Charity number: XN45186 Company number: NI 051021

Dungannon And District Citizens Advice Bureau Trustee's report and financial statements for the year ended 31 March 2015





COMPANIES HOUSE

Contents

	Page
Legal and administrative information	1
Trustee's report	2 - 5
Auditors' report to the Trustees	6 - 7
Statement of financial activities	8
Balance sheet	9
Notes to the financial statements	10 - 16

Legal and administrative information

Charity number

XN45186

Company registration number NI 051021

Business address

Units 5 - 6 Feeney's Lane

Dungannon Co. Tyrone **BT70 1TX**

Secretary

Sharon Dillon

Resigned 3 November 2015

Registered office

5 - 6 Feeney's Lane

Dungannon Co. Tyrone **BT70 1TX**

Trustee

Mary O'Neill

Helen O'Donnell

Pat McCollum

Resigned November 2014

Appointed 25 June 2015

Ivor Paisley Patsy Daly

Larry McLernon Walter Cuddy Sammy Brush Ciaran McElhome

Tony Quinn

Auditors

E.A. Grimley & Co.

30a Derrygally Road

Moy Dungannon County Tyrone BT71 6LZ

Bankers

First Trust Bank Limited

Scotch Street Dungannon Co. Tyrone

Trustee's report for the year ended 31 March 2015

The Trustee's present their report and the financial statements for the year ended 31 March 2015. The Trustees, who are also directors of Dungannon And District Citizens Advice Bureau for the purposes of company law and who served during the year and up to the date of this report are set out on page 1.

Structure Governance and Management

Dungannon & District Citizens Advice Bureau, is a company registered in Northern Ireland under Company Number 051021. Dungannon and District Citizens Advice Bureau was incorporated on 25/6/2004.

It is a company limited by guarantee and has no share capital. The organisation is governed by its Memorandum and Articles of Association.

The charity's activities fall within the exemptions afforded by the provisions of the Income and Corporation Taxes Act 1988. The registration number is XN 45186.

The organisation is a member of The National Association of Citizens Advice Bureau and Citizens Advice NI.

The organisation changed its name in 2015 to Citizens Advice Mid Ulster and the corresponding Memorandum and articles were revised and adopted.

The company is managed by the Board of Directors. The Trustee Board meet at least 4 times per year. Any person wishing to become a director must apply in writing for approval by the Trustees. It is a requirement that the directors attend an induction process covering good governance.

The organisation has one manager covering the two bureaux. The manager of the organisation will liaise between meetings with the Chair and Treasurer to ensure the smooth running of the organisation.

During the year the Cookstown Bureau relocated to the High Street in Cookstown.

Risk Management

The board of Directors have reviewed the key risks facing the charity and have established procedures to manage those risks.

Objectives and activities

Established in 1978 Dungannon & District Citizens Advice Bureau, was the only agency in the Dungannon and South Tyrone Borough Council area, providing a dedicated free, impartial and confidential advice, information, advocacy and representation service to the population of the council area, across a range of issues.

Since November 2008, the Bureau has extended its reach to deliver a service in the Mid-Ulster area, taking in the district council areas of Cookstown and Magherafelt.; thereby covering all areas of Mid Ulster.

The aim of the charity is to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively. Equally, in meeting these aims and identifying the issues affecting service users, the charity aims to exercise a responsible influence on the development of social policies and services, both locally and nationally.

The charity offers advice, information and representation, across a wide range of issues, including the following - social security benefits, employment, housing, family & personal, health & social services and consumer. The charity also provides specialist dedicated debt & money management advice, tribunal representation and migrant rights & immigration advice & representation.

Trustee's report for the year ended 31 March 2015

..... continued

In particular the aims are to:

Free Service: The service is offered free of charge to everyone, regardless of race, gender, religion, sexuality or disability.

Deliver an excellent standard and service within the remit of funders.

Seek a very high client satisfaction rating

Extend the core services to provide specialist advice and casework in areas which address perceived local needs in all of the Mid Ulster areas eg. pensions, rural problems, debt etc and whose funding contributes to bureau overheads.

Devote particular attention to the training & development of staff and volunteers. Structure the Trustee Board so that its members provide a range of skills which assist in the Bureau's efficient performance and development.

Develop effective fund raising abilities within the bureau so that essential capital projects may be undertaken which ensure that the bureau can have adequate accommodation and modern office equipment. Identify and act upon local Social Policy issues and to contribute to Citizens Advice Social Policy campaigns regionally/nationally.

Achievements and performance

During the period April 2014 - March 2015, the charity, continued to play a key and pivotal role, in the socio-economic life of the entire Mid-Ulster region, inclusive of the former council areas of Dungannon & South Tyrone BC, Cookstown District and Magherafelt District Council areas.

Over the course of April 2014 - March 2015, the Bureau continued to deliver services via a range of media, including telephone, drop-in, appointment, outreach, home visits and e-mail.

These services can only be achieved through the cocktail of funding including:

Dungannon & South Tyrone Borough Council, Cookstown District Council, Public Health Agency (Southern & Northern area), Southern Health & Social Care Trust and Big Lottery/NH (Impact of Alcohol Project, in partnership with Relate) Donations.

The Advice-4-Health Project, in both the Northern and Southern localities, continued to provide an essential referral pathway for health & social care professionals, ensuring ease of access to advice & advocacy, for some of the most vulnerable & disadvantaged individuals in our community. Strong and robust partnerships, have been established with GP surgeries and health & social care professionals, based in a range of settings, across the Mid Ulster area, including the Mid Ulster Hospital, health visiting teams, social work teams and community mental health teams.

A key feature of the work of the Bureau, in this period, has been the continuous development & consolidation of partnerships, to improve service delivery and increase access. In particular, has been the development of the relationship with Relate, with the support of funding through the Big Lottery/NH "Impact of Alcohol" Project, Cancer Choices and Macmillan, for clients diagnosed & living with cancer and their families & carers. The "Impact of Alcohol" Project has provided the Bureau with a facility, whereby clients & their families, can be referred for specialist free relationship counselling with Relate. Clients, who are affected directly or indirectly by alcohol misuse, are assisted by the Bureau's trained experts, in terms of practical issues, such as employment, housing, money/debt and welfare benefits and are then referred for specialist counselling & support, to address the impact of alcohol, in terms of their family relationships.

Trustee's report for the year ended 31 March 2015

..... continued

In terms of the Macmillan Project, the Bureau worked collaboratively with Craigavon Citizens Advice and Newry & Mourne Citizens Advice, on a joint project, undertaking referrals for clients diagnosed with cancer. Given the impact of a diagnosis of cancer on an individual and their family, early assistance, advice, information and advocacy, is critical in enabling people deal with and manage their affairs. The Macmillan Project, allowed for swift access to Citizens Advice and provided early intervention, in terms of assisting & supporting, often distressed & anxious clients to address practical issues, such as employment, housing and benefit entitlement, in particular sickness & disability benefits.

Maintaining an effective and accessible service, is a continuous challenge for the bureau, as it relies on funding, in order to be able to deliver its core functions. The Bureau wishes to acknowledge the crucial support of its funders, whose financial contribution and support, make it possible for the Bureau to continue to operate & deliver and ultimately make a difference to individuals, families and communities, across the entire Mid-Ulster area.

The Bureau has continued to provide direct support, in terms of information, advice, advocacy and representation, to individuals, families and communities, across the Mid-Ulster area, as well as providing a beneficial and very often, a critical resource, to partner agencies, across the statutory and community & voluntary sector.

The Bureau has continued to deliver advice, advocacy and representation in terms of a wide range of issues, including:

Benefits & Welfare Rights,
Form Filling,
Tribunals,
Employment Issues,
Debt & Money Advice,
Housing Issues,
Family & Personal Issues,
Migrant workers & Immigration,
Consumer Problem,
Specialist Sensory Impairment Advice.

In addition to generalist advice, the Bureau has continued to develop and deliver specialist advocacy support and representation services, in terms of more complex issues, involving Debt & Money Advice, Employment and Housing and Tribunal Representation.

With regards to Tribunal Representation and advocacy, as well as providing representation at the Social Security Appeals Tribunal, the Bureau has developed an interventionist strategy, whereby, the trained and experienced tribunal representatives, negotiate pre-hearing, to have decisions reviewed and over-turned, before the appeal hearing. This has proven to be a very successful strategy, obtaining positive decisions for clients, resulting in less stress & upset for appellants and also a saving to the system. This type of interventionist approach, once again demonstrates the effective nature of the work of the Bureau and provides an example of a model of best practice.

As well as the direct advice, advocacy and representation services, which form the bread & butter of the organisation, the Bureau has continued to tackle key social policy issues, campaigning rigorously in respect of social policy issues and working to influence change at both a local level across the Mid-Ulster area and also at a regional level.

The organisation also wishes to acknowledge the continued and invaluable support of volunteers and staff. Volunteer time is not reflected in the Financial statements but it is important to acknowledge their contribution to the organisation.

The service Level Agreement with Mid Ulster Council comes to an end on 31 March 2016 and is being replaced by a Tender application for the 16/17 financical year. The directors are confident that their tender will be successful.

Trustee's report for the year ended 31 March 2015

..... continued

Results

The results for the year are set out on page 8.

The reserves are held to ensure that the organisation can cover running costs in the event of Gap Funding.

Statement as to disclosure of information to auditors

In so far as the Trustee's are aware:

- -there is no relevant audit information of which the charitable company's auditors are unaware; and
- -the Trustee's have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Statement of trustee's responsibilities

The Trustee's is responsible for preparing the financial statements in accordance with applicable law and regulations.

Company law requires the Trustee's to prepare financial statements for each financial year. Under that law the Trustee's have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of the affairs of the company and of the profit or loss of the company for that year. In preparing these financial statements the Trustee's is required to:

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

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and which enable to ensure that the financial statements comply with the Companies Act 2006, they are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditors

E.A. Grimley & Co. are deemed to be reappointed in accordance with Section 487(2) of the Companies Act 2006.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

This report was approved by the board on 17 December 2015 and signed on its behalf by

Mary O'Neill

Director

Independent auditor's report to the trustees of Dungannon And District Citizens Advice Bureau

We have audited the financial statements of Dungannon And District Citizens Advice Bureau for the year ended 31 March 2015 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the company's members, as a body, in accordance with Section 495 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members 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 members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the Trustee's and auditors

The trustee's (who are also directors for the purposes of company law) responsibilities for preparing the trustee's report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 2006, and whether the information given in the Trustees' Annual Report is not consistent with the financial statements. We also report to you if, in our opinion, the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustee's remuneration and other transactions is not disclosed.

We read other information contained in the Annual Report, and consider whether it is consistent with the audited financial statements. This other information comprises only the Trustees' Annual Report. We consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the financial statements. Our responsibilities do not extend to any other information.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the Trustee's in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the charity's affairs as at 31 March 2015 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended and have been properly prepared in accordance with the Companies Act 2006; and
- the information given in the trustee's report is consistent with the financial statements.

Opinion on other matters prescribed by the Companies Act 2006

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

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 directors' 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 Directors' Annual Report.

Ethnor frumley
Ethna Grindey

Senior Statutory Auditor

For and on behalf of E.A. Grimley & Co.

Chartered Accountants & Statutory Auditors

30a Derrygally Road

Moy

Dungannon

County Tyrone

BT71 6LZ

Date 17 December 2015

Statement of Financial Activities (incorporation the Income and Expenditure Account) For the year ended 31 March 2015

	Uni	restricted	Restricted	Total	(restated) Total
		Funds 2015	Funds	Funds	Funds 2014
	Notes	2015 £	2015 £	2015 £	2014 £
Incoming Resources					
Donations and other income	2	3,535	-	3,535	1,689
Incoming Resources from Charitable Activities					
Grants and contracts for advice and information	3	1,500	255,315	256,815	282,968
Investment Income and Interest		-	-	-	15
Total Incoming Resources		5,035	255,315	260,350	284,672
Resources Expended					
Charitable expenditure					
Expenses	5	-	238,293	238,293	233,091
Governance Costs	7		31,485	31,485	32,384
Total resources Expended		- .	269,778	269,778	265,475
Net Incoming Resources		5,035	(14,463)	9,428	19,197
Net Movement in Funds					
Transfer Between Funds		9,868	9,868	-	-
Total Funds at 1 April 2014 as restated	9	60,404	4,595	64,999	45,802
Total Funds carried forward		55,571		55,571	64,999

Balance sheet as at 31 March 2015

		2015			(restated) 2014
	Notes	£	£	£	£
Fixed assets					
Tangible fixed assets	10		-		145
Current assets					
Debtors	11	6,609		73,718	
Bank and cash		58,371		23,008	
		64,980		96,726	
Creditors: amounts falling					
due within one year	12	(9,409)		(31,872)	
Net current assets			55,571		64,854
Net assets			55,571		64,999
Funds	13				
Restricted income funds	1,5		_		4,595
Designated Reserves			55,571		60,404
			·		
Total funds			55,571		64,999

The financial statements were approved by the board on 17 December 2015 and signed on its behalf by

Mary O'Neill

Director

Company Number NI 051021

Notes to the financial statements for the year ended 31 March 2015

1. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

1.1. Basis of accounting

The financial statements are prepared under the historical cost convention and in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued in March 2005 (SORP 2005) and the Companies Act 2006.

1.2. Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any 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. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1.3. Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Incoming Resources

Voluntary Income

Voluntary Income is received by way of donations and gifts and is included in the financial statements when received.

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

Incoming Resources from charitable Activities

Incoming Resources from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions. It is recognised as earned as the related services are provided.

Interest Receivable

Incoming Resources from investments are included when receivable.

1.4. Cashflow

The charity has taken advantage of the exemption in FRS1 from the requirement to produce a cashflow statement because it is a small charity.

1.5. Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Computer Software - Straight line over 3 years

Plant and machinery - 25% straight line Fixtures, fittings and equipment - 25% straight line

Notes to the financial statements for the year ended 31 March 2015

1.6. Joint Arrangement

The charity occasionally enters into joint arrangements with other parties to complete projects. In accordance with the charities SORP 2005 where such joint arrangements are entered into the charity accounts for its agreed share of gross income and expenditure within the relevant lines of its own income and expenditure account.

1.7. Restricted Funds

Restricted funds are to be used for specific purposes as laid down by the donors. The purpose and use of designated, restricted income and endownment funds is set out in the notes to the financial statements.

2. Donations

31 March 2015 31 March 2014

	Total	Total
Donations	3,535	1,689
	3,535	1,689

3. Incoming resources from activities to further the charity objects.

		(restated)
	31 March 2015	31 March 2014
	Total	Total
	£	£
Dungannon & South Tyrone Borough Council	71,492	72,397
SWARD	-	40,429
Relate - Impact of Alcohol Project	10,701	9,646
PHA - Advice for Health Southern Locality	16,190	15,043
PHA - Advice for Health Northern Locality	-	600
Benefit Uptake Project	3,386	-
PHA - Advice for Health Northern Locality	51,143	50,636
Southern Health & Social Care Trust	19,292	19,292
Cookstown District Council	78,325	74,925
Macmillan Project	4,786	-
	255,315	282,968
		

The above amounts are adjusted to reflect opening and closing debtors, opening and closing advances and deferments where applicable. The amount of monies actually received is shown in note 4.

All Income is restricted.

Notes to the financial statements for the year ended 31 March 2015

4. Incoming resources from activities to further the charity objects.

	Amounts
	Actually
	Received
	£
Dungannon & South Tyrone Borough Council	71,492
SWARD	50,715
Cookstown District Council	96,244
Benefit Uptake	-
Southern Health & Social Services Trust	19,292
Macmillan Project	4,102
PHA - Advice for Health Northern Locality	51,143
PHA - Advice for Health Southern Locality	16,190
Relate - Impact of Alcohol Project	14,206

The above amounts are actually what was received from the funders in respect of the above period.

Notes to the financial statements for the year ended 31 March 2015

5.

Cost of Charitable Activities by District for the year ended 31 March 2015

	Year	Year
	ended	ended
	2015	2014
	£	£
Expenses		
Travelling expenses - volunteer	1,398	2,292
Travelling expenses- Staff	3,802	2,936
Wages and salaries	158,363	163,925
Staff training	444	942
Rent payable	21,002	22,366
Rates	390	1,074
Insurance	447	447
Light and heat	5,847	5,989
Repairs and maintenance	2,298	2,222
Printing, postage and stationery	3,747	3,600
Telephone	3,021	3,466
Computer bureau costs	3,524	5,493
Legal and professional	2,651	2,952
Computer replacement costs	8,470	
Bank charges	477	434
General expenses	1,439	772
Membership Audit Costs	2,194	3,092
Project Costs - Family Projects	6,164	2,642
Sward Project	-	-
Translation Services	9,981	8,292
Depreciation	145	155
Relocation costs	2,489	
	238,293	233,091

6. Taxation

The charity's activities fall within the exemptions afforded by the provisions of the Income and Corporation Taxes Act 1988. Accordingly, there is no taxation charge in these accounts.

7.	Governance costs		(restated)
		2015	2014
		Total	Total
		£	£
	Governance Costs	29,265	30,224
	Audit and Accountancy	2,220	2,160
		31,485	32,384

Notes to the financial statements for the year ended 31 March 2015

8. Employees

Employment costs	2015	2014
	£	£
Wages and salaries	193,825	194,149
Employment Allowance	2,000	
Statutory Maternity Pay Recovered	4,197	
	187,628	194,149

No employee received emoluments of more than £60,000 (2014: None).

Number of employees

The average monthly numbers of employees during the year, calculated on the basis of full time equivalents, was as follows:

2014
Number
10

8.1. Trustees' emoluments

No Trustees were paid remuneration during the period.

9. Prior year adjustment

An amount totalling £5,082.16 relating to a project funded by Relate was received in the financial year 14.15. This actually related to the year ended 31 March 2014 as clarified by the funder in 2015.

In 2015 a water rates bill was issued relating to current and prior years. £854 related to previous periods.

The overall effect of the above is that the net income and assets are increased by £4,228.

	£
Reserves as previously reported at 31/3/14	60,771
Adjustment as above	4,228
Reserves as restated at 31/3/14	64,999

Notes to the financial statements for the year ended 31 March 2015

10.	Tongible fixed exacts	Computer	Plant and	Fixtures, fittings and	
10.	Tangible fixed assets	Network £		equipment	Total £
	Cost At 1 April 2014 and At 31 March 2015	7,343	7,593	4,948	19,884
	Depreciation At 1 April 2014 Charge for the year	7,343	7,593	4,803 145	19,739 145
	At 31 March 2015	7,343	7,593	4,948	19,884
	Net book values At 31 March 2015	-	-	-	
	At 31 March 2014	-	-	145	145
11.	Debtors			2015 £	(restated) 2014 £
	Grants Receivable Prepayments and other Debtors			6,075 534 6,609	73,718
12.	Creditors: amounts falling due within one year			2015 £	(restated) 2014 £
	Trade creditor and Accruals Taxes and social security creditor			9,409	21,768 10,104 31,872

Notes to the financial statements for the year ended 31 March 2015

13.	Analysis of net assets between funds			Designated	Restricted	Total
	Fund balances at 31 March 2015 as represe Current assets Current liabilities	nted by:		funds £ 55,571 55,571	9,409 (9,409)	funds £ 64,980 (9,409) 55,571
14.	Unrestricted funds		(restated) At 1 April 2014 £	Incoming resources	Transfers £	At 31 March 2015 £
	Description for Unrestricted Fund 1		60,404	5,035	(9,868)	55,571
15.	Restricted funds	(restated) At 1 April 2014	Incoming resources £	Outgoing resources	Transfers £	At 31 March 2015 £
	Restricted funds	4,595	255,315	(269,778)	9,868	
16.	Designated funds	(restated) At 1 April 2014	Incoming resources	Transfers £	At 31 March 2015	
	Running Costs	60,404	5,035	(9,868)	55,571	
		60,404	5,035	9,868	55,571	

Purposes of designated funds

To ensure that in the event of gap funding there are sufficient reserves to cover operational costs and other costs.