

**Telford and the Wrekin Citizens Advice Bureaux
T/A Citizens Advice Telford and the Wrekin
(A company limited by guarantee)**

Charity No: 1077566

Company No: 03844929

Report and Financial Statements

Year Ended 31st March 2018

Telford and the Wrekin Citizens Advice Bureaux

Administrative Information

Chair	Louise Lomax
Vice Chair	George Kinnell
Honorary Treasurer	David Boardman
Trustees	David Boardman George Kinnell Louise Lomax June Slaven Andrew Burford Raemonde Catherine Evans Julia Bennett Paul Clifford (Appointed 11/10/2017) David Shelmerdine (Co-opted) (Appointed 31/01/2018)
Company Secretary	Lyn Brayne
Registered Office	40 Tan Bank Wellington Telford Shropshire TF1 1HW
Company Number	
Charity Number	1077566
Bankers	Unity Trust Bank PLC 9 Brindley Place 4 Oozells Square Birmingham B1 2HB
Auditors	Dyke Yaxley Limited 1 Brasseley Road Old Potts Way Shrewsbury SY3 7FA
Solicitors	MFG Solicitors Padmore House Hall Court Hall Park Way Telford TF3 4LX

Telford and the Wrekin Citizens Advice Bureaux

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Telford and the Wrekin Citizens Advice Bureaux

Trustees' Report (Including Directors Report) For The Year Ended 31 March 2018

The Trustees have pleasure in presenting their report together with the audited financial statements for the year ended 31st March 2018. The Trustees, who are also the directors of the company for the purpose of company law, who served during the year, are:

David Boardman	Elected	
George Kinnell	Elected	
Claire Jukes	Co-opted	Resigned 03/05/2017
Louise Lomax	Elected	
June Slaven	Elected	
Andrew Burford	Elected	
Raemonde Catherine Evans	Elected	
Julia Bennett	Elected	
Paul Clifford	Elected	Appointed 11/10/2017
David Shelmerdine	Co-opted	Appointed 31/01/2018

Structure, Governance and Management

Governing Document

Telford and the Wrekin Citizens Advice Bureaux is a registered charity and company limited by guarantee. The company is governed by its Memorandum and Articles of Association and was incorporated as a company limited by guarantee on the 20th September 1999.

Organisational Structure

Telford and the Wrekin Citizens Advice Bureaux is governed by its Trustee Board which is responsible 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 the management team. The Trustee Board is independent of the management team. A register of Trustee Board members' interests is kept at the registered office and is available to the public.

Trustees are elected from the local community at the Annual General Meeting. Induction and training is provided through training courses, mentoring and e-learning.

Telford and the Wrekin Citizens Advice Bureaux is a member of Citizens Advice (the operating name of the National Association of Citizens Advice Bureaux) and complies with its national standards of advice and casework.

Telford and the Wrekin Citizens Advice Bureaux

Trustees' Report (Including Directors Report) For the Year Ended 31 March 2018 (continued)

Retirements

David Boardman (Honorary Treasurer) and Lyn Brayne (Company Secretary) have both been around at the bureaux for a very long time, soon after the 3 precursor bureaux merged at the beginning of the 2000s. Lyn, a project worker employed using Big Lottery funding, was appointed on an interim basis when the bureaux was facing serious challenges. The previous Chief Executive had left after a few months, lottery funding was coming to an end, and there were too many liabilities for the organisation to cope with. On top of that, although the bureaux was one separate entity, in reality the three main outlets were acting as separate organisations.

Fourteen years later both Lyn and David are retiring. With patience and resolution during those years they have moved the bureaux from three geographically separate teams with competing loyalties into one team serving the whole of Telford & Wrekin. They have managed change so that unsustainable commitments were dispensed with and key priorities delivered for the residents of the borough. Monies have been brought in from a variety of sources to augment the service the bureaux has been able to offer. And finally during the last few years Lyn has developed partnership working with other charities and statutory organisations, often taking the lead role in bidding for, and delivering service contracts.

The bureaux has been acknowledged as delivering an excellent quality of service and David and Lyn leave us with our own building and with a healthy financial reserve. Fourteen years ago we could not have asked more of them than this. They have provided leadership, probity and stability when it was very much needed and we thank them for this. They can look back with pride at their years of commitment to the Citizens Advice Bureaux service. We thank them both sincerely.

Risk Management

The Trustees have considered all the major risks to which the charity is exposed and regularly review the risk management strategy and take action to mitigate those risks.

A large reduction in funding is identified as the most significant risk and the company seeks to secure diverse sources of funding and maintain positive working relationships with all funders. The reserves policy is regularly reviewed and up-dated and internal procedures for ensuring quality of service and financial management are periodically reviewed and up-dated.

With the development of more partnership working Trustees have considered the potential risk to the organisation's reputation from the activities of partners. Processes have been implemented to exercise due diligence at the start of partnership arrangements and to regularly monitor and review performance.

Policies and procedures are in place to identify and prevent fraud, and are reviewed regularly.

Telford and the Wrekin Citizens Advice Bureaux

Trustees' Report (Including Directors Report) For the Year Ended 31 March 2018 (continued)

Objectives and Activities

The principal activity of the company in the year under review was that of a charity. The objectives of the company are the promotion of any charitable purpose for the benefit of the community in the area of Telford and the Wrekin Council by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Public Benefit

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

Telford and the Wrekin Citizens Advice Bureaux aims:

To provide the advice people need for the problems they face

And equally

To improve the policies and practices that affect people's lives

Telford and the Wrekin Citizens Advice Bureaux aim to provide a regular and accessible holistic advice service for the people of Telford and Wrekin local authority area. The advice service is free, confidential, impartial and independent.

The charity provides information and advice on individual's rights and responsibilities, empowering those who can to help themselves to resolve issues and supporting those who need more help.

It also aims to identify local need for specialist advice services and to meet this need by providing these services directly or working with and in support of other agencies.

Telford and the Wrekin Citizens Advice Bureaux also aim to use their knowledge of local issues to work proactively with local and regional agencies to prevent problems arising for their clients in the first place.

Telford and the Wrekin Citizens Advice Bureaux are working to achieve these aims through the use of both volunteer and paid staff, and through funding from a wide range of different sources. 102 volunteers contributed 16,700 hours during the year with an estimated value of over £200,000.

Telford and the Wrekin Citizens Advice Bureaux

Trustees' Report (Including Directors Report) For the Year Ended 31 March 2018 (continued)

The following services were provided during the year:

- Drop in service every weekday in the Advice Centre
- Self-help and digital access facilities every weekday in the Advice Centre
- General advice by appointment at First Point
- Debt and Benefits advice for people in acute financial crisis
- Energy advice for individuals and groups
- General advice at weekly outreach sessions in Newport, Madeley, Stirchley, Dawley and Brookside.
- Dedicated advice for families – working with the Council's Early Intervention
- Financial Capability advice including budgeting support for Universal Credit claimants
- My Choice first point of contact service and assistive technology drop-in for adults with care needs
- Advice by appointment in Donnington and Charlton Medical Practices

The main objective for the year was to secure sufficient funding to continue with the current level of service provision in a challenging funding environment and to retain specialist skills, experience and capacity.

Achievements and Performance

Telford and the Wrekin Citizens Advice Bureaux supported 16,963 individuals with enquiries covering 26,576 issues. Of these, advice/casework support was provided for 4,948 enquiries. Around £6,500,000 of personal debt was presented. 15,412 outcomes were recorded over the year with £5,500,000 in financial gains.

We started a new Social prescribing pilot project in Donnington and Charlton Medical Practices offering advice by appointment for practice patients.

We have started to receive direct referrals to My Choice from Shropshire Fire and Rescue Service's Safe and Well scheme. During Safe and Well visits, if other issues are identified they are referred directly to My Choice. Issues include winter warmth, social isolation, risk of slips, trips and falls and healthy lifestyles. We then make one or more referrals, internally or to My Choice partners, for appropriate advice and support.

Premises

We have carried out routine repairs and maintenance on our premises. We continue to accommodate some partners from the My Choice service and the new Help through Crisis project to ensure co-ordinated working. We have also provided meeting space for the Tinnitus Group, an interview room weekly for a support worker from Signal and monthly for a hearing aid clinic provided by Rural Community Council for Shropshire.

Telford and the Wrekin Citizens Advice Bureaux

Trustees' Report (Including Directors Report) For the Year Ended 31 March 2018 (continued)

Future Plans

We are continuing to develop the My Choice service, which is now in its third and final year. We are continuing to work with partners to prepare to bid for a new contract to start in April 2019.

Financial Position

The Trustees consider that the state of the charity's affairs is satisfactory. There have been no important events affecting the business of the charity since the year end, and the Trustees do not expect any significant change in the type or volume of the charity's core business.

Income in the year was £812,597 of which £608,709 related to restricted projects and activities. There was a deficit of £32,792 in the year and at 31st March 2018 the balance carried forward was £807,127. The charity has many projects with restricted funding; the charity will commence projects using unrestricted funds before specific funding is received. This means that some of the restricted funds may be in deficit at the year-end; this represents the timing of the funding only. Any completed projects which are in deficit have an amount transferred from unrestricted reserves to the fund.

Principal Funding Sources

The Trustees extend their gratitude to Telford and Wrekin Council who have continued to support the core work of the charity. Additional funding came from the Big Lottery Fund, Money Advice Service, Comic Relief, Energy Best Deal, Big Energy Saving Network, Newport Town Council, Madeley Town Council, Greater Dawley Parish Council and Stirchley, Brookside Parish Council, the Grimmitt Trust, the Martin Lewis fund and Santander.

Reserves Policy

The Trustees believe that the Charity should hold financial reserves in order to ensure that it can continue to operate and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising. This policy is monitored quarterly and reviewed annually by the Trustees.

The Trustees consider that it is prudent to have at least 3 months operating costs in reserve, amounting to a total of £150,000 based on predicted expenditure. In addition there are estimated amounts for specific contingencies amounting to £20,000 for IT, £50,000 for premises repairs, £150,000 for contractual commitments including redundancies and a staffing reserve of £42,589.

Telford and the Wrekin Citizens Advice Bureaux

Trustees' Report (Including Directors Report) For the Year Ended 31 March 2018 (continued)

We also have fixed assets amounting to £290,000 of which 100% represents the value of our premises. The Trustees consider that our premises remain fit for purpose and provide cost effective accommodation.

Investment Policy

The company has the power, in furtherance of its objects, to invest the monies of the company not immediately required for its purposes. In doing so the Trustees aim to get the maximum return balanced against the risks.

Telford and the Wrekin Citizens Advice Bureaux

Trustees' Report (Including Directors Report) For the Year Ended 31 March 2018 (continued)

Statement of Trustees' Responsibilities

The Trustees (who are also directors for the purposes of company law) are responsible for preparing a 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 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 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

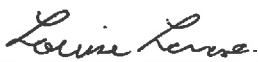
The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure to our auditors

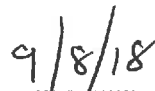
In so far as the Trustees are aware at the time of approving our Trustees' annual report:

- there is no relevant information, being information needed by the auditor in connection with preparing the report, of which the auditor is unaware, and
- the trustees, having made enquiries of fellow directors and the auditor that they ought to have individually taken, 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.

On behalf of the board



L Lomax - Trustee



Date

Telford and the Wrekin Citizens Advice Bureaux

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX CHARITABLE COMPANY

Opinion on Financial Statements

We have audited the financial statements of Telford and the Wrekin Citizens Advice Bureaux for the year ended 31 March 2018 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, 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 our opinion the financial statements:

- give a true and fair view of the state of the charitable company'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;
- have been prepared in accordance with the requirements of the Companies Act 2006.

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 financial statements section of our report. We are independent of Telford and the Wrekin Citizens Advice Bureaux in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other 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 where:

- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about Telford and the Wrekin Citizens Advice Bureaux'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 financial statements are authorised for issue; or
- the Trustee's use of the going concern basis of accounting in the preparation of the financial statements is not appropriate.

Telford and the Wrekin Citizens Advice Bureaux

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX CHARITABLE COMPANY (continued)

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements 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 financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements 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 financial statements 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.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' report (incorporating the strategic report and the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (including the Strategic Report).

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 require us to report to you if, in our opinion:

- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- certain disclosure of Trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purpose of our audit.

Telford and the Wrekin Citizens Advice Bureaux

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX CHARITABLE COMPANY (continued)

Responsibilities of Trustees

As explained more fully in the statement of Trustee's responsibilities, the Trustees, who are also the directors of Telford and the Wrekin Citizens Advice Bureaux for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing Telford and the Wrekin Citizens Advice Bureaux'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

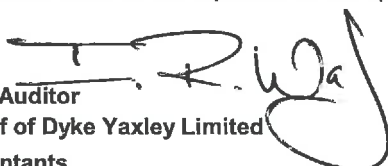
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee 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 financial statements.

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

Use of our report

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

Mr Ian Walsh
Senior Statutory Auditor
For and on behalf of Dyke Yaxley Limited
Chartered Accountants
And Statutory Auditors



7/9/18
1 Brassey Road
Old Potts Way
Shrewsbury
SY3 7FA

Dyke Yaxley Limited is eligible for appointment as auditor of Telford and the Wrekin Citizens Advice Bureaux by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006

Telford and the Wrekin Citizens Advice Bureaux

Statement of Financial Activities (Incorporating an Income & Expenditure Account)

For The Year Ended 31 March 2018

	Note	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Income:					
Grants for charitable activities	4	199,605	608,389	807,994	837,414
Donations	3	1,750	-	1,750	3,969
Bank Interest	3	1,550	-	1,550	2,788
Other Miscellaneous Income	3	983	320	1,303	3,580
Total income		203,888	608,709	812,597	847,751
Expenditure					
Charitable Activities:					
Staff and volunteer costs		157,806	388,205	546,011	526,800
Office costs		21,416	36,253	57,669	73,071
Premises		6,640	7,014	13,654	22,638
Governance costs	6	12,040	12,290	24,330	22,616
Other costs	5	-	203,725	203,725	165,677
Total expenditure		197,902	647,487	845,389	810,802
Net income/(expenditure) before transfers		5,986	(38,778)	(32,792)	36,949
Gross transfers between funds		35,297	(35,297)	-	-
Net Movement In Funds		41,283	(74,075)	(32,792)	36,949
Reconciliation of funds					
Total funds brought forward		732,894	107,025	839,919	802,970
Total funds carried forward		774,177	32,950	807,127	839,919

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

All income and expenditure derive from continuing operations.

Telford and the Wrekin Citizens Advice Bureaux

Balance Sheet

At 31 March 2018

	Note	2018		2017	
		£	£	£	£
Fixed Assets					
Tangible assets	7		290,000		293,592
Current Assets					
Debtors	8	5,648		7,061	
Bank Account		587,750		565,917	
Cash in hand		200		200	
		<u>593,598</u>		<u>573,178</u>	
Current Liabilities					
Creditors falling due within one year	9	<u>76,471</u>		<u>26,851</u>	
Current Assets Less Current Liabilities			517,127		546,327
Total Assets Employed			<u><u>807,127</u></u>		<u><u>839,919</u></u>
The funds of the charity:					
Unrestricted	13		774,177		732,894
Restricted	14		32,950		107,025
Total charity funds			<u><u>807,127</u></u>		<u><u>839,919</u></u>

The notes at pages 14 to 23 form part of these accounts.

D. Boardman

D Boardman - Treasurer

13-8-18

Date

Telford and the Wrekin Citizens Advice Bureaux

Statement of Cash flows

for the year ended 31 March 2018

	Note	2018	2017
		£	£
Cash used in operating activities	19	<u>20,283</u>	<u>43,058</u>
Cash flows from investing activities			
Interest Income		1,550	2,788
Cash provided by (used in) investing activities		<u>1,550</u>	<u>2,788</u>
Increase (decrease) in cash and cash equivalents in the year		<u>21,833</u>	<u>45,846</u>
Cash and cash equivalents at the beginning of the year		566,117	520,271
Total cash and cash equivalents at the end of the year		<u><u>587,950</u></u>	<u><u>566,117</u></u>

Telford and the Wrekin Citizens Advice Bureaux

Notes to the Accounts 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:

1.1 Basis of preparation

The accounts have been prepared in accordance with the Charity's governing document, the Charities Act 2011, the 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 (FRS 102)" (as amended for accounting periods commencing from 1 January 2016.) The Charity is a Public Benefit Entity as defined by FRS 102.

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 £.

The charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The charity has availed itself of Paragraph 3 (2) of schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities.

1.2 Going Concern

At the time of approving the accounts, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in the preparation of the accounts.

Telford and the Wrekin Citizens Advice Bureaux

Notes to the Accounts For The Year Ended 31 March 2018 (continued)

1.3 Tangible Fixed Assets and Depreciation

Individual fixed assets (excluding IT equipment) costing £1,000 or more, and IT equipment of £1,500 or more are capitalised at cost and depreciated over their useful economic lives on the following basis:

Buildings	No depreciation
Computer equipment	33% on cost
Other furniture and equipment	33% on cost

The Trustees consider that freehold properties are maintained in such a state of repair that their residual value is at least equal to their net book value. As a result, the corresponding depreciation would not be material and therefore is not charged in the statement of financial activities. The trustees perform annual impairment reviews in accordance with the requirements of FRS15 and FRS 11 to ensure that the carrying value is not higher than the recoverable amount.

1.4 Impairment of fixed assets

At each reporting date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.5 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.6 Financial instruments

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

Telford and the Wrekin Citizens Advice Bureaux

Notes to the Accounts For The Year Ended 31 March 2018 (continued)

1.7 Debtors

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

1.8 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.

1.9 Income

Incoming resources are included in the Statement of Financial Activities in the year in which they are receivable. Funding received in advance of the period to which it relates is deferred.

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.

The value of services provided by volunteers has not been included in these financial statements.

Miscellaneous income includes interest from investments.

Donated goods 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 for the item. A corresponding amount is then recognised in expenditure in the period of receipt.

1.10 Expenditure

Resources expended are shown in the period in which they are incurred and include VAT which is not recoverable.

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Indirect costs are apportioned to each activity on the basis of associated people time for staff and volunteers.

Telford and the Wrekin Citizens Advice Bureaux

Notes to the Accounts For The Year Ended 31 March 2018 (continued)

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as they fall due.

1.12 Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by Trustees for particular purposes. The aim and use of each designated fund, if any, is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2 Legal status of the charity

The charity 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.

Telford and the Wrekin Citizens Advice Bureaux

Notes to the Accounts For The Year Ended 31 March 2018 (continued)

3 Income from Generated Funds

	Unrestricted £	Restricted £	Total 2018 £	Total 2017 £
Donations	1,750	-	1,750	3,969
Bank interest	1,550	-	1,550	2,788
Miscellaneous income	983	320	1,303	3,580
	<u>4,283</u>	<u>320</u>	<u>4,603</u>	<u>10,337</u>

4 Income From Charitable Activities

	Unrestricted £	Restricted £	Total 2018 £	Total 2017 £
Telford & Wrekin Council				
General	199,105	-	199,105	200,385
First Point	-	37,000	37,000	33,852
My choice	-	188,427	188,427	187,970
Children Centre Services	-	22,000	22,000	22,000
UC	-	(608)	(608)	5,145
Paid Reps	-	10,791	10,791	8,182
Big Lottery Fund				
Helping Hands	-	97,779	97,779	74,700
Money/ Debt Advice				
MASDAP	-	95,477	95,477	102,692
MASDAP Extra	-	-	-	8,543
Outreach				
Newport Town Council	-	5,500	5,500	5,250
Madeley Town Council	-	5,250	5,250	5,250
Dawley Parish Council	-	5,000	5,000	5,000
Stirchley & Brookside Parish Council	-	3,000	3,000	3,000
Brookside	-	917	917	-
Energy Projects				
Energy Champion	-	45,757	45,757	-
EBDX	-	28,275	28,275	71,252
BESN	-	9,000	9,000	4,000
PPM	-	-	-	9,000
Campaigns & Development				
Client account	500	-	500	4,960
Good Things Foundation	-	1,110	1,110	2,414
GP Surgeries	-	-	-	2,500
RHRT	-	3,750	3,750	-
The Discovery Foundation - Weekend Welcome	-	10,000	10,000	-
Weekend Welcome	-	-	-	5,000
Comic Relief	-	3,000	3,000	3,000
Comic Relief	-	36,964	36,964	73,319
Total	<u>199,605</u>	<u>608,389</u>	<u>807,994</u>	<u>837,414</u>

5 Other Costs

	2018 £	2017 £
Grants received & reimbursed	<u>203,725</u>	<u>165,677</u>

The charity provides advice services in partnership with other local charities. Funds received from the Big Lottery Fund are distributed to the partnership members in accordance with the funding allocation in the partnership funding agreement provided by the Big Lottery Fund.

Telford and the Wrekin Citizens Advice Bureaux

Notes to the Accounts For The Year Ended 31 March 2018 (continued)

6 Governance Costs

	2018 £	2017 £
Audit	7,902	8,372
Legal and professional	11,336	9,984
Other	152	-
Trustees' expenses	743	791
Bank charges	645	636
Miscellaneous expenses	3,552	2,833
	<u>24,330</u>	<u>22,616</u>

Included within legal and professional are amounts totalling £1,368 (2017: £1,314) receivable by the charity's auditor for other financial services rendered to the charity.

7 Fixed Assets

	Freehold building £	Computers, Furniture and Equipment £	Total £
Cost			
At 1 April 2017	290,000	27,320	317,320
Additions	-	-	-
Disposals	-	-	-
At 31 March 2018	<u>290,000</u>	<u>27,320</u>	<u>317,320</u>
Depreciation			
At 1 April 2017	-	23,728	23,728
Charge	-	3,592	3,592
On disposal	-	-	-
At 31 March 2018	<u>-</u>	<u>27,320</u>	<u>27,320</u>
Net Book Values			
At 31 March 2018	<u>290,000</u>	<u>-</u>	<u>290,000</u>
At 31 March 2017	<u>290,000</u>	<u>3,592</u>	<u>293,592</u>

8 Debtors

	2018 £	2017 £
Accrued income	5,536	6,328
Prepayments	112	733
	<u>5,648</u>	<u>7,061</u>

Telford and the Wrekin Citizens Advice Bureaux

Notes to the Accounts For The Year Ended 31 March 2018 (continued)

9 Liabilities falling due within one year	2018 £	2017 £
Accruals	35,335	14,815
PAYE	7,941	9,785
Pension Creditor	3,069	2,251
Deferred Income	30,126	-
	76,471	26,851

10 Fund Balances

Fund balances at 31 March 2018 are represented by the following assets and liabilities.

	Unrestricted funds £	Restricted funds £	Total £
Tangible fixed assets	290,000	-	290,000
Current assets	504,559	89,039	593,598
Current liabilities	(20,382)	(56,089)	(76,471)
	774,177	32,950	807,127

11 Trustees' Remuneration and Expenses

During the year four (2017: four) Trustees received reimbursements for expenses totalling £743 (2017: £791). No Trustee received remuneration.

12 Staff Costs

	2018 £	2017 £
Wages and salaries	485,071	459,090
Social security costs	32,929	31,464
Pension costs	12,191	11,966
	530,191	502,520

The average head count of employees was 29 (2017: 27). No employee earned over £60,000.

Telford and the Wrekin Citizens Advice Bureaux

Notes to the Accounts For The Year Ended 31 March 2018 (continued)

12 Staff Costs (continued)

Total redundancy payments in the year amounted to Nil (2017 - £3,382). This was funded from the general unrestricted fund.

The key management personnel of the charity comprise of the Service Director, Project Advice Manager, Development Manager and Resource Manager whose employee benefits total £135,920 (2017: £118,935).

13 Analysis of movements in unrestricted funds

	Balance 1 April 2017 £	Income £	Expenditure £	Transfers £	Funds 31 March 2018 £
General fund	324,894	203,888	(197,902)	30,708	361,588
Replacement of IT equipment	20,000				20,000
Premises repairs	50,000				50,000
Contractual commitments	150,000				150,000
Staffing reserve	38,000			4,589	42,589
3 Months Core costs	150,000				150,000
	<u>732,894</u>	<u>203,888</u>	<u>(197,902)</u>	<u>35,297</u>	<u>774,177</u>

Telford and the Wrekin Citizens Advice Bureaux

Notes to the Accounts For The Year Ended 31 March 2018 (continued)

14 Analysis of Restricted Funds

	Brought forward		Income	Expenses	Transfer To/From Unrestricted Funds	Carried Forward	Held as Fixed Assets	Held as Current Assets
	£	£						
BESN	(1,031)	9,000	(9,586)	-	(1,617)	-	(1,617)	
Brookside	-	917	(1,720)	-	(803)	-	(803)	
Big Lottery								
Helping Hands	6,191	97,779	(98,206)	-	5,764	-	5,764	
Children Centre Services	-	22,000	(22,000)	-	-	-	-	
Client account	95	1,110	(1,205)	-	-	-	-	
Comic Relief - Telford Money Go Round	29,976	36,964	(72,988)	6,048	-	-	-	
Community Pride - IT Project	3,055	-	(3,055)	-	-	-	-	
Dawley Outreach	-	5,000	(4,035)	-	965	-	965	
EBDX	22,750	28,275	(18,021)	(27,278)	5,726	-	5,726	
Energy Champion	-	45,757	(37,890)	(7,867)	-	-	-	
First Point	-	37,000	(37,023)	23	-	-	-	
GP Surgeries	-	3,750	(2,828)	-	922	-	922	
Madeley Outreach	(223)	5,250	(5,035)	8	-	-	-	
MASDAP	6,670	95,477	(114,600)	-	(12,453)	-	(12,453)	
My choice	24,420	188,427	(176,552)	-	36,295	-	36,295	
Newport Outreach	-	5,500	(5,500)	-	-	-	-	
Paid Reps	4,796	-	(18,259)	-	(13,463)	-	(13,463)	
RHRT	-	10,000	(7,500)	(2,500)	-	-	-	
Probation Project Redundancy	4,589	-	-	(4,589)	-	-	-	
Stirchley & Brookside Outreach	11	3,000	(3,011)	-	-	-	-	
UC	2,366	(608)	(2,616)	858	-	-	-	
Weekend Welcome	3,360	3,320	(5,856)	-	824	-	824	
	107,025	597,919	(647,487)	(35,297)	22,160	-	22,160	

Funds in deficit represent projects which the charity has started in anticipation of income for those projects. Deficits are funded from the charity's unrestricted reserves and all projects in deficit are on-going projects. Where a project ceases in deficit the charity transfers unrestricted income to that project.

Telford and the Wrekin Citizens Advice Bureaux

Notes to the Accounts For The Year Ended 31 March 2018 (continued)

15 Financial Commitments

At 31 March 2018, the charity was committed to making the following future minimum lease payments under non-cancellable operating leases;

	2018	2017
	£	£
Operating leases which expire:		
Within one year	2,263	2,215
Between two and five years	3,371	5,538
	<u>5,634</u>	<u>7,753</u>

16 Related Parties

There have been no related party transactions in the year, other than the reimbursement of the Trustees expenses that is disclosed in note 11.

17 Government grants

Income from government grants comprises grants made by local authorities to fund the charity's objectives. See note 4 for more information and to the amount and source of these grants.

18 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.

19 Reconciliation of net movement in funds to net cash flow from operating activities

	2018	2017
	£	£
Net movement in funds	(32,792)	36,949
Add back depreciation charge	3,592	4,145
Add back loss on sale of tangible assets		274
Deduct interest income shown in investing activities	(1,550)	(2,788)
Decrease/(increase) in debtors	1,413	(3,576)
Increase/(decrease) in creditors	49,620	8,054
Net cash used in operating activities	<u><u>20,283</u></u>	<u><u>43,058</u></u>

Telford and the Wrekin Citizens Advice Bureaux

Detailed Income and Expenditure Account

For The Year Ended 31 March 2018

	2018	2017
	Total	Total
	£	£
Income		
Grants for charitable activities	807,994	837,414
Donations	1,750	3,969
Bank Interest	1,550	2,788
Other miscellaneous income	1,303	3,580
Total Income	812,597	847,751
Staff and Volunteer Costs		
Salaries, NI and pension	530,191	502,520
Subcontractor costs	458	-
Other	610	1,955
Recruitment and training	2,665	2,960
Travel and subsistence	4,603	5,625
Volunteer expenses	7,484	13,740
	546,011	526,800
Office Costs		
General insurance	3,289	3,287
Computer and telephone costs	35,763	25,302
Office equipment	2,457	22,891
Other	231	-
Depreciation	3,592	4,145
Post and stationery	10,574	13,124
Reference materials	1,470	3,934
Security	293	-
	57,669	72,683
Premises		
Cleaning and repairs	3,312	11,838
Heat, light and water	10,146	10,664
Rent	196	136
	13,654	22,638
Governance Costs		
Audit	7,902	8,372
Legal and professional	11,336	9,984
Other	152	-
Trustees' expenses	743	791
Bank charges	645	636
Miscellaneous expenses	3,552	2,833
	24,330	22,616
Other costs		
Grants received reimbursed to other charities	203,725	165,677
	203,725	165,677
Total Expenditure	845,389	810,414
Net Income/(Expenditure)	- 32,792	37,337
Accumulated Fund brought forward	840,307	802,970
Accumulated Fund Carried Forward	807,515	840,307

