are registered with the Information Commissioner and the Financial Conduct Authority.

Citizens Advice County Durham is a full member of the Advice in County Durham Partnership, which works with all the advice providers in the county to produce efficient referral services, upskill the advice sector and encourage collaboration.

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.

Public Benefit

Our main activities and who we help are described elsewhere in this report. All our charitable activities are undertaken to further our charitable purposes for the public benefit. The Committee have had regard to the Charity Commission's guidance on public benefit throughout the year when deciding on the activities of the charity.

Pay Policy for Senior Staff

The pay of the senior staff is reviewed annually by the Board without staff being present.

Citizens Advice County Durham

Trustees Annual Report *(continued)*

Year Ended 31 March 2017

Reference and Administrative Details

Registered Charity Name	Citizens Advice County Durham
Charity Registration Number	1151790
Company Registration Number	08357279
Principal Office	Armstrong House Abbeywoods Business Park Pity Me Durham DH1 5GH

The Trustees

The trustees who served the company during the period were as follows:

Mr P S Conway
Ms K Coulson-Patel
Ms B Davidson
Mr A K Roxborough
Mrs A Collins
Mr M Smith
Mr A J Pensom
Mr K J Shaw
Mrs R Lumsdon
Miss L Allcroft
Mr J Scollen
Mr J W Taylor
Mr D Hall

Mr D Hall was appointed as a trustee on 19 July 2016.

Mr K J Shaw retired as a trustee on 19 July 2016.

Secretary	N J Bradbury
Chief Executive	N J Bradbury
Auditor	Jane Ascroft Accountancy Limited Chartered Accountants & Statutory Auditor Enterprise House Harmire Enterprise Park Barnard Castle County Durham DL12 8XT
Bankers	Unity Trust Bank Plc Nine Brindleyplace Birmingham B1 2HB

Citizens Advice County Durham

Trustees Annual Report *(continued)*

Year Ended 31 March 2017

Trustees' Responsibilities Statement

The trustees (who are also the directors of Citizens Advice County Durham for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). 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 company and the income and expenditure of the 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 judgements and accounting estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Each of the persons who is a trustee at the date of approval of this report confirms that:


- so far as each trustee is aware, there is no relevant audit information of which the company's auditor is unaware; and
- each trustee has taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' exemption.

Registered office:
Armstrong House
Abbeywoods Business Park
Pity Me
Durham
DH1 5GH

Signed by order of the trustees



N J Bradbury
Company Secretary

Date: 18/7/17

Citizens Advice County Durham

Independent Auditor's Report to the Members of Citizens Advice County Durham

Year Ended 31 March 2017

We have audited the financial statements of Citizens Advice County Durham for the year ended 31 March 2017 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 January 2015) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the 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 company'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 company and the company's 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 Annual Report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of 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 Annual Report to identify material inconsistencies with the 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 charitable company's affairs as at 31 March 2017 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 Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Citizens Advice County Durham

Independent Auditor's Report to the Members of Citizens Advice County Durham (continued)

Year Ended 31 March 2017

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 take advantage of the small companies exemption in preparing the Trustees Annual Report.



JANE ASCROFT (Senior Statutory Auditor)
For and on behalf of
JANE ASCROFT ACCOUNTANCY LIMITED
Chartered Accountants & Statutory Auditor

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Date: 1/8/17

Citizens Advice County Durham

Statement of Financial Activities (Incorporating the Income and Expenditure Account)

Year Ended 31 March 2017

		Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £	Total Funds 2016 £
	Note				
Income and Endowments					
Donations and legacies	4	6,500	–	6,500	6,500
Income from charitable activities	5	1,019,328	1,430,418	2,449,746	2,156,558
Investments	6	4,244	–	4,244	3,299
Total Income		<u>1,030,072</u>	<u>1,430,418</u>	<u>2,460,490</u>	<u>2,166,357</u>
Expenditure					
Expenditure on charitable activities	7/8	(907,173)	(1,378,443)	(2,285,616)	(2,264,136)
Total Expenditure		<u>(907,173)</u>	<u>(1,378,443)</u>	<u>(2,285,616)</u>	<u>(2,264,136)</u>
Net Income/(Expenditure)					
Before Transfer	9	122,899	51,975	174,874	(97,779)
Transfer between funds	10	(20,459)	20,459	–	–
Net Income/(Expenditure) for the Year		<u>102,440</u>	<u>72,434</u>	<u>174,874</u>	<u>(97,779)</u>
Reconciliation of Funds					
Total funds brought forward		882,043	51,728	933,771	1,031,550
Total Funds Carried Forward		<u>984,483</u>	<u>124,162</u>	<u>1,108,645</u>	<u>933,771</u>

The Statement of financial activities includes all gains and losses in the year.

All of the above amounts relate to continuing activities.

The notes on pages 12 to 22 form part of these financial statements.

Citizens Advice County Durham

Balance Sheet

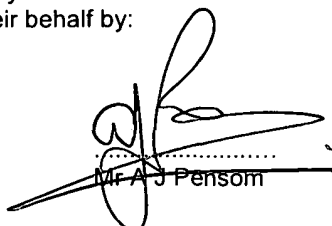
31 March 2017

	Note	2017 £	2016 £
Fixed Assets			
Tangible assets	12	664,502	695,803
Current Assets			
Debtors	13	116,258	157,228
Cash at bank and in hand		567,531	291,574
		683,789	448,802
Creditors: Amounts Falling due Within One Year	14	(129,671)	(96,524)
Net Current Assets		554,118	352,278
Total Assets Less Current Liabilities		1,218,620	1,048,081
Creditors: Amounts Falling due after More than One Year	15	(109,975)	(114,310)
Net Assets		1,108,645	933,771
Funds of the Charity			
Restricted funds	18	124,162	51,728
Unrestricted funds	19	984,483	882,043
Total Charity Funds		1,108,645	933,771

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These financial statements were approved by the members of the committee and authorised for issue on the 18/7/17 and are signed on their behalf by:


Mr A K Roxborough


Mr A J Pensom

Company Registration Number: 08357279

The notes on pages 12 to 22 form part of these financial statements.

Citizens Advice County Durham

Cash Flow Statement

Year Ended 31 March 2017

	2017 £	2016 £
Reconciliation of Net Income/(Expenditure) Before Transfers to Net Cash Inflow from Operating Activities		
Net income/(expenditure) before transfers	174,874	(97,779)
Interest receivable	(4,244)	(3,299)
Depreciation	55,755	59,083
Decrease in debtors	40,970	392,183
Increase/(Decrease) in creditors	33,147	(16,191)
Net cash inflow from operating activities	300,502	333,997
Returns on Investments and Servicing of Finance		
Interest received	4,244	3,299
Net cash inflow from returns on investments and servicing of finance	4,244	3,299
Capital Expenditure		
Payments to acquire tangible fixed assets	(24,454)	(373,794)
Net cash outflow from capital expenditure	(24,454)	(373,794)
Cash inflow/(outflow) before financing	280,292	(36,498)
Financing		
Net outflow from other long-term creditors	(4,335)	(4,144)
Net cash outflow from financing	(4,335)	(4,144)
Increase/(Decrease) in Cash	<u>275,957</u>	<u>(40,642)</u>
Reconciliation of Net Cash Flow Movement to Movement In Net Funds		
	2017 £	2016 £
Increase/(Decrease) in cash in the period	275,957	(40,642)
Net outflow from other long-term creditors	4,335	4,144
Change in net funds	280,292	(36,498)
Net funds at 1 April 2016	177,264	213,762
Net funds at 31 March 2017	<u>457,556</u>	<u>177,264</u>

The notes on pages 12 to 22 form part of these financial statements.

Citizens Advice County Durham

Cash Flow Statement

Year Ended 31 March 2017

	2017		2016
	£	£	£
Analysis of Changes in Net Funds			
	1 Apr 16	Cash flows	31 Mar 17
	£	£	£
Cash in hand and at bank	291,574	275,957	567,531
Debt due after 1 year	(114,310)	4,335	(109,975)
	<u>177,264</u>	<u>280,292</u>	<u>457,556</u>

The notes on pages 12 to 22 form part of these financial statements.

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2017

1. General Information

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Armstrong House, Abbeywoods Business Park, Pity Me, Durham, DH1 5GH.

2. Statement of Compliance

These accounts have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. Accounting Policies

Basis of Accounting

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investments measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

The entity is a Public Benefit Entity.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Income

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity, being the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market.

Investment income is included when receivable.

Income from charitable trading activity is accounted for when earned.

Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2017

3. Accounting Policies *(continued)*

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the purposes of the charity.

Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. There are no significant estimates and judgements affecting the financial statements.

Fixed Assets

Fixed assets are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised. In addition assets are not capitalised where a funder has granted funds for capital items as part of the project.

Operating Lease Agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Pension Costs

The company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the company. The annual contributions payable are charged to the statement of financial activities.

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2017

3. Accounting Policies *(continued)*

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

Cash at Bank and in Hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Donations and Legacies

	Unrestricted Funds £	Total Funds 2017 £	Unrestricted Funds £	Total Funds 2016 £
Gifts				
Donated facilities	<u>6,500</u>	<u>6,500</u>	<u>6,500</u>	<u>6,500</u>

Donated facilities comprise the provision of property at Shakespeare House, Seaham, by Durham County Council at below market rent.

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2017

5. Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £
Durham County Council funding	844,288	–	844,288
Citizens Advice Funding	–	1,257,622	1,257,622
European Social Fund funding	–	128,946	128,946
Big Lottery funding	–	–	–
Other funding	138,939	43,850	182,789
Other income from charitable activities	36,101	–	36,101
	<u>1,019,328</u>	<u>1,430,418</u>	<u>2,449,746</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £
Durham County Council funding	845,558	–	845,558
Citizens Advice Funding	–	1,008,962	1,008,962
European Social Fund funding	–	15,767	15,767
Big Lottery funding	–	36,719	36,719
Other funding	174,001	29,630	203,631
Other income from charitable activities	45,169	752	45,921
	<u>1,064,728</u>	<u>1,091,830</u>	<u>2,156,558</u>

6. Investments

	Unrestricted Funds £	Total Funds 2017 £	Unrestricted Funds £	Total Funds 2016 £
Bank interest receivable	<u>4,244</u>	<u>4,244</u>	<u>3,299</u>	<u>3,299</u>

7. Costs of Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £
Durham County Council funding	644,557	–	644,557
Citizens Advice funding	–	995,862	995,862
Big Lottery funding	–	–	–
Other funding	111,177	28,693	139,870
European Social Fund funding	–	139,578	139,578
Support costs	151,439	214,310	365,749
	<u>907,173</u>	<u>1,378,443</u>	<u>2,285,616</u>

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2017

7. Costs of Charitable Activities by Fund Type *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £
Durham County Council funding	712,234	–	712,234
Citizens Advice funding	–	852,726	852,726
Big Lottery funding	–	63,834	63,834
Other funding	168,153	22,974	191,127
European Social Fund funding	–	21,036	21,036
Support costs	206,896	216,283	423,179
	<u>1,087,283</u>	<u>1,176,853</u>	<u>2,264,136</u>

8. Costs of Charitable Activities by Activity Type

	Durham County Council funding £	Support costs £	Total Funds 2017 £	Total Funds 2016 £
Durham County Council funding	644,557	131,194	775,751	921,479
Citizens Advice funding	995,862	195,187	1,191,049	1,049,752
Big Lottery funding	–	–	–	75,267
Other funding	139,870	23,980	163,850	196,602
European Social Fund funding	139,578	15,388	154,966	21,036
	<u>1,919,867</u>	<u>365,749</u>	<u>2,285,616</u>	<u>2,264,136</u>

9. Net Income/(Expenditure) for the Year

This is stated after charging:

	2017 £	2016 £
Depreciation	55,755	59,083
Auditors' fees	<u>3,315</u>	<u>3,300</u>

10. Fund Transfers

During the year £20,459 was transferred from general funds to restricted funds as follows:

	2017 £
Match funding for Durham Works ESF project	32,088
Other payments to top up restricted funds	2,389
Payments from Cita funded projects to general funds	<u>(14,018)</u>
	<u>20,459</u>

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2017

11. Staff Costs and Emoluments

Total staff costs were as follows:

	2017	2016
	£	£
Wages and salaries	1,548,253	1,526,313
Social security costs	117,227	117,739
Other pension costs	65,670	68,650
	<u>1,731,150</u>	<u>1,712,702</u>

During the year trustees received no remuneration and were reimbursed travel expenses of £329 (2016 - £93).

The remuneration of the key management personnel during the year totalled £96,000 (2016-£96,000).

Particulars of employees:

The average number of employees during the year, calculated on a full time equivalent basis, was as follows:

	2017	2016
	No.	No.
Number of staff	<u>68</u>	<u>68</u>

No employee received remuneration of more than £60,000 during the year (2016 - Nil).

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2017

12. Tangible Fixed Assets

	Freehold property £	Computer & Office Equipment £	Leasehold Property £	Total £
Cost				
At 1 April 2016	530,000	164,668	169,519	864,187
Additions	—	15,239	9,215	24,454
At 31 March 2017	<u>530,000</u>	<u>179,907</u>	<u>178,734</u>	<u>888,641</u>
Depreciation				
At 1 April 2016	—	110,881	57,503	168,384
Charge for the year	—	33,528	22,227	55,755
At 31 March 2017	<u>—</u>	<u>144,409</u>	<u>79,730</u>	<u>224,139</u>
Net Book Value				
At 31 March 2017	<u>530,000</u>	<u>35,498</u>	<u>99,004</u>	<u>664,502</u>
At 31 March 2016	<u>530,000</u>	<u>53,787</u>	<u>112,016</u>	<u>695,803</u>

The freehold property includes property at High Street, Spennymoor, which was transferred to Citizens Advice County Durham at market value. It was valued on 30th July 2014 by McGillivrays Chartered Surveyors on an Existing Use Value basis and will be revalued every 5 years.

It also includes Armstrong House, Durham which was acquired in May 2015 and is shown in the accounts at initial cost which the trustees consider to be the same as market value. It will be revalued every 5 years.

13. Debtors

	2017 £	2016 £
Trade debtors	35,764	84,231
Accrued income	61,218	49,473
Other debtors	185	—
Prepayments	19,091	23,524
	<u>116,258</u>	<u>157,228</u>

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2017

14. Creditors: Amounts falling due within one year

	2017	2016
	£	£
Trade creditors	25,698	22,047
PAYE and social security	30,677	31,396
VAT	15,679	846
Deferred income	24,845	13,236
Futurebuilders loan	10,678	10,678
Accruals and deferred income	22,094	18,321
	<u>129,671</u>	<u>96,524</u>

Deferred income comprises funding received in advance for the 2017-18 financial year.

The following liabilities disclosed under creditors falling due within one year are secured by the company:

	2017	2016
	£	£
Futurebuilders loan	<u>10,678</u>	<u>10,678</u>

The Futurebuilders loan is secured by a charge over the freehold property at 71 High Street, Spennymoor.

15. Creditors: Amounts falling due after more than one year

	2017	2016
	£	£
Futurebuilders loan	<u>109,975</u>	<u>114,310</u>

The following liabilities disclosed under creditors falling due after more than one year are secured by the company:

	2017	2016
	£	£
Futurebuilders loan	<u>109,975</u>	<u>114,310</u>

The Futurebuilders loan is secured by a charge over the freehold property at 71 High Street, Spennymoor.

Included within creditors falling due after more than one year is an amount of £72,974 (2016 - £77,309) in respect of liabilities which fall due for payment after more than five years from the balance sheet date.

16. Pensions

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the pension fund. There were no outstanding liabilities at 31st March 2017 (2016 - £Nil).

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2017

17. Commitments under Operating Leases

At 31 March 2017 the company had commitments under non-cancellable operating leases as set out below.

	2017		2016	
	Land and buildings £	Other items £	Land and buildings £	Other items £
Operating leases which expire:				
Within 1 year	91,305	8,466	95,472	7,074
Within 2 to 5 years	195,207	15,847	276,207	18,397
After more than 5 years	27,850	-	42,650	-
	<u>314,362</u>	<u>24,313</u>	<u>414,329</u>	<u>25,471</u>

18. Restricted Funds

	Balance at 1 Apr 2016 £	Income £	Expenditure £	Transfers £	Balance at 31 Mar 2017 £
MAS DAP	42,714	503,837	(498,296)	(5,537)	42,718
MAS DRO	-	671,516	(611,833)	(6,427)	53,256
EAC	-	50,210	(49,120)	(1,090)	-
EBDX	-	25,059	(24,095)	(964)	-
BBO	-	36,500	(30,433)	34	6,101
Webchat	-	7,000	(7,704)	704	-
AAP	9,014	43,850	(32,428)	1,651	22,087
Durham Works	-	92,446	(124,534)	32,088	-
ESF funding	-	92,446	(124,534)	32,088	-
	<u>51,728</u>	<u>1,430,418</u>	<u>(1,378,443)</u>	<u>20,459</u>	<u>124,162</u>

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2017

18. Restricted Funds *(continued)*

Citizens Advice Funding

MAS Debt Advice Project is funded by the Money Advice Service in partnership with Citizens Advice and provides debt advice via telephone & face to face appointments.

MAS Debt Relief Order unit is funded by the Money Advice Service in partnership with Citizens Advice and provides delivery of a centralised debt relief order (DRO) unit.

Energy Best Deal Extra is funded by EDF energy, UK Power Networks and Scottish Power in partnership with Citizens Advice advising consumers on energy related matters and activities.

Energy Advice Champion is funded by EDF energy, UK Power Networks and Scottish Power in partnership with Citizens Advice to support & promote Energy Best Deal Extra service.

Webchat is a pilot funded by Citizens Advice to train & support volunteers in provided advice over webchat.

European Social Funding

Durham County Council coordinates DurhamWorks partnership to help NEET 16-24 year olds into employment. DurhamWorks is partially funded by the European Social Fund: Youth Employment Initiative until June 2018 and matched by Citizens Advice County Durham.

Reaching Out Across Durham (ROAD) is a partnership led by Groundworks helping 625 people who live in County Durham and are aged 25 and over. ROAD is funded by the Big Lottery Fund and the European Social Fund until July 2019, and is a Building Better Opportunities (BBO) programme.

Other Funding

Area Action partnerships have funded the following projects during 2016-17:

- Seaham Signage
- Newton Aycliffe Digital Money Coach
- Willington outreach
- Teesdale Rural Outreach
- Wear Valley Rural Outreach

19. Unrestricted Funds

	Balance at 1 Apr 2016	Income	Expenditure	Transfers	Balance at 31 Mar 2017
	£	£	£	£	£
Capital fund	581,493	—	(55,755)	28,789	554,527
Redundancy fund	180,040	—	—	(180,040)	—
General Funds	120,510	1,023,572	(844,918)	130,792	429,956
	<u>882,043</u>	<u>1,023,572</u>	<u>(900,673)</u>	<u>(20,459)</u>	<u>984,483</u>

General funds include a designated fund to provide for potential redundancy costs.

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2017

20. Analysis of Net Assets Between Funds

	Tangible fixed assets £	Net current assets £	Long term liabilities £	Total £
Restricted Funds:				
MAS DAP	–	42,718	–	42,718
MAS DRO	–	53,256	–	53,256
BBO	–	6,101	–	6,101
AAP	–	22,087	–	22,087
	–	<u>124,162</u>	–	<u>124,162</u>
Unrestricted Funds:				
Designated Funds	664,502	–	(109,975)	554,527
General Funds	–	429,956	–	429,956
	<u>664,502</u>	<u>429,956</u>	<u>(109,975)</u>	<u>984,483</u>
Total Funds	<u>664,502</u>	<u>554,118</u>	<u>(109,975)</u>	<u>1,108,645</u>

21. Related Party Transactions

There are no transactions with related parties that require disclosure under SORP 2015 (FRS102).

22. Company Limited by Guarantee

The company is limited by guarantee. At 31st March 2017 there were 12 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

The charity is not under the control of any one individual but of the board as a whole.