

**The Bedford and District Citizens Advice Bureau  
Annual Report & Financial Statements  
Year Ended 31 March 2016**

**Registered Charity No. 1106738  
Company No. 5190146**

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## Report of the Directors and Trustees

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The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the audited financial statements for the year ended 31 March 2016. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2015) have been adopted in preparing the annual report and financial statements of the charity.

### 1. Reference and Administrative Details

Charity Name:	The Bedford and District Citizens Advice Bureau (also known as Citizens Advice Bedford).
Charity Registration:	1106738
Company Registration:	5190146
Registered Office:	7a St Paul's Square Bedford MK40 1SQ
Chief Executive:	Mark Sutcliffe MBE
Bank:	Unity Trust Bank plc Nine Brindleyplace Birmingham B1 2HB  CCLA Investment Management Ltd COIF Charity Funds St Alphage House 2 Fore Street London EC2Y 5AQ
Independent Examiner:	Mazars LLP The Pinnacle 160 Midsummer Boulevard Milton Keynes MK9 1FF

The following people were directors/Trustees of the charity on the date of approval of the report:

DIRECTORS/ TRUSTEES	ROLE	DATE ELECTED	RESIGNED DATE
Jenny Shipman	Chair	16.07.2012	
Arnold Brown	Trustee	09.12.2009	21.10.2015
Khalid Waqar	Trustee	19.11.2009	
Paul Parkin	Treasurer	18.10.2010	
Peter Gill	Trustee	18.10.2010	
Sally Monkman	Trustee (Chair to 28.07.2014)	15.10.2012	
Alexander MacDermott	Trustee	28.07.2014	
Ian Melville	Trustee	27.04.2015	
Tom Inskip	Trustee	25.04.2016	
Aye Limbin Glassey	Trustee	25.04.2016	

## **Report of the Directors and Trustees**

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### **2. Structure, Governance and Management**

#### **Governing Document**

Citizens Advice Bedford is a registered charity and a company limited by guarantee. At 31 March 2016 the company had seven members (Khalid Waqar, Paul Parkin, Peter Gill, Jenny Shipman, Sally Monkman, Ian Melville and Alexander MacDermott). The maximum liability of the member is limited to £1. Citizens Advice Bedford is governed by its Memorandum and Articles of Association as amended on 24 March 2011.

Bedford & District Citizens Advice Bureau was incorporated as a company limited by guarantee on 27 July 2004.

#### **Recruitment, Appointment of Trustees**

Trustees, who are also Directors of the Company, are appointed by the current Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair and Treasurer. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Bedford through the provision of CAB training courses and support by established Trustees. Three new Trustees were appointed during the year and one Trustee resigned.

#### **Organisational Structure**

Citizens Advice Bedford is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

#### **Key Management Remuneration Policy**

The Trustees regularly benchmark the pay of Senior Management in similar sized Charity organisations in the locality and also across similar sized Citizens Advice Bureau.

#### **Related Parties**

Citizens Advice Bedford subscribes to the membership scheme of Citizens Advice which provides a framework for standards of advice and casework management as well as monitoring progress against these standards.

Operating policies are independently determined by the Trustee Board of the Bureau in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the Trustees holds the position of Trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

#### **Major risks**

Citizens Advice Bedford has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks.

## **Report of the Directors and Trustees**

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The Trustees have identified the two major risks as loss of Funding from our principal funder and Quality of advice not meeting requirements. New systems have been put in place to monitor the latter and this is reviewed on a regular basis at Trustee Board meetings. The Charity has taken steps to mitigate potential funding issues by building up reserves and again this is a key performance indicator reviewed each Board meeting.

A full risk assessment was carried out in November 2015.

### **Investment Policy**

As required in its Memorandum paragraph in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. The Operations Committee of the Trustee Board has agreed an investment policy which includes;

- No bank (plus any of its subsidiaries) shall have more than £85,000, of Citizens Advice Bedford funds, for a period greater than 28 days.
- The Company will actively invest funds currently held on deposit into a mix of business investment funds offered by UK based banks or Building Societies covered by the UK Financial Compensation Scheme. For clarity there would be no investments in institutions where the compensation scheme is covered by a country abroad. No investment would exceed £85,000 in any one bank or its subsidiaries.
- The Company will retain flexibility within either the current account and/or linked deposit account to meet the day to day needs of the Bureau.
- The Company will consider investing in shares and/or similar investments but will not commit more than 25% of available reserves in these types of investments.
- No investment will be made where access to funds would be greater than 60 days notice.

At 31<sup>st</sup> March 2016 the charity had £77,453.47 on deposit with the COIF Charities Deposit Fund which is managed by CCLA Investment Management Limited, £50,710 invested with the Aldemore Bank in a one year fixed rate bond and £85,299 invested with the Cambridge and Counties Bank in a 30 day notice account and a one year fixed bond. The investment with the Cambridge and Counties bank marginally exceeded the investment policy but was considered to be a small risk.

### **Reserves Policy**

Citizens Advice Bedford is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Bureau will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that unrestricted reserves should be maintained equal to 6 months normal operating expenditure, which currently equates to £139,886. This figure has been reached and the Trustees continually monitor this target and are a key KPI for the Bureau.

### **3. Objectives and Activities**

The objectives of Citizens Advice Bedford are:

- To provide free, confidential, impartial and independent advice and information for the benefit of the local community.
- To exercise a responsible influence on the development of social policies and services.
- To ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

In addition to the continuing provision of high quality advisory services to the local community the primary objective for the year was to obtain an increase in sustainable funding to enable the bureau to continue to expand its services.

The principal activity of the bureau remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Welfare Benefits Advice to clients of Bedford Borough Social Services, funded by Bedford Borough Council
- ii) Specialist Welfare Benefits Advice funded by the Harpur Trust
- iii) Specialist Welfare Reform/Debt Advice funded by the House of Industry
- iv) Specialist Housing Debt Advice and Court Desk funded by the House of Industry
- v) Specialist Debt Advice funded by the Money Advice Service
- vi) Benefit advice services to help people resolve concerns around public involvement in health research, design and delivery funded by a number of Health Agencies.

Advisory services were mainly provided through face-to-face consultations and email although advice was also delivered through use of telephone and social media.

#### **Contribution of Volunteers**

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

At the 31<sup>st</sup> March 2016 the Bureau had 70 volunteers. During the year they contributed 20,272 hours of work to the bureau during the year. We estimate the value of this help at £248,000 in respect of the current year.

#### **Public Benefit**

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives and in planning the future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

### 4. Achievements and Performance

#### Charitable Activities

CAB is the recognised advice agency in Bedford Borough; the Citizens Advice brand is widely recognised and trusted at national and local level. It is recognised as an organisation that provides good quality advice without charge to anyone in need. The office is well located in the centre of town and benefits from staff and volunteers who are well trained, enthusiastic and committed. As well as benefiting from nationally provided knowledge and reference sources, they also have specialist local knowledge which is valuable to clients.

Citizens Advice Bedford saw a total of 7,989 unique clients with 7,599 enquiries and had 32,688 contacts with, or on behalf of, these clients. In addition we responded to 1,361 emails and with the new local advice telephone service (active from qtr 3 2015) answered 840 telephone calls.

CAB generated £2.7M in benefits for clients and managed debt worth £1.5M. Financial Capability saved over £10,000 for clients ensuring they had the best energy deal for their needs whilst delivering budgeting support. Client satisfaction is at 99% with the overall service they received. Citizens Advice Bedford recently underwent and passed an organisational audit, the following is an extract:

*"In particular, the organisation is well-governed with a skilled board that meets regularly and which exercises diligent scrutiny of financial and other resources. The new Chief Officer is dynamic and strategically minded, brings fresh insight and leadership to the team and is well-supported by experienced managers. They ensure that team that delivers the service is motivated, and encouraged with ongoing performance monitoring and feedback, and there is a strong and growing Research and Campaigns Culture"*

#### Fundraising Activities

The charity did not undertake any fundraising activities during the year.

### 5. Financial Review

#### Financial Position

Income for the year was £539,767 (2014/2015 £585,507). Of this £276,009 (2014/2015 £378,754) related to restricted project activities.

A surplus of £30,297 was made in the year (2014/2015 surplus £24,472). At 31 March 2016 total reserves were £200,890 of which £186,282 represented unrestricted funds (2014/2015 total reserves £170,593).

#### Principal Funding Sources

The Trustees extend their gratitude to Bedford Borough Council who continued to support the core operating capacity of the charity. Additionally project-specific funding was received from the Harpur Trust for specialist welfare benefit advice: the House of Industry for welfare reform/debt, housing debt and court desk service: the Money Advice Service for debt advice and Bedford Borough Council Social Services for specialist welfare benefits advice. In addition funds received from the Big Lottery Fund and the Cabinet Office under the Advice Services Transition Fund to develop the Bedford Advice network in partnership with six other local agencies continued – this project started on 1<sup>st</sup> August 2013 and ended on 31 July 2015. All funds received under this project have been shown in the total of Income with the costs of our partners being shown under "Other costs".

### 6. Future Plans

Citizens Advice Bedford aims to continue to;

- provide good quality advice and information to the communities in which the Bureau works and, in particular, to the most vulnerable people in Bedford
- provide advice that is available at both a general help level and in key areas of specialism, particularly debt, welfare benefits and housing
- be accessible how, when and where it is most needed and responsive to changing needs
- present a clear and authoritative analysis of the issues that emerge from the Bureaus work in order to seek improvements in social welfare, debt and other such area
- be at the heart of the social welfare law sector in Bedford, working at local, regional and national levels in social policy on behalf of the wider Bedford communities
- be a key partner to the local authority through, in particular, the provision of data about community needs and a leading player in the Bedford Advice and third sectors
- be a financially sustainable advice agency, providing an efficient service and clearly able to demonstrate the value and effectiveness of the service to all its stakeholders
- have an adequate, skilled and motivated workforce of both paid staff and volunteers that fully reflect the diversity of the community in which it works
- expand access to services through the development of outreach, a fully staffed telephone service and use of Social Media platforms

These aims are achieved through maintaining a good relationship with our principal funders; reviewing the way in which clients access the bureau services; securing additional funding to develop specialist work in debt and welfare benefits for clients who are not legally aidable; ensuring that the skills of current staff and advisers are kept up to date and recruiting such staff and volunteers as are needed to ensure that high levels of service are maintained.

### 7. Statement of Trustees' responsibilities

Company law requires the Trustees to prepare financial statements including its income and expenditure for each financial year which give a true and fair view of the state of affairs of the company as at the end of the financial year and of the profit or loss of the company for the year. In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable 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 assume that the charity will continue in operation.



## **Report of the Directors and Trustees**

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The Trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy at any time the financial position of the 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance with provisions applicable to companies subject to the small companies regime. These Financial Statements have been prepared on the going concern basis as deemed appropriate by the Trustees.

Approved and signed on behalf of the Board.

*J. Shipman*

Jenny Shipman  
Chair of Trustees  
Date: 26 July 2016

# Independent Examiner's Report to the Trustees of The Bedford and District Citizens Advice Bureau

I report on the financial statements of the charity for the year ended 31 March 2016, which are set out on pages 10 to 22.

## **Respective responsibilities of Trustees and examiner**

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants. Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the financial statements under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the charity's Trustees as a body. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

## **Basis of independent examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

## Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- which gives me reasonable cause to believe that in any material respect the requirements:
  - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
  - to prepare accounts which accord with the accounting records, and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities
- have not been met; or
- to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.



Stephen Brown

For and behalf of Mazars LLP Chartered Accountants

The Pinnacle  
160 Midsummer Boulevard  
Milton Keynes  
MK9 1FF

2 August 2016

**Statement of financial activities for the year ended 31 March 2016**  
**Incorporating the Income and Expenditure Account**

		Unrestricted funds	Restricted funds	Total funds 2016 (unaudited)	Total funds 2015 (unaudited)
	Note	£	£	£	£
Income	1b				
Donations	2a	1,551	-	1,551	655
Investment income	2c	4,014	-	4,014	1,507
Charitable activities	3	241,112	276,009	517,121	575,403
Other	4	17,081	-	17,081	7,942
<b>Total Income</b>		<u>263,758</u>	<u>276,009</u>	<u>539,767</u>	<u>585,507</u>
Expenditure					
Raising Funds	5	-	-	-	-
Charitable activities	5	199,286	310,184	509,469	561,035
Other	5	-	-	-	-
<b>Total Expenditure</b>	5	<u>199,286</u>	<u>310,184</u>	<u>509,469</u>	<u>561,035</u>
Net income/(expenditure)		64,472	(34,175)	30,297	24,472
Transfers between funds		(566)	566	-	-
<b>Net movement in funds before other recognised gains/(losses)</b>		63,906	(33,609)	30,297	24,472
Other Recognised gains/(losses)					
Gains/(losses) on revaluation of fixed assets		-	-	-	-
Gains/(losses) on investment assets		-	-	-	-
<b>Net Movement in Funds</b>		63,906	(33,609)	30,297	24,472
<b>Reconciliation of funds</b>					
Funds brought forward		122,376	48,217	170,593	146,121
<b>Total funds carried forward</b>		<u>186,282</u>	<u>14,608</u>	<u>200,890</u>	<u>170,593</u>

The notes on pages 13 to 22 also form part of these financial statements.

There are no recognised gains or losses in the year, other than those included in the statement of financial activities. The Charity does not operate a defined pension benefit scheme.

All activities derive from continuing operations.

**Balance Sheet as at 31 March 2016**  
**Company Number 5190146**

		Unrestricted Funds	Restricted Funds	Total funds 2016 (unaudited)	Total funds 2015 (unaudited)
	Note	£	£	£	£
<b>Fixed Assets</b>					
Tangible Fixed Assets	10	<u>2,267</u>	<u>-</u>	<u>2,267</u>	<u>4,700</u>
<b>Current Assets</b>					
Debtors	11	890	-	890	864
Investments – short term deposits		213,462	-	213,462	197,453
Cash at bank and in hand		<u>35,420</u>	<u>14,608</u>	<u>50,028</u>	<u>55,966</u>
		249,772	14,608	264,380	254,283
Creditors – amounts falling due within one year	12	<u>65,757</u>	<u>-</u>	<u>65,757</u>	<u>88,390</u>
<b>Net current assets</b>		<u>184,015</u>	<u>14,608</u>	<u>198,623</u>	<u>165,893</u>
<b>Total Net assets</b>		<u>186,282</u>	<u>14,608</u>	<u>200,890</u>	<u>170,593</u>
<b>Represented by:</b>					
<b>Funds of the Charity</b>					
Unrestricted funds					
Accumulated fund		186,282	-	186,282	122,376
Designated funds		-	-	-	-
Restricted funds		<u>-</u>	<u>14,608</u>	<u>14,608</u>	<u>48,217</u>
		<u>186,282</u>	<u>14,608</u>	<u>200,890</u>	<u>170,593</u>

The notes on pages 13 to 22 also form part of these financial statements.

For the year ended 31 March 2016 the charitable company was entitled to exemption under section 477(2) of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2016 of its surplus for the year then ended in accordance with the requirements of sections 393, 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the charitable company.

**Balance Sheet as at 31 March 2016**  
**Company Number 5190146**

The accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities and prepared in accordance with the FRSSE (effective January 2015).

The financial statements were approved and authorised for issue by the Board on 26<sup>th</sup> July 2016 and signed on their behalf by:

*J. Shipman*

Jenny Shipman (Chair)

## Notes to the financial statements for the year ended 31 March 2016

### 1. Accounting policies

#### a) General information

The Bedford and District Citizens Advice Bureau is a registered charity and company limited by guarantee, incorporated in England and Wales. The address of its registered office and principal place of business is disclosed in the company information.

The principal activity of the charity is to provide free, confidential, impartial and independent advice for the benefit of the local community.

The financial statements are presented in Sterling and this is the functional currency of the Charity.

#### b) Basis of preparation

The financial statements have been prepared under the historical cost convention and are in accordance with the Companies Act 2006, applicable accounting standards and the Statement of Recommended Practice on Accounting by Charities 2015 and in accordance with FRSSE (effective January 2015).

#### c) Income

##### i) Grants receivable

Grants made to finance the activities of the bureau are credited to the income and expenditure account in the period to which they relate.

##### ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

##### iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

##### iv) Gifts and Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the Charity has been estimated and disclosed in the directors' report.

##### v) Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

## Notes to the financial statements for the year ended 31 March 2016

### d) Expenditure

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between charitable expenditure and governance as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time or floor space basis, as appropriate.

### e) Tangible fixed assets and depreciation

Tangible fixed assets are included at cost. Items are capitalised if their value is over £1,000. If a number of items, of a capital nature, are purchased at the same time and the total value is greater than £1,000 then these will also be capitalised.

Depreciation is charged on a straight line basis on the costs of the assets over their estimated useful lives as follows:

Fixtures & fittings	5 years
Computer and office equipment	3 years

The depreciation policy has been reviewed in accordance with FRS 15 and no change has been made from the previous year.

### f) Restricted funds

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

### g) Designated funds

Designated funds are allocated out of unrestricted funds by the Trustees for specific purposes. The use of such funds is at the Trustees' discretion.

### h) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

### i) Cash Flow

The bureau has taken advantage of the exemptions in section 14 FRSSE (2015) from the requirement to produce a cash flow statement.

### j) Going Concern

The Trustees have reviewed budgets for the coming year and are satisfied that it is appropriate to prepare the accounts on a going concern basis.



## Notes to the financial statements for the year ended 31 March 2016

### k) Cash and Cash equivalents

Cash and cash equivalents are 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.

### l) Financial instruments

The charity only has financial asset and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction values and subsequently measured at their settlement value.

## 2. Income from Generated Funds

	Unrestricted	Restricted	Total 2016 (unaudited)	Total 2015 (unaudited)
	£	£	£	£
a. Donations	<u>1,551</u>	<u></u>	<u>1,551</u>	<u>655</u>
b. Activities for generating funds	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
c. Investment income				
Bank interest received	<u>4,014</u>	<u>-</u>	<u>4,014</u>	<u>1,507</u>

## Notes to the financial statements for the year ended 31 March 2016

### 3. Income from Charitable Activities

	Unrestricted	Restricted	Total 2016 (unaudited)	Total 2015 (unaudited)
	£	£	£	£
Bedford Borough Council Core Grant	175,000	-	175,000	169,050
House of Industry Debt & Court Desk	-	38,640	38,640	34,278
Bedford Borough Council Benefits Advisor	-	44,450	44,450	44,450
Harpur Trust Welfare Benefits Advice	-	34,000	34,000	39,270
House of Industry Welfare Reform	-	34,283	34,283	32,635
SEETEC Debt Advice Programme	3,300	-	3,300	15,000
Goldington Centre	-	-	-	1,405
Face to Face Debt Advice	-	51,986	51,986	58,940
The Big Lottery & Cabinet Office - ASTF	-	40,700	40,700	159,276
Energy Best Deal & Energy Extra	21,850	-	21,850	4,900
Involve Project Health Agencies	-	31,950	31,950	8,500
Universal Credit Personal Budget Support	8,580	-	8,580	-
Benefits Advice Service to Health agencies	13,825	-	13,825	-
Police Commission Contract	9,240	-	9,240	-
Pension Wise	9,000	-	9,000	-
Miscellaneous	317	-	317	7,699
	<u>241,112</u>	<u>276,009</u>	<u>517,121</u>	<u>575,403</u>

### 4. Other Income

	Unrestricted	Restricted	Total 2016 (unaudited)	Total 2015 (unaudited)
	£	£	£	£
Miscellaneous including Rents Received	<u>17,081</u>	<u>-</u>	<u>17,081</u>	<u>7,942</u>

## Notes to the financial statements for the year ended 31 March 2016

### 5. Total Expenditure

	Direct Charitable activities	Grants to third parties	Support activities	Total 2016 (unaudited)	Total 2015 (unaudited)
	£	£	£	£	£
General advisory services	183,823	-	-	183,823	178,384
Other projects	322,820	-	-	322,820	379,952
Total	506,643	-	-	506,643	558,336
Costs of raising funds	-	-	-	-	-
Governance costs	2,826	-	-	2,826	2,699
Total Expenditure	509,469	-	-	509,469	561,035

#### Natural classification of expenditure

	2016 Total (unaudited)	2015 Total (unaudited)
	£	£
Salary costs	377,992	381,220
Redundancy costs	-	-
Staff costs	21,282	19,441
Office costs	41,082	36,891
Premises costs	52,381	45,807
Governance costs	2,826	2,699
Other costs	13,906	74,977
	509,469	561,035

### 6. Net income / (expenditure) for the year

	2016 (unaudited)	2015 (unaudited)
	£	£
This is stated after charging:		
Depreciation	2,433	3,652
Operating lease costs – land & buildings	19,500	19,500
Independent Examiners fees	2,243	2,160

## Notes to the financial statements for the year ended 31 March 2016

## 7. Information regarding Directors and Employees

	2016 (unaudited)	2015 (unaudited)
	£	£
Wages and salaries	343,917	345,161
Employers National Insurance	26,325	26,491
Employers Pension contributions	7,750	9,568
	<u>377,992</u>	<u>381,220</u>

The average number of employees, analysed by function was:

	2016 (unaudited)	2015 (unaudited)
	No	No
Advice and information	13	14
Administration, support & general management	5	5
	<u>18</u>	<u>19</u>

No employee received remuneration of more than £60,000 (2015: None >£60,000).

## 8. Trustees Remuneration and Expenses

No remuneration was paid or payable for the year out of the funds of the charity to any Trustee or to any person known to be connected to a Trustee (2015: £nil). No travel expenses have been reimbursed to any Trustee (2015: £118).

## 9. Taxation

The charity is exempt from corporation tax as all income is applied to charitable purposes.

## Notes to the financial statements for the year ended 31 March 2016

### 10. Tangible fixed assets

	Fixtures & Fittings £	Computer & Office Equipment £	Total £
<b>Cost</b>			
At 1 April 2015 (unaudited)	5,531	42,723	48,254
Additions	-	-	-
Disposals	-	-	-
At 31 March 2016 (unaudited)	<u>5,531</u>	<u>42,723</u>	<u>48,254</u>
<b>Depreciation</b>			
At 1 April 2015	4,154	39,400	43,554
Charge for the year	376	2,057	2,433
Disposals	-	-	-
At 31 March 2016 (unaudited)	<u>4,530</u>	<u>41,457</u>	<u>45,987</u>
Net book value 2016 (unaudited)	<u>1,001</u>	<u>1,266</u>	<u>2,267</u>
Net book value 2015 (unaudited)	<u>1,377</u>	<u>3,323</u>	<u>4,700</u>

### 11. Debtors

	2016 (unaudited) £	2015 (unaudited) £
Prepayments	<u>890</u>	<u>864</u>
	<u>890</u>	<u>864</u>

### 12. Creditors – amounts falling due within one year

	2016 (unaudited) £	2015 (unaudited) £
Other taxes and social security costs	7,083	6,871
Other creditors	3,750	23,050
Pension creditor	12	10
Accruals and deferred income	<u>54,912</u>	<u>58,459</u>
	<u>65,757</u>	<u>88,390</u>

## Notes to the financial statements for the year ended 31 March 2016

### 13. Analysis of net assets between funds

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	2,267	-	-	2,267
Net current assets	184,015	-	14,608	198,623
Net assets	186,282	-	14,608	200,890

### 14. Movement in funds

	At 1 April 2015 (unaudited)	Incoming Resources	Outgoing Resources	Transfers	At 31 March 2016 (unaudited)
	£	£	£	£	£
Restricted funds:					
Bedford Borough Welfare Benefits Advisor	641	44,450	45,874	-	(783)
Involve Project Health Agencies	826	31,950	29,896	-	2,880
Outreach Centres	3,397	-	-	-	3,397
HOI Debt & Court Desk Service	(7,463)	38,640	39,359	8,000	(182)
Face to face/MAS	23,691	51,986	62,379	-	13,298
Harpur Trust Welfare Benefits	4,102	34,000	41,527	-	(3,425)
House of Industry Welfare Reform	(2,827)	34,283	34,033	2,000	(577)
The Big Lottery/Cabinet Office Advice Services Transition Fund	25,850	40,700	57,116	(9434)	-
Total Restricted funds	48,217	276,009	310,184	566	14,608
General funds	122,376	263,758	199,286	(566)	186,282
Total funds	170,593	539,767	509,470	-	200,890

The Movement in Funds Transfer for HOI Debt & Court Desk & HOI Welfare Reform/Debt Advice is due to the current deficit not being realistically recoverable over the remaining project period. The ASTF transfer is due to the project now being complete with the surplus mainly due to capital spend and small underspend accepted by the Big Lottery.

## Notes to the financial statements for the year ended 31 March 2016

### Descriptions of Restricted Funds:

**Outreach Centres** – Provision of generalist advice

**House of Industry Debt & Court Desk** – Specialist debt advice for people at risk of becoming homeless.

**Involvement Project funded by Health Agencies** – advice and support to help people resolve benefit concerns around payment of fees and expenses for public involvement in health and social care research, design and delivery.

**Face to Face** – Face to face debt advice to offenders. Delivered in Bedford Prison.

**Bedford Borough Welfare Benefits Advisor** – to provide specialist welfare benefit advice to clients of Bedford Borough Social Services clients.

**Harpur Trust Welfare Benefits Advisor** - to provide a Specialist Welfare Benefit Advisor.

**House of Industry Welfare Reform** – provision of services relating to Welfare Reform and Debt .

**The Big Lottery/Cabinet Office Advice Service Transition Fund** – to provide a coordinated network of advice support in Bedford Borough, in partnership with six other local advice agencies. This project finished in July 2015.

### 15. Capital Commitments

There are no capital commitments at the balance sheet date.

### 16. Operating lease commitments

At 31 March 2016 the charity had total commitments under non-cancellable operating leases as follows:

	2016 (unaudited) £	2015 (unaudited) £
<b>Operating Lease Costs:</b>		
Within 1 year	2,851	17,875
Between 2 and 5 years	9,782	9,926
	<u>          </u>	<u>          </u>

## Notes to the financial statements for the year ended 31 March 2016

### 17. Pension costs

A pension scheme, open to all employees, is operated on a defined contribution basis. The charity contributes 6% of pensionable earnings and the employee a minimum of 3%. The assets of the scheme are held separately from those of the charity in an independently administered fund.

### 18. Related party transactions

During the year ended 31 March 2016 funding was received from The Harpur Trust of which Trustee Sally Monkman is a co-opted member of the grants committee. Funding will be provided by The Harpur Trust for the provision of a specialist welfare benefits adviser. The total amount of funding received in the year was £34,000. The project has been extended and is currently expected to finalise in July 2017.

### 19. Statement of financial activities for the year ended 31 March 2015 Incorporating the Income and Expenditure Account

	Unrestricted funds £	Restricted funds £	Total funds 2015 (unaudited) £
Income			
Donations	655	-	655
Investment income	1,507	-	1,507
Charitable activities	96,649	378,754	575,403
Other	7,942	-	7,942
<b>Total Income</b>	<u>206,753</u>	<u>378,754</u>	<u>585,507</u>
Expenditure			
Charitable activities	189,186	371,849	561,035
<b>Total Expenditure</b>	<u>189,186</u>	<u>371,849</u>	<u>561,035</u>
Net incoming / (outgoing) resources before transfers	17,567	6,905	24,472
Transfers between funds	-	-	-
<b>Net movement in funds for the year</b>	<u>17,567</u>	<u>6,905</u>	<u>24,472</u>
Balances brought forward	104,809	41,312	146,121
<b>Balances carried forward</b>	<u>122,376</u>	<u>48,217</u>	<u>170,593</u>