

Helping local people find a way forward

Annual Report & Accounts
2017/18



Mid Suffolk

COMPANY REGISTRATION NUMBER: 5296023
CHARITY REGISTRATION NUMBER: 1107152

Mid Suffolk Citizens Advice Bureau
Company Limited by Guarantee
Unaudited financial statements
Year ended 31 March 2018

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Financial statements

Year ended 31 March 2018

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Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the director's report)

Year ended 31 March 2018

Foreword

For us to be successful in what we do, we depend on a lot of people and a lot of organisations to contribute what they can. Some contribute time, some contribute money, some contribute expertise, with some we share objectives, and many contribute their enthusiasm and support. I'd like to use my Chair's Report this year to thank them all.

Central to all this are those who turn to us for help. Some come to us with a 'straightforward' question about how to deal with some aspect of life's complexities. For others their world may have taken an unexpected and more complicated turn due to individual, social and economic factors. They have turned to Citizens Advice Mid Suffolk (CAMS) to clarify, to make sure that things don't get worse, and to help them to move in a better direction.

So first and foremost, I want to thank the dedicated volunteers and staff at CAMS who provide that advice and support; it is only because we have our wonderful staff and volunteers that we can provide the service that we do. I'm pleased to say we pass our quality monitoring audits because as a charitable business we are excellent at what we do, and we offer value for money.

But we are not able to offer any service if we do not receive the donations, grants and support of our funders so that we can be "free at the point of need". We are a local charity providing a local service and are reliant on the financial generosity of local councils (Parish, Town, District and the County) and the grants and donations of smaller charities and private individuals. Every penny helps. Every pound helps more. We are acutely aware of the pressures all our funders (large and small) face, and our answer is to work with them as a partner, sharing their objectives and multiplying the effect of every pound that they give us through our volunteer network. Working together we can help prevent our clients' problems becoming worse for the individuals and more costly to the local taxpayers.

I would like finally to say thank you to my fellow trustees. Any Chair needs trustees who willingly share the burden of responsibility, and our trustees do just that. As a Board we must ensure that our organisation is fit and healthy enough to deliver our service and is performing to the high standards demanded by our national umbrella organisation amongst others. And we have to keep our eye on the future and what it might bring.

So, with stagnating, uncertain, and indeed sometimes decreasing funding, and with a further increase in our client numbers (up 6% in 2017/18), the challenges are growing. However, while there remain local people in need of our service, we are committed to ensuring that CAMS is there to provide that service. We hope that you will continue to help us to help our local community.

Michael Wangermann

Chair of the Board of Trustees, Mid Suffolk Citizens Advice Bureau

Mid Suffolk Citizens Advice Bureau

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Trustees' annual report (incorporating the director's report) *(continued)*

Year ended 31 March 2018

The Trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2018.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and 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 (FRS102) (effective 1 January 2015) (as amended by Update Bulletin 1 published on 2 February 2016).

Reference and administrative details

Registered charity name	Mid Suffolk Citizens Advice Bureau (also known as Citizens Advice Mid Suffolk)
Charity registration number	1107152
Company registration number	5296023
Principal office and registered office	5 Milton Road South Stowmarket, Suffolk IP14 1EZ Tel: 01449 676060 / 676280 Email: manager@midsuffolkcab.org.uk

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the director's report) *(continued)*

Year ended 31 March 2018

The Trustees

The Trustees who served during the year and at the date of approval were as follows:

Michael Wangermann	(Chair)
Ian Rickard	(Company Secretary)
John Ramsay	(Treasurer)
Suzanne Britton	(Retired 5 May 2017)
Stewart Dorward	
Peter Emberson	(Retired 30 November 2017)
Nicholas Gowrley	
Elizabeth Hayward	(Appointed 13 December 2017)
Dave Muller	Co-opted on recommendation of Stowmarket Town Council
Mary Narey	(Appointed 21 February 2018)
Roger Rehahn	
Neal Scarff	(Appointed 13 September 2017)
Rachel Talbot	
Ian Wright	

Management team

Carol Eagles	(Manager)
Simon Clifton	(Fundraising and Contracts Officer)
Kimberly Roberts	(PR and Communications Officer)
Patrick Roberts	(Advice Session Supervisor)
Ellie Robertshaw	(Advice Session Supervisor)

Independent examiner

Mark Proctor FCA DChA
Lovewell Blake LLP, Chartered accountants, First Floor Suite, 2 Hillside Business Park, Bury
St Edmunds, IP32 7EA

Bankers

TSB Bank plc, 7 Market Street, Stowmarket, IP14 1DY

CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, ME19 4JQ

Mid Suffolk Citizens Advice Bureau

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Trustees' annual report (incorporating the director's report) *(continued)*

Year ended 31 March 2018

Objectives and activities

Aims and Principles

The principal activity of the charity is to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Citizens Advice has twin aims:

- To provide the advice people need for the problems they face;
- To improve the policies and practices that affect people's lives.

Our Vision and Values

Our vision is to make a positive and lasting difference to the lives of people living and working in Mid Suffolk. We want to offer an efficient and accessible advice and information service relating to people's legal rights and responsibilities. We want to offer our services using a holistic approach and acting with our clients in a supportive, empowering, responsible and professional way. We want to create a working environment that feels equally friendly, welcoming and respectful to everyone using it. We operate within an equality framework as agreed by Citizens Advice. This means that we respect equality and diversity and we work within several policies and procedures designed to support them, both in our service delivery and in our recruitment, selection and treatment of volunteers, paid staff and Trustees.

Objectives

The main objectives and activities for the year end 31st March 2018 continued to focus on the provision of advice and guidance to the community of Mid Suffolk. This work was carried out by a team of generalist advisers and specialist advisers using a drop-in, appointment, email and telephone service available for 30 hours a week. The charity records 14 key areas of advice: benefits, consumer, debt, education, employment, finance, health, housing, immigration, legal, relationship, tax, travel and utilities.

In addition to generalist advice, we provided specialist advisory services:

- The Energy Best Deal Extra (EBDx) service provides one to one advice on: getting the best price for your fuel; repaying fuel debts; energy efficiency measures such as loft and cavity wall insulation; and grants for fuel;
- The MS Society Project provides specialist support for families affected by Multiple Sclerosis;
- Specialist welfare benefit advice including home visits and representation at appeals;
- Specialist employment advice including negotiations with employers and representation at Employment Tribunals;
- Specialist debt advice to discuss the options available to clients to manage their debts including debt management plans, bankruptcy, Debt Relief Orders and IVA.
- Specialist Housing advice including repossession for rent arrears and anti-social behaviour; and housing disrepair issues

Mid Suffolk Citizens Advice Bureau

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Trustees' annual report (incorporating the director's report) *(continued)*

Year ended 31 March 2018

Achievements and performance

The key achievements of the organisation in 2017/18, in line with the Strategic Business and Development plan were:

- 3,408 unique clients assisted a 6% increase on 2016/17
- 9,352 advice issues handled a 3% increase on 2016/17
- 12,935 individual contacts
- £1,413,506 debt managed, with average debt of £12,291
- £789,700 of Welfare Benefits generated by the Benefit and Income Maximisation Project
- £195,609 awarded, in Welfare Benefits through appeals and mandatory reconsiderations
- £42,862 of income generated for clients affected by Multiple Sclerosis
- 69 clients were seen and advised by the Employment Specialist with £3,250 awarded in compensation following pre-hearing negotiation and representation at Employment Tribunals
- 217 food parcels issued which was a 14% increase on 2016/17
- 87 free legal advice sessions with a local solicitor
- 97 clients provided with Pension Wise guidance
- Fortnightly outreach at the Blackbourne Centre, Elmswell
- Outreach services continued at Wattisham Flying Station supporting service personnel and their families
- Programme to identify clients who are victims of Gender Violence and Abuse and provide the necessary support
- In a follow-up survey 93% of clients said their overall experience of the service was positive or very positive
- Introduced a monthly email newsletter to staff and volunteers
- Implemented the new Citizens Advice National membership agreement
- Implemented the new Citizens Advice CRM package - Casebook
- Energy switching and saving group and one-to-one sessions provided as part of the Energy Best Deal and Energy Best Deal Extra campaign funded by Ofgem
- Conducted a "Meeting The Needs Project" to ensure Citizens Advice is fulfilling the requirements of the workers and residents of Mid Suffolk
- Reviewed the policies and practices to ensure the organisation will be GDPR compliant

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. During the year 50 volunteers contributed approximately 21,112 hours of work to Mid Suffolk Citizens Advice Bureau during the year. We estimate the value of this help at £392,433 in respect of the current year.

Mid Suffolk Citizens Advice Bureau

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Trustees' annual report (incorporating the director's report) *(continued)*

Year ended 31 March 2018

Fundraising Activities and Principal Funding Sources

Total income for the year was £203,868, a decrease of £13,270 from 2016/2017. Our principal funding sources were Mid Suffolk District Council (47.3% of total), Suffolk County Council (20.2%), the National Association of Citizens Advice Bureaux (8.7%), Stowmarket Relief Trust (7.4%), and Stowmarket Town Council (3.7%).

The Directors extend their gratitude to our principal funders, Mid Suffolk District Council and Suffolk County Council, bodies with whom we share many strategic objectives and who continued to support the core operating capacity of the charity. In addition, project-specific funding was received from Stowmarket Relief Trust, Needham Market & Barking Welfare Charities, Geoffrey Burton Trust and Stowmarket & District Lions in support of the Benefit and Income Maximisation Project; funding was also received from the MS Society to support families affected by MS and Elmswell Parish Council, Elmswell Fire Station and Elmswell Amenities Association in support of the outreach in that village. Stowmarket Town Council provides Mid Suffolk Citizens Advice Bureau with premises to operate from as well as a grant to subsidise some of the rent.

The charity did not have any borrowings from either a provider of funding or other sources at the balance sheet date.

Plans for the future

The charity has a three-year Strategic Business and Development Plan with detailed emphasis on the current year. The content of the plan is subject to review by the Operations Committee and is an agenda item at Trustee Board meetings.

In 2018/19 we will continue to provide both specialist and generalist advice and guidance to the community of Mid Suffolk. This year our focus will be to:

- Continue to work with Mid Suffolk District Council and Jobcentre Plus to ensure that Universal Credit claimants are not disadvantaged
- Work with Mid Suffolk District Council to ensure the smooth implementation of the Homelessness Reduction Act
- Continue to develop the outreach at Wattisham Flying Station
- Recruit additional volunteers to allow for the expansion of the phone and email advice services
- Develop the housing specialist service to assist clients with issues related to their housing to include homelessness, anti-social behaviour and evictions
- Introduce a quarterly email newsletter to key stakeholders
- Use the evidence provided by our clients to influence and change practices and laws at both a local and national level with attention focused on the Welfare Reform changes
- Develop the skills and knowledge of the existing volunteers and staff
- Develop a County Marketing Strategy with the Suffolk Local Citizen Advices
- Ensure the charity is GDPR compliant

Mid Suffolk Citizens Advice Bureau

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Trustees' annual report (incorporating the director's report) *(continued)*

Year ended 31 March 2018

Financial review

Financial Position

Incoming resources in the year were £203,868 (2016/2017: £217,138). Of this £42,802 (2016/2017: £57,733) related to project restricted activities already mentioned above. Our costs of £203,271 (2016/17: £206,731) comprised in large part salaries for our 11 employed staff (5.5 FTE) of £130,032 (2016/17: £128,466). A surplus of £597 was made in the year. At 31st March 2018, our free reserves were £161,377 (31/3/17: £150,158) of which £90,000 is designated for specific purposes. Our Free Undesignated Reserves were therefore some £71,377, which is just under 4.5 months of budgeted costs.

Investment Activities

Aside from retaining an amount required to maintain a prudent level of reserves each year, the charity's funds are spent on delivering and developing the free advice service to the community of Mid Suffolk. The reserves were held during the year in a COIF Charities Deposit Account, a Scottish Widows 90-day notice account, and in a Shawbrook 100-day notice account; these accounts were managed to remain under the £85,000 FCSC compensation limit. The charity does not currently hold any other material investments.

Reserves Policy

Mid Suffolk Citizens Advice Bureau is acutely aware of the need to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. Cash flow trends and reserves levels are constantly monitored, and in their planning Trustees and staff try to ensure that income continues to be derived from as wide a variety of sources possible.

We are only too aware of the financial pressures experienced by our major funders and our dependence on them and have included this situation in establishing our Reserves Policy. Trustees have reviewed the potential costs that could arise should a significant reduction in income be incurred and have determined that a free unrestricted reserve of between six- and nine-month's budgeted expenditure should be held (min £98,368: max £147,551 of budgeted expenditure). As described above, our Free Reserves at 31/3/18 were £161,377; the projected level of these reserves at 31 March 2019 is £146,042 (both figures including specifically Designated Reserves as below).

Designated Reserves

A portion of unrestricted funds have been Designated with the aim of ensuring the charity's sustainability by making provision for the Replacement of Equipment in due course, for fulfilling our Contractual Commitments, for maintaining our Premises and moving if necessary, and for the Development of new and innovative ideas. These currently amount to £90,000, as detailed in note 17 to the financial statements.

Mid Suffolk Citizens Advice Bureau

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Trustees' annual report (incorporating the director's report) *(continued)*

Year ended 31 March 2018

Structure, governance and management

Governing Document

Mid Suffolk Citizens Advice Bureau is a charitable company limited by guarantee, incorporated on 24 November 2004: Company No. 5296023, Charity No. 1107152. The Company is governed under its Articles of Association adopted by an Extraordinary General Meeting on 23rd July 2014. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1. At 31 March 2018, the company had 24 individual and 7 organisation members (2017 - 21 individual and 7 organisations). Mid Suffolk Citizens Advice Bureau is also known and referred to as Citizens Advice Mid Suffolk

Trustees are either initially co-opted by the Trustee Board and then elected to the Board at an annual general meeting within three years of co-option or, alternatively, elected directly at an annual general meeting. Any election lasts for three years by which time the trustee can be re-elected. The charity seeks nominations from local authorities and from organisations which have common aims and aspirations.

Recruitment and Appointment of Trustees

Trustees, who are also Directors of the Company, are elected from the local community and must either reside or work in Mid Suffolk or the surrounding area. A formal interview process is followed for all applicants with an interview panel comprising of Trustees. A separate process agreed by the Trustee Board is followed for the election of the Chair and nominations from Local Authorities. References are taken for all new Trustees and a Declarations of Interest form completed. The reference and administrative details above identify the constituencies that elected each of the current Trustees.

Induction and Training of Trustees

New Trustees are invited and encouraged to attend a series of short introductory sessions to familiarise themselves with the charity and the context within which it operates. These are led by the Manager of the charity and cover:

- the obligations, role descriptions and person specification of Trustee Board members;
- the main documents which set out the operational framework for the charity including the Articles of Association;
- resourcing and the current financial position as set out in the latest published accounts;
- future plans and objectives;
- training courses organised by Citizens Advice;
- observations of advice sessions and client interviews.

Appraisal of the Trustee Board

The Trustees conduct an annual performance appraisal using a Citizens Advice template. Action is taken on any areas under performing to ensure the Trustee Board conforms to best practice.

Mid Suffolk Citizens Advice Bureau

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Trustees' annual report (incorporating the director's report) *(continued)*

Year ended 31 March 2018

Structure, governance and management (continued)

Organisational Structure

The Trustee Board 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 Mid Suffolk Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum, and delegate the day to day operation of the organisation to a paid Manager. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. The Trustee Board has two standing committees: Operations and Appeals and is able to establish a Personnel Committee whenever occasion requires. Each committee reports to the Trustee Board. The Chair, Company Secretary, Treasurer and Manager are entitled to attend meetings of the main committees. Day to day organisational decisions are delegated to the Manager and other members of the management team. In February 2018 the Board agreed to initiate a system of delegating set portfolio responsibilities to named trustees with the purpose of dealing with Board business more expeditiously.

Operations

The committee meets a minimum of four times a year and is responsible for:

- monitoring, challenging and approval of all budgets, end of year accounts, projects, contracts, salaries, risk assessment, operational issues raised by the manager, review and update of Strategic Business and Development plan
- to consider any issues referred by the board for advice

Core Membership: Peter Emberson (retired 30 November 2017), Ian Rickard (ceased membership of committee in December 2017), Michael Wangermann, John Ramsay, Stewart Dorward, Elizabeth Hayward (appointed 13 December 2017), Mary Narey (appointed 21 February 2018), Roger Rehahn, Neal Scarff (appointed 13 September 2017), Rachel Talbot and Ian Wright.

Personnel

The committee meets as required. It is responsible for:

- review of all HR matters (general)
- review of specific staff issues as and when needed

Core Membership: to be decided.

Appeals

The committee meets as and when required and is responsible for:

- Considering disciplinary appeals according to the charity's disciplinary policy

Core Membership: Any two Trustees not previously involved in the case.

Mid Suffolk Citizens Advice Bureau

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Trustees' annual report (incorporating the director's report) *(continued)*

Year ended 31 March 2018

Structure, governance and management (continued)

Related Parties

Citizens Advice Mid Suffolk is a member of Citizens Advice, the national association for the Citizens Advice service. With effect from April 2015 Citizens Advice Bureaux became known as Local Citizens Advice (LCA) and Mid Suffolk CAB became known as Citizens Advice Mid Suffolk (CAMS). The charity also cooperates and liaises with many other advisory services, local charities and social services departments on behalf of clients.

Audit Process

The charitable company is annually audited by Citizens Advice using a Performance and Quality Framework. Every three years the LCA receives a full audit by to ensure compliance with the Advice Quality Standard (AQS). The Red/Amber/Yellow and Green (RAYG) scoring system is used to mark each of the five key areas:

- Quality of Advice Assessment
- Client Experience
- People Management
- Leadership
- Financial Health

Quality of Advice Assessment – every quarter the LCA self-assesses a selection of random cases which are then checked by a Citizens Advice auditor for the quality of the self-assessment and quality of advice.

Client Experience – a selection of clients is contacted by email or text after the advice process to assess their satisfaction with the service and advice provided.

People Management – an annual survey is sent to all staff and volunteers in May to ask people about their experiences; identify what's working well and see where improvements can be made.

Leadership – the Trustees annually self-assess how well the charity is run and whether it is delivering good quality services. The self-assessment is checked by an auditor from Citizens Advice.

Financial Health – quarterly financial reports are provided to Citizens Advice which are assessed against the budget and the Reserves Policy. A comparison is provided against LCA in the family group.

The charity is currently averaging a green across all five areas.

Risk Management

The Trustees have reviewed their procedures in the light of corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'. A Risk Register is kept which anticipates potential changes to the environment in which the charity is working and highlights how these would impact on its services. The organisation faces a range of operational risks and the key to successful risk management is to identify potential risks, the likelihood of them occurring and then mitigate their impact. The Risk Register is a formal statement of the charity's risk management strategy and how the impact of potential risks can be minimised. Identifying the risks is an important element of risk management and has been given detailed and careful consideration.

Mid Suffolk Citizens Advice Bureau

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Trustees' annual report (incorporating the director's report) *(continued)*

Year ended 31 March 2018

Structure, governance and management (continued)

Mid Suffolk Citizens Advice Bureau's objectives, its internal organisation and the environment in which it operates are continually evolving and as a result, the risks it faces are not constant. Organisational success derives in part, from successful risk taking and so the purpose of internal control is to help manage and control risk appropriately rather than to eliminate it.

The following measures will help minimise the risks:

- Trustee Board recognises its role as the ultimate authority about the governance of the organisation and that the management team and staff recognise that they operate with delegated authority.
- Effective appraisal of the Manager and Management Team.
- Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts.
- The effective use of probationary periods, annual appraisals, staff supervision and HR policies to promptly identify and deal with issues of concern.
- Regular case sheet checking, Independent File Reviews and training to ensure quality.
- Regular review and analysis of statistics to ensure targets are met.
- Maintain good relationships with funders to identify potential future funding problems and potential funding opportunities.
- Ensure adequate financial reserves.
- Monthly financial monitoring against annual budget.
- Good communication between volunteers, staff, the Management Team and the Trustee Board.
- Maintaining independence and political neutrality to avoid conflict of interests.

Information Assurance

The Trustee Board has approved an information assurance strategy, having identified the risk presented by the significant amounts of client data held in the offices. An information assurance management team exists to ensure the confidentiality, integrity and availability of all sensitive data assets is maintained. The team are working with Citizens Advice, Data Controllers and Data Processors to ensure that the charity will be GDPR compliant and appropriate agreements are in place

Public Benefit

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by Mid Suffolk Citizens Advice Bureau during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Trustees' annual report (incorporating the director's report) *(continued)*

Year ended 31 March 2018

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The Trustees' annual report was approved on Friday 2nd November 2018 and signed on behalf of the Board of Trustees by:

Michael Wangermann
Chair
Board of Trustees
Mid Suffolk Citizens Advice Bureau

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Independent examiner's report to the Trustees of Mid Suffolk Citizens Advice Bureau

Year ended 31 March 2018

I report to the charity Trustees on my examination of the financial statements of the company for the year ended 31 March 2018 which comprise the statement of financial activities (including income and expenditure account), balance sheet and the related notes.

Responsibilities and basis of report

As the charity's Trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mark Proctor FCA DChA

Independent examiner
LOVEWELL BLAKE LLP
Chartered accountants
First Floor Suite, 2 Hillside Business Park
Bury St Edmunds, IP32 7EA

Mid Suffolk Citizens Advice Bureau

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Statement of financial activities (including income and expenditure account)

Year ended 31 March 2018

		Unrestricted funds	2018 Restricted funds	Total funds	2017 Total funds
	Note	£	£	£	£
Income and endowments					
Grants and donations	5	156,999	41,635	198,634	212,421
Charitable activities	7	3,677	1,167	4,844	3,961
Investment income	9	390	–	390	756
Total income		<u>161,066</u>	<u>42,802</u>	<u>203,868</u>	<u>217,138</u>
Expenditure					
Charitable activities	10	156,124	47,147	203,271	206,731
Total expenditure		<u>156,124</u>	<u>47,147</u>	<u>203,271</u>	<u>206,731</u>
Net income and net movement in funds		<u>4,942</u>	<u>(4,345)</u>	<u>597</u>	<u>10,407</u>
Reconciliation of funds					
Total funds brought forward		159,838	9,627	169,465	159,058
Total funds carried forward		<u>164,780</u>	<u>5,282</u>	<u>170,062</u>	<u>169,465</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

		2018	2017
		£	£
Fixed assets			
Tangible fixed assets	14	3,403	9,681
Current assets			
Debtors	15	874	2,749
Cash at bank and in hand		176,661	180,714
		<u>177,535</u>	183,463
Creditors: Amounts falling due within one year	16	<u>(10,876)</u>	(23,679)
Net current assets		<u>166,659</u>	159,784
Total assets less current liabilities		<u>170,062</u>	169,465
Net assets		<u>170,062</u>	169,465
Funds of the charity			
Restricted funds		5,282	9,626
Unrestricted funds		164,780	159,839
Total charity funds	17	<u>170,062</u>	<u>169,465</u>

For the year ending 31 March 2018 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

The notes on pages 17 to 24 form part of these financial statements.

Mid Suffolk Citizens Advice Bureau

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Balance sheet at 31 March 2018

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

These financial statements were approved by the Board of Trustees and authorised for issue on Friday 2nd November 2018, and are signed on behalf of the Board by:

Michael Wangermann (Chair)

Trustee

Company registration number: 5296023

The notes on pages 17 to 24 form part of these financial statements.

Mid Suffolk Citizens Advice Bureau

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Notes to the financial statements

Year ended 31 March 2018

1. General information

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 5 Milton Road South, Stowmarket, Suffolk, IP14 1EZ.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)), Companies Act 2006 and the Charities Act 2011. The charity has applied Update Bulletin 1 as published on 2 February 2016.

The charity constitutes a public benefit entity as defined by FRS 102.

3. Accounting policies

Basis of preparation

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

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

Going concern

The accounts have been prepared on the going concern basis and the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected income and expenditure for the next 12 months from authorising these financial statements. The budgeted income and expenditure are sufficient with the level of reserves for the Trust to be able to continue as a going concern.

Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the Trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable, and its amount can be measured reliably.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2018

3. Accounting policies (continued)

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office equipment - 25% - 33% Straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provision of the instrument. Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs. Debt instruments are subsequently measured at amortised cost. Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

4. Limited by guarantee

The company is limited by guarantee and does not have a share capital. Every member of the company undertakes to contribute to the assets of the company if it is wound up during the time that he or she is a member, or within one year afterwards, for payment of the debts and liabilities of the company contracted before the time at which he or she ceases to be a member and of the costs, charges and expenses of winding up and for the adjustment of the rights of the contributors among themselves such amount as may be required not exceeding £1.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2018

5. Grants and donations

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Donations			
Donations	7,042	2,756	9,798
Grants			
Grants	149,957	38,879	188,836
	<u>156,999</u>	<u>41,635</u>	<u>198,634</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £
Donations			
Donations	11,434	3,650	15,084
Grants			
Grants	144,164	53,173	197,337
	<u>155,598</u>	<u>56,823</u>	<u>212,421</u>

A detailed analysis of grants and donations is provided in note 6.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2018

6. Grants and donations

	2018 £	2017 £
Grants Receivable		
Suffolk County Council	41,214	42,379
Mid Suffolk District Council	96,520	101,430
Stowmarket Town Council	7,600	7,600
Stowmarket Relief Trust	15,000	15,000
The National Association of Citizen Advice Bureaux	17,669	17,428
Suffolk Community Foundation	2,000	4,833
M S Society	2,533	3,167
Elmswell Parish Council	3,000	1,500
Henry Smith Charitable Trust	3,000	3,000
Off Gas	-	1,000
Bosmere Lodge	300	-
	<u>188,836</u>	<u>197,337</u>

Of the £188,836 of Grants received in the year £38,879 was restricted

Donations

Private Donations	2,473	1,742
Stowmarket District Lions	1,000	1,000
Alfred Williams Charitable Trust	1,500	1,500
Geoffrey Burton Charitable Trust	1,650	1,650
Suffolk County Council - locality grant	106	2,000
Parish Councils	2,069	6,192
Needham Market & Barking Welfare Charity	-	500
Mid Suffolk Chairman's Charity	-	500
Needham Market Town Council	1,000	-
	<u>9,798</u>	<u>15,084</u>

Of the £9,798 of Donations in the year £2,756 was restricted

7. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Other income	<u>3,677</u>	<u>1,167</u>	<u>4,844</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £
Other income	<u>3,051</u>	<u>910</u>	<u>3,961</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2018

8. Net income

Net income is stated after charging:

	2018 £	2017 £
Depreciation of tangible fixed assets	6,278	7,253
Operating lease rentals	21,264	21,031
	<u>27,542</u>	<u>28,284</u>

9. Investment income

	Unrestricted Funds £	Total Funds 2018 £	Unrestricted Funds £	Total Funds 2017 £
Bank interest receivable	390	<u>390</u>	756	<u>756</u>

10. Expenditure on charitable activities

	Staff costs £	Direct costs £	Support costs £	2018 total £	2017 total £
Charitable Activities					
-advice and counselling	130,032	11,789	61,450	<u>203,271</u>	<u>206,731</u>

11. Independent examination fees

	2018 £	2017 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	<u>1,800</u>	<u>1,800</u>

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2018 £	2017 £
Wages and salaries	119,148	117,493
Social security costs	2,739	2,612
Pension costs	8,145	8,361
	<u>130,032</u>	<u>128,466</u>

The average head count of employees during the year was 11 (2017: 11).

No employee received employee benefits of more than £60,000 during the year (2017: Nil).

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2018

12. Staff costs (continued)

Key Management Personnel

Key management personnel (as shown on page 1) include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total remuneration and benefits received by key management personnel for services provided to the charity was £79,929 (2017: £80,122).

13. Trustee remuneration and expenses

No Trustees received any remuneration during the year. The charity reimbursed Trustees for expenses incurred amounting to £73 (2016: £50).

14. Tangible fixed assets

	Office equipment £
Cost	
At 1 April 2017	38,183
Disposals	(2,500)
At 31 March 2018	<u>35,683</u>
Depreciation	
At 1 April 2017	28,502
Charge for the year	6,278
Disposals	(2,500)
At 31 March 2018	<u>32,280</u>
Carrying amount	
At 31 March 2018	<u>3,403</u>
At 31 March 2017	<u>9,681</u>

15. Debtors

	2018 £	2017 £
Prepayments and accrued income	874	2,706
Other debtors	—	43
	<u>874</u>	<u>2,749</u>

16. Creditors: Amounts falling due within one year

	2018 £	2017 £
Accruals and deferred income	<u>10,876</u>	<u>23,679</u>

Deferred income of £6,187 (2017: £19,620) included above comprises grant income for future periods.

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2018

17. Analysis of charitable funds

Restricted funds

	At 1 April 2017 £	Income £	Expenditure £	At 31 March 2018 £
BIM Project	15	13,276	(13,291)	-
Elmswell Outreach Project	1,297	106	(1,267)	136
Employment Advice	-	5,000	(5,000)	-
Financial Capability	8,012	-	(3,292)	4,720
Money Advice Project	-	9,820	(9,820)	-
M S Society	103	4,000	(3,678)	425
Rent	-	7,600	(7,600)	-
	<u>9,626</u>	<u>42,802</u>	<u>(47,147)</u>	<u>5,281</u>

Benefit & Income Maximisation ("BIM") Project - a community project aimed at ensuring full entitlement for appropriate benefits and grants for persons within Mid Suffolk;

Elmswell Outreach Project - funding to deliver fortnightly advice services in Elmswell;

Employment Advice - funding towards employing one adviser supported by one volunteer as employment caseworkers with representation at employment tribunals;

Financial Capability - funding to provide training to frontline workers and end users to increase awareness on budgeting, savings, credit and energy efficiency;

Money Advice Project - funding to provide budgeting, energy and debt advice and casework to tenants.

MS Society Project - funding to employ one Welfare Benefits Specialist to offer advice to families affected by Multiple Sclerosis;

Rent - Stowmarket Town Council grant towards premises rent.

Designated funds

	2018 £	2017 £
Equipment Reserve	(10,000)	(10,000)
Contractual Commitment Reserve	(35,000)	(30,000)
Development Reserve	(5,000)	(5,000)
Property Reserve	(40,000)	(40,000)
Meeting the Needs	-	(15,000)
	<u>(90,000)</u>	<u>(100,000)</u>

Mid Suffolk Citizens Advice Bureau

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2018

17. Analysis of charitable funds (continued)

Equipment Reserve - a reserve to ensure there is enough capital to upgrade or replace IT and communications as required and to replace office equipment when it becomes obsolete or beyond economic repair. Funds are also required from time-to-time to purchase new equipment for new projects. The Trustees consider a sum of £10,000 held in reserve will permit replacement of these items when they fail or require upgrading and the purchase of additional equipment.

Contractual Commitment Reserve - a reserve to ensure that the charity can cover contracted payments to staff such as redundancy, provision of maternity, paternity and long-term sickness cover, payment of pension funds and the costs of any disciplinary and/or grievance procedures that may arise. This category of Reserve also covers the costs of curtailing on-going contracts (for instance IT and communications contracts) where necessary. The Trustees consider a sum of £35,000 to be applicable for this purpose.

Development Reserve - a reserve to allow the charity to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such projects. The estimated costing of any proposed projects will be contained within the charity's Strategic Business and Development Plan and will be self-supporting once established. An initial project start-up reserve limit of £5,000 will be applicable.

Property Reserve - a reserve to cover the potential costs of a move to alternative premises. These costs would include: legal fees; costs for moving the paperwork, furniture and equipment, installation of IT and Telecoms equipment and adaptation of the premises to allow for the provision of a confidential advice service to required standards. Added to this is an amount for Dilapidations, i.e. the replacement of carpets and re-decoration and general repairs to existing premises. The total Property Reserve has been set by Trustees at £40,000.

Meeting the Needs Project - this reserve related to a project to fund research into the needs of the Community of Mid Suffolk and a new approach to outreach. It has been completed and no further reserve is necessary.

18. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £	Total Funds 2017 £
Tangible fixed assets	3,403	–	3,403	9,681
Current assets	161,377	5,282	166,659	159,784
Net assets	<u>164,780</u>	<u>5,282</u>	<u>170,062</u>	<u>169,465</u>

19. Financial commitments

Total commitments under non-cancellable operating leases are as follows:

	2018 £	2017 £
Amounts due within one year	10,793	13,085
Amounts due between one and 5 years	1,080	11,904
	<u>11,873</u>	<u>24,989</u>



Citizens Advice Mid Suffolk is an operating name of:

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