

**CITIZENS ADVICE MID ULSTER**

**(A company limited by guarantee)**

**Report and Financial Statements**

**Year ending 31 March 2018**

**Company number: NI 051021**

**Tax Charity number: XN 45186**

**Charity Commission NIC 105100**



# **CITIZENS ADVICE MID ULSTER**

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**Vision and Mission**

**“Our vision for Citizens Advice Mid Ulster is to be pivotal within the local community in supporting people through the provision of outstanding advice to enrich and empower lives.”**

**We will achieve this vision through a focussed approach based on our overriding principle:**

- **The provision of free, independent, confidential and impartial advice, valuing diversity, promoting equality and challenging discrimination**

## **CITIZENS ADVICE MID ULSTER**

### **Chair's report**

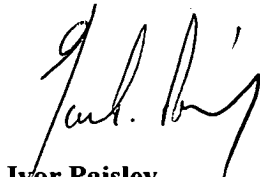
I am pleased to have been elected at the AGM to take up the role of chair for this year. We have been through a period of change and continue to evolve to meet the emerging needs of our clients, funders and external changes such as Welfare Reform.

The successful tender to Mid Ulster Council in late 2015, which we learned we had won in February 2016, has enabled increased provision of our services and increased access to our staff and volunteers across the Mid Ulster District.

This year was also a hugely exciting one, with us continuing to be in the unique situation of being the only Mid Ulster District Council funded advice provider with a presence in all 3 legacy District Council towns. We believe that the breadth and accessibility of our knowledge and experience will demonstrate without any doubt the public benefit that our work brings to the community. At a time when the media has been focussed on the impact of difficult economic times we have seen first-hand the impact on people. Working with the funders we seek to ensure our programmes remain relevant and effective. We are also seeking to run each office as economically as possible so as to meet the needs within a budget that remains increasingly challenging.

In closing, I would like to thank our funders, staff and volunteers for their dedication and commitment to make a change to our clients' lives. As you read our report, remember, as we do, that it's all about people and the enhancement we can make to help anyone in need.

To know more visit our website [www.citizensadvicemidulster.org](http://www.citizensadvicemidulster.org) you can contact us by telephone on 028 8676 6126.



**Ivor Paisley**  
**Chair**

## **CITIZENS ADVICE MID ULSTER**

### **Report of the trustees for the year ending 31 March 2018**

The Trustees present their report and the financial statements for the year ended 31 March 2018.

The Trustees, who are also directors of Citizens Advice Mid Ulster for the purposes of company law, who served during the year and up to the date of this report are set out on page 6.

### **Structure Governance and Management**

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

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

Citizens Advice Mid Ulster'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 charity has also registered with Charity Commission for Northern Ireland. The registration number is NIC105100.

Citizens Advice Mid Ulster is registered with the Information Commissioner's Office. The registration reference is Z6173849.

Citizens Advice Mid Ulster is registered with the Financial Conduct Authority. The registration number FRN 616952.

Citizens Advice Mid Ulster is registered with the Office of Immigration Services Commissioner at Level 1. The registration number is N201400184.

Citizens Advice Mid Ulster was a member of Citizens Advice Northern Ireland. Citizens Advice Northern Ireland is the operating name of The National Association of Citizens Advice Bureau (NIACAB).

The charity is managed by the Trustee Board, which meets up to 8 times per year. Any person wishing to become a board member must apply in writing for approval by the Trustees. It is a requirement that the board members attend an induction process covering good governance.

The charity has one Manager covering the three main offices in Dungannon, Cookstown and Magherafelt as well as three secondary offices open one day per week in Clogher, Coalisland, and Maghera and various outreaches across the Mid Ulster District. The Manager is assisted by one Advice Coordinator, who also covers the three main offices, three secondary offices and various outreaches across the District. The Manager of the charity liaises between meetings with the Chair to ensure the smooth running of the organisation.

## **CITIZENS ADVICE MID ULSTER**

### **Reference and administrative details**

Registered Office: 5-6, Feeney's Lane, Dungannon, Co. Tyrone, BT70 1TX  
Statutory Auditor; EA Grimley & Co, 30a Derrygally Rd, Moy, Dungannon, Co Tyrone, BT71 6LZ  
Bankers; First Trust Bank Limited, Scotch Street Dungannon, Co. Tyrone

### **Key management personnel Citizens Advice Mid Ulster: Trustees' and Directors**

#### **Directors and trustees**

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees and officers serving during the year and since the year end were as follows:

Chair	Mr Ivor Paisley
Elected Trustees:	Mrs Mary O'Neill
	Mrs Helen O'Donnell
	Mrs Laura Martin
	Ms Lisa Casey
	Mr Charles Eastwood

#### **Key management personnel:**

Manager of Citizens Advice Mid Ulster: Mr Stephen Catherwood

### **Related parties and co-operation with other organisations**

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee and senior manager of the charity with a funder must be disclosed to the full board of trustees in the same way as any other contractual relations with a related party. In the current year no such related party transactions were reported.

The charity is part of the Citizens Advice network and maintains a close relationship with other Citizens Advice offices across Northern Ireland.

### **Risk Management**

The Trustee Board have reviewed the key risks facing the charity and have established procedures to manage those risks. A risk register is maintained as part of the 3 year Business Plan for the charity.

### **Objectives and activities**

Citizens Advice Mid Ulster are now the only local Council funded service provider covering the entire Mid Ulster District Council area. The geographical area covered by Citizens Advice Mid Ulster also spans two separate health trust localities, the Northern and Southern Health and Social Care Trust areas. Citizens Advice Mid Ulster continues to receive funding from and manage all aspects of service delivery as required by grant agreements with the two Public Health Agencies and Trusts of these areas.

## **CITIZENS ADVICE 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.

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

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 e.g. pensions, rural problems, debt & money management etc and whose funding contributes to the charity's 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 charity's efficient performance and development.
- Develop effective fund raising abilities within the charity so that essential capital projects may be undertaken which ensure that the charity 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 2017 - March 2018, the charity continued to play a key and pivotal role in the socio-economic life of the entire Mid Ulster District and continued to deliver services via a range of media, including telephone, face to face with or without an appointment in offices and at multiple outreach locations, home visits and e-mail.

These services can only be achieved through the wide range of funding, including:

Mid Ulster District Council, Public Health Agency (Southern & Northern localities), Southern Health & Social Care Trust, Pension Wise Project (via Citizens Advice Northern Ireland), Money Advice Service Project (via Citizens Advice Northern Ireland), Department for Communities Welfare Reform Digital & Welfare Reform Training, Halifax Foundation for NI, Santander Foundation & Donations. Maintaining an effective and accessible service, is a continuous challenge for the charity, as it relies on funding in order to be able to deliver its core functions. The leverage requirement under the commissioning agreement with Mid Ulster District Council has increased the pressure on the charity. Citizens Advice Mid Ulster wishes to acknowledge the crucial support of its funders, whose financial contribution and support, make it possible

## **CITIZENS ADVICE MID ULSTER**

for the charity to continue to operate & deliver and ultimately make a difference to individuals, families and communities, across the entire Mid-Ulster area.

The Advice 4 Health Project, in both the Northern and Southern localities, continued to provide an essential referral pathway for health & social care professionals, community and voluntary partners etc, 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 health visiting teams, social work teams and community mental health teams. The Southern Health and Social Care Trust continued to provide valued resources towards specialist outreaches at Inspire Mental Health/The Beacon Centre and Cancer Choices as well as at other outreaches in deprived areas.

The Pension Wise Project (via Citizens Advice Northern Ireland) and Money Advice Service Project (via Citizens Advice Northern Ireland) continue to operate in all offices, with dedicated appointment slots in online booking system for same. The hosted adviser and guider provide a valuable service and their work has integrated well with the core work of the charity. Welfare Reform Digital and Training funding was provided near the year end by the Department for Communities, via Mid Ulster Council. The additional funding was welcomed and provided Citizens Advice Mid Ulster with much needed resources to deliver training for the ongoing changes surrounding Welfare Reform, as well as to provide additional resources across the service.

The Halifax Foundation for Northern Ireland provided a welcome small grant as a contribution towards the core running costs of the charity. They recognised the good work carried out by the charity on a daily basis. The additional support allowed the charity to e.g. design and print information pages on Universal Credit. The Santander Foundation provided a small Discovery Grant towards 'improving knowledge' and 'improving skills' across the District. A number of interpreter facilitated information sessions were promoted and ran in the area, which proved popular.

Citizens Advice Mid Ulster 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.

With regards to Tribunal Representation and advocacy, as well as providing representation at the Social Security Appeals Tribunal and Commissioner level. 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 charity and provides an example of a model of best practice.

As well as the direct advice, advocacy and representation services, which form the core work of the charity, Citizens Advice Mid Ulster 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.



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### **Volunteers**

Citizens Advice Mid Ulster 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.

### **Financial review**

The principal funding sources of income to the charity previously were via Service Level Agreements. The support of our remaining funders continues to be essential to maintaining varied programme of advice. Since Citizens Advice Mid Ulster won the Mid Ulster Council tender, the main source of core funding is under this tender.

### **Reserves policy and going concern**

Reserves are needed to bridge the gap between the spending and receiving of income and to cover unplanned emergency repairs and other expenditure. The trustees consider that the ideal level of reserves as at 31 March 2018 would be £115,000.

Without the support of funders it is doubtful that the Citizens Advice Mid Ulster could continue operating. The successful winning of the Mid Ulster tender means that income was assured until March 2018. The tender was confirmed for 31 March 2018 subject to annual review. The trustees to not anticipate any change for the year to 31 March 2019.

The principal funding sources of income to the charity previously were via Service Level Agreements. The support of our remaining funders continues to be essential to maintaining varied programme of advice. Citizens Advice Mid Ulster won the Mid Ulster Council tender up to the period ending 31 March 2019, the main source of core funding is under this tender. Mid Ulster Council put the service out to tender once again in Autumn 2018 and this will cover the three year period commencing 1 April 2019. The organisation has represented the community for over 40 years during political upheaval. Based on past experience, exceeding targets and representing cross community level the trustees have no reason to believe that they will not be successful in the tender. Notification will be made late in December 2018 or early January 2019 at the latest.

The trustees have reviewed the circumstances of Citizens Advice Mid Ulster Trust and consider that adequate resources continue to be available to fund the activities of the charity for the foreseeable future. The trustees are of the view that the charity is a going concern.

### **Plans for future periods**

Citizens Advice Mid Ulster's main source of funding from April 2018 is from Mid Ulster District Council under the tender award already mentioned. Other funders will continue for a further year to issue Service Level Agreements up to March 2018. It is unknown at this point if these other funders will also put their services out to tender on or before March 2019.

The closure of Citizens Advice Northern Ireland on 18 June 2018 was extremely disappointing to the organisation. Citizens Advice Mid Ulster are owed circa £26k. The amount owed to Citizens Advice Northern Ireland by Citizens Advice Mid Ulster is circa £15k. CANI is now under a Company Voluntary Arrangement (CVA). Set off of mutual debits and credits has been requested by Citizens Advice Mid Ulster to the liquidator, BDO.

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The funding for other Projects has been impacted as follows:

- Transfer of Pension Wise Project from Citizens Advice Northern Ireland to Citizens Advice England & Wales from 1 April 2018.
- Transfer of Money Advice Service Project from Citizens Advice Northern Ireland to Citizens Advice England & Wales from 19 May 2018. Previous hosted adviser became an employee of Citizens Advice Mid Ulster from 19 May 2018 under TUPE Regulations 2006.

Citizens Advice England & Wales notified all of the bureaux in Northern Ireland in October 2018 that they will not be taking them over as members and that all bureaux must therefore remove themselves from the Citizens Advice brand from 31 December 2018. This will result in Citizens Advice no longer having a front line presence in Northern Ireland from 1 January 2019.

The implications for Citizens Advice Mid Ulster will therefore need to change name with Companies House and The Charity Commission for NI, as well as re-brand along with applying to become a member of Advice NI.

### **Trustees' responsibilities in relation to the financial statements**

The charity trustees (who are also the directors of the Citizens Advice Mid Ulster for the purposes of company law) are responsible for preparing the trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the 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 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 charity will continue in operation.

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

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### **Statement as to disclosure to our auditors**

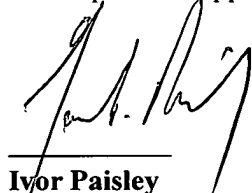
In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information of which the charitable company's auditor is unaware, and
- the trustees, having made enquiries of fellow directors have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

### **Auditors**

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

This report was approved by the board on 11 December 2018 and signed on its behalf by:



**Ivor Paisley**  
**Director**

## **CITIZENS ADVICE MID ULSTER**

### **Independent Auditor's report to the trustees of Citizens Advice Mid Ulster**

#### **Opinion on financial statements**

We have audited the accounts of Citizens Advice Mid Ulster (the 'charity') for the year ended 31 March 2018 which comprise the statement of Financial Activities, statement of financial position, and related notes including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In my opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2018 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Emphasis of Matter**

Disclosure has been made in the trustees report within the reserves policy and going concern. A tender has been submitted to one of their core funders Mid Ulster Council for a three year period commencing 1 April 2019. Mid Ulster Council have advised that it will be late December 2018 before applicants are advised if their application has been successful. The trustees are of the opinion that their application will be successful.

Our audit opinion is not modified of the matter emphasized.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the charity in accordance with ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you were;

- The Trustees' use of the going concern basis of accounting in the preparation of the accounts is not appropriate; or
- The Trustees have not disclosed in the accounts any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the accounts are authorised for issue.

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### **Other Information**

The other information comprises the information included in the annual report, other than the accounts and our auditor's report thereon. The Trustees are responsible for the other information. Our opinion on the accounts does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the accounts, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the accounts or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the accounts or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' report for the financial period for which the accounts are prepared is consistent with the accounts; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

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

In the light of the knowledge and understanding of the Trustees and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which 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 my audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and the returns; or
- certain disclosures of directors remuneration specified by law are not made; or
- we have not received all the information and explanations I require for our audit.

## **CITIZENS ADVICE MID ULSTER**

### **Responsibilities of Trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees are responsible for the preparation of the accounts and for being satisfied that they give a true and fair view, and for such internal control as the directors determine necessary to enable the preparation of accounts that are free from material misstatement, whether due to fraud or error.

In preparing the accounts, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the company or to cease operations, or have no realistic alternative to doing so.


### **Auditor's Responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the accounts as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these accounts.

A further description of our responsibilities for the audit of the accounts is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditors report.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 (Section 495) of the Companies Act 2006 and regulations made under that Act. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.



**Ethna Grimley (Senior Statutory Auditor)**  
for and on behalf of E A Grimley & Co  
Chartered Accountants and Statutory Auditor  
30a Derrygally Rd, Moy, Dungannon,  
Co. Tyrone,  
BT71 6LZ

Dated 11 December 2018

# CITIZENS ADVICE MID ULSTER

## Statement of Financial Activities (including income and expenditure account) for year ending 31 March 2018

	Notes	Unrestricted Funds 2018 £	Restricted Funds 2018 £	Total Funds 2018 £	Total Funds 2017 £
<b>Income:</b>					
Donations and Legacies	3	1,802		1,802	1,602
<i>Income from charitable activities:</i>					
Advice	4	-	448,765	448,765	440,835
<i>Income from other trading activities:</i>					
Investment income		-		-	27
<b>Total income</b>		<b>1,802</b>	<b>448,765</b>	<b>450,567</b>	<b>442,463</b>
<b>Expenditure</b>					
<i>Costs of raising funds:</i>					
<i>Expenditure on charitable activities:</i>					
Advice	6	-	415,175	415,175	396,435
<b>Total expenditure</b>		<b>-</b>	<b>415,175</b>	<b>415,175</b>	<b>396,435</b>
<b>Net income/(expenditure) and net movement in funds for the year</b>		<b>1,802</b>	<b>33,590</b>	<b>35,392</b>	<b>46,028</b>
<b>Transfer between Funds</b>		<b>27,665</b>	<b>27,665</b>	<b>-</b>	<b>-</b>
<b>Reconciliation of funds</b>					
Total Funds brought forward		144,610	-	144,610	98,582
<b>Total funds carried forward</b>		<b>174,077</b>	<b>5,925</b>	<b>180,002</b>	<b>144,610</b>

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

All income and expenditure derive from continuing activities.

**The notes on pages 17 to 27 form part of these accounts**

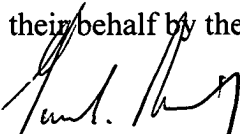
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## Statement of financial position (Balance Sheet) as at 31 March 2018

	Notes	2018 £	2017 £
<b>Fixed assets</b>			
Tangible assets	11	11,264	7,159
<b>Total Fixed Assets</b>		11,264	7,159
<b>Current assets</b>			
Debtors	12	18,755	4,842
Cash at bank and in hand		197,955	165,370
<b>Total Current Assets</b>		216,711	170,212
<b>Liabilities</b>			
Creditors falling due within one year	14	47,973	32,762
<b>Net Current assets</b>		168,738	137,451
<b>Net assets</b>		180,002	144,609
<b>The funds of the charity:</b>			
Unrestricted income funds	16	59,077	29,610
Designated Fund/Reserves	16	115,000	115,000
Restricted income funds	17	5,925	-
<b>Total charity funds</b>		180,002	144,610

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

These financial Statements were approved by the trustees on 11 December 2018 and signed on their behalf by the chairperson:



**Mr Ivor Paisley**  
Company number: NI 051021

**The notes at pages 17 to 27 form part of these accounts**



## Notes to Financial Statements Continued

**For the year ended 31 March 2018**

### **1 Accounting Policies**

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

#### **a) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: 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) (effective 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The accounts are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

#### **b) Preparation of the accounts on a going concern basis.**

The number of service users using the charity is increasing year on year but the uncertainty surrounding funding is a significant area of financial uncertainty that will invariably impact upon the services that we can offer. The trustees have mitigated these risks by continually challenging decisions made at government level to ensure that the impact of provisions of services is minimal.

The trustees and management ensured prior to the year-end that all grant funded and commissioned contractual obligations were exceeded, thereby ensuring that funding for the incoming year 1 April 2018 to 31 March 2019 would continue uninterrupted.

The trustees are of the view that measures have been taken subsequent to the year-end with an application of a tender to ensure continuous funding for the immediate future of the Organisation for the next 12 to 18 months and that on this basis the charity is a going concern.

Should funding be reduced the charity considers that they will be able to continue albeit at a much reduced level and after significant downsizing of operations.

#### **c) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

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Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

### **d) Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

In accordance with the Charities SORP (FRS 102), the general volunteer time spent within the charity is not recognised and refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

### **e) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

### **f) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

### **g) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of Advice, information and representation undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

# CITIZENS ADVICE MID ULSTER

## Notes to Financial Statements For the year ended 31 March 2018 Continued

### h) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Charity's activities.

### i) Operating leases

The charity classifies the lease of printing, as operating leases; the title to the equipment remains with the lessor and the equipment is replaced every 5 years whilst the economic life of such equipment is normally 5 years. Rental charges are charged on a straight line basis over the term of the lease.

### j) Depreciation

#### Tangible fixed assets

Individual fixed assets costing £400 or more are capitalised at cost and are depreciated over their estimated useful economic lives as follows:

#### Asset Category Annual rate

Fixtures and fittings and Equipment	20% Reducing Balance
Computers	33% Straight Line

### k) Debtors

Trade and other debtors are recognised at the settlement amount due.

Prepayments are valued at the amount prepaid net of any trade discounts due.

### l) 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.

### m) Creditors and provisions

Creditors and provisions 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 and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

## **CITIZENS ADVICE MID ULSTER**

### **Notes to Financial Statements For the year ended 31 March 2018 Continued**

#### **n) Financial instruments**

The trust only has financial assets and financial 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.

#### **o) Pensions**

Employees of the charity are entitled to join the Workers Pension Trust Scheme which is funded by contributions for employee and employer. Employees are automatically enrolled into the pension scheme unless they have exercised their right to opt out of scheme membership.

Employers Pension contribution represented 1% of pensionable pay and employee's contribution of 1% of pensionable pay. The trustees are satisfied that any foreseeable change in employer's contributions from 1% to 2% can be budgeted for without detriment to the charity's ongoing activities.

# CITIZENS ADVICE MID ULSTER

## Notes to Financial Statements For the year ended 31 March 2018 Continued

### 2 Legal status of the Trust

The organisation is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

### 3 Donations and Fundraising

	2018	2017
	£	£
Donations	1,802	1,050
Other income	-	552
	<u>1,802</u>	<u>1,602</u>

The organisation benefits greatly from the involvement and enthusiastic support of its volunteers and supporters. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

### 4 Income from charitable activities

	Restricted Funds	Total
	2018	2017
	£	£
Mid Ulster Council	233,747	232,224
Welfare reform	-	13,179
Citizens Advice NI - Pension Wise Hosting	5,000	33,382
Relate - Impact of Alcohol Project	-	5,528
Citizens Advice NI - Money Advice Service Hosting	3,000	3,813
PHA - Advice for Health Southern Locality	17,760	18,274
Northern Health and Social Care Trust - Children & Young People strategic Partnership	-	4,420
PHA - Advice for Health Northern Locality	60,073	56,305
Southern Health & Social Care Trust	19,485	19,485
Citizens Advice NI - Welfare Reform Hosting	12,000	-
Citizens Advice NI - Welfare Reform Project	78,366	-
Santander Foundation	2,500	-
Halifax Foundation NI	2,000	-
Welfare Reform Readiness	-	45,824
Welfare Reform Training	6,000	8,400
<b>CAPITAL GRANTS</b>		
Digital Resources - Welfare	8,833	-
	<u>448,765</u>	<u>440,835</u>

# CITIZENS ADVICE MID ULSTER

## Notes to Financial Statements For the year ended 31 March 2018 Continued

### 5 Investment income

All of the investment income arises from money held in interest bearing deposit accounts.

### 6 Analysis of expenditure on charitable activities

	<b>Restricted</b>	<b>2018 Total</b>	<b>2017 Total</b>
	£	£	£
Travelling expenses - volunteer	405	405	929
Travelling expenses- Staff	3,678	3,678	3,731
Wages and salaries	284,820	284,820	258,765
Redundancy		-	15,948
Staff training	2,147	2,147	6,447
Rent payable	34,720	34,720	34,720
Rates	694	694	693
Insurance	1,713	1,713	1,279
Suspense	-	-	50
IT Support & Maintenance	3,167	3,167	5,026
Light and heat	4,402	4,402	4,031
Repairs and maintenance	10,260	10,260	580
Printing, postage and stationery	2,050	2,050	3,024
Office Supplies & Small Equipment	2,374	2,374	1,583
Security including shredding	947	947	1,712
Leasing Costs	1,998	1,998	2,000
Telephone	6,653	6,653	7,026
Venue Hire	798	798	1,154
Outreach Costs	770	770	940
Membership Audit Costs	6,450	6,450	4,444
Bank charges	426	426	465
Translation Services	449	449	1,341
Advertising and Promotion	286	286	699
Depreciation of Equipment	4,738	4,738	1,352
Equipment	12	12	-
Governance costs (see note 10)	3,088	3,088	2,400
Support costs (see note 10)	38,129	38,129	36,196
<b>Total</b>	<b>415,175</b>	<b>415,175</b>	<b>396,435</b>

# CITIZENS ADVICE MID ULSTER

## Notes to Financial Statements For the year ended 31 March 2018 Continued

### 7 Analysis of governance and support costs

	<b>General support £</b>	<b>Governance £</b>	<b>Total £</b>	<b>Basis of Apportionment</b>
				Pro rata to staff full time equivalents
Salaries, wages and related costs	35,206		35,206	
Legal and other professional fees	2,923	788	3,711	
Audit fees		2,300	2,300	Governance
<b>Total</b>	<b>38,129</b>	<b>3,088</b>	<b>41,217</b>	

### 8 Net income/(expenditure) for the year

	<b>2018 £</b>	<b>2017 £</b>
<b>This is stated after charging:</b>		
Operating leases – equipment	2,000	2,000
Depreciation	4,738	1,352
Auditor's remuneration: Audit fees	2,300	2,400

### Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel.

	<b>2018 £</b>	<b>2017 £</b>
Salaries and wages	291,529	276,669
Holiday Pay Accrued	5,003	(4,865)
Social security costs	24,372	22,577
Statutory maternity Pay recovered	(0)	(0)
Employment Allowance	(3,000)	(3,000)
Pension costs	2,122	566
<b>TOTAL</b>	<b>320,026</b>	<b>291,947</b>

No employees had employee benefits in excess of £60,000 (2017: nil).

The charity trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2017: £nil) neither were they reimbursed expenses during the year (2017: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2017: £nil).

# CITIZENS ADVICE MID ULSTER

## Notes to Financial Statements For the year ended 31 March 2018 Continued

### Staff Numbers

The average monthly head count and the average monthly number of full-time equivalent employees (including casual and part-time staff) during the year were as follows:

	2018	2017
<b>Number</b>		
Advisory	14	15
Governance	1	1
	<u>15</u>	<u>16</u>

### 9 Government Grants

Income from government grants comprises performance related grants made by local authorities to fund the advisory programmes.

### 10 Corporation Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

### 11 Tangible fixed assets

	Computer	Fixtures and fittings and Equipment	Total
	£	£	£
<b>Cost:</b>			
As at 1 April 2017	10,808	17,687	28,495
Additions	8,843	-	8,843
Disposals	-	-	-
As at 31 March 2018	<u>19,651</u>	<u>17,687</u>	<u>37,338</u>
<b>Depreciation:</b>			
As at 1 April 2017	7,819	13,517	21,336
Charge for the year	3,904	834	4,738
As at 31 March 2018	<u>11,723</u>	<u>14,351</u>	<u>26,074</u>
<b>Net book value</b>			
As at 31 March 2018	<u>7,928</u>	<u>3,336</u>	<u>11,264</u>
As at 31 March 2017	<u>2,989</u>	<u>4,170</u>	<u>7,159</u>



## CITIZENS ADVICE MID ULSTER

### Notes to Financial Statements For the year ended 31 March 2018 Continued

#### 12 Debtors

	2018 £	2017 £
<b>Relate - Impact of Alcohol Project</b>		
Mid Ulster Council	18,333	0
Northern Health and Social Care Trust - Children & Young People strategic Partnership	-	4,420
Prepayments	422	422
<b>Total</b>	<u>18,755</u>	<u>4,842</u>

#### 13 Contingent Assets

As at 31 March the charity was due income from Citizens Advice Northern Ireland (CANI) totalling £26,606.30 of which £8,000 related to the current year. As referred to in the trustees report (CANI) is now the subject of a creditor's voluntary arrangement.

The debt owing to CANI at 31 March 2018 has been provided in full. It is proposed that the income due is offset against the debt due by the charity to CANI. As at 15 November 2018 no clarity has been received and so this income has not been accrued in the 2018 accounts.

#### 14 Creditors

##### Creditors: amounts falling due within one year

	2018 £	2017 £
Trade Creditors and Accruals	37,301	24,614
Social Security Costs and accrued Holiday Pay	6,172	8,147
<b>Grants Received in advance</b>		
Halifax Project	2,000	-
Santander Foundation	2,500	-
	<u>47,973</u>	<u>32,762</u>

#### 15 Capital Commitments

The organisation entered into two new leasing contract for the Dungannon and Magherafelt offices. Capital Commitments are as follows:

	2018 £	2017 £
Due within 1 year	963	1,032
Due within 2 - 5 years	3,612	-
	<u>4,575</u>	<u>1,032</u>

# CITIZENS ADVICE MID ULSTER

## Notes to Financial Statements For the year ended 31 March 2018 Continued

### 16 Analysis of charitable funds

	Balance			Funds
	As at 1 April 2017	Incoming resources	Resources expended	As at 31 March 2018
	£	£	£	£
General fund	29,610	1,802		59,077
Designated Reserves	115,000			115,000
<b>Total</b>	<b>144,610</b>	<b>1,802</b>	<b>-</b>	<b>174,077</b>

**General fund:** The 'free reserves' after allowing for all designated funds.

**Designated funds:** Designated funds to recover operating costs for 4 months.

#### Designated redundancy Fund

Redundancy payments were paid during the year and a provision is no longer considered necessary.

### 17 Analysis of movements in restricted fund

	Balance as at 1 April 2017	Incoming resources	Resources expended	Transfers	Funds as at 31 March 2018
	£	£	£	£	£
Advice, information and representation	-	448,765	415,175	27,665	5,925
<b>Total</b>	<b>-</b>	<b>448,765</b>	<b>415,175</b>	<b>27,665</b>	<b>5,925</b>

#### Name of restricted fund, Description, nature and purposes of the fund

##### Education

To provide advice information and representation.

## CITIZENS ADVICE MID ULSTER

### Notes to Financial Statements For the year ended 31 March 2018 Continued

#### 18 Analysis of net assets between funds

	General Fund	Designated Funds	Restricted Funds	Total
	£	£	£	£
Tangible fixed assets	5,339		5,925	11,264
Debtors	18,755		0	18,755
Cash at bank and in hand	75,549	115,000	7,406	197,955
Other net current assets/(liabilities)	(40,567)		(7,406)	(47,973)
Creditors of more than one year				0
<b>Total</b>	<b>59,077</b>	<b>115,000</b>	<b>5,925</b>	<b>180,002</b>

#### 19 Post-balance sheet events

There have been no Post-balance sheet events affecting the organisation at 31 March 2018. However refer to trustees report for changes following the closure of Citizens Advice Northern Ireland.

#### 20 Contingent Liabilities

There is a contingent liability to repay grants received under the terms of their associated letters of offer if the charity fails to achieve and maintain specified conditions. In the opinion of the trustees the terms of these letters of offer have been complied with and no loss is expected.

#### 21 Related Party transactions and ultimate controlling party

The trustees are the deemed controlling party due to their position within the company.

#### 22 Auditors' ethical Standards

In common with many organisations of its size and nature, the charity uses its auditors to assist with the compilation of the statutory financial statements