

Company number	5052691
Registered charity number	1103010

CITIZENS ADVICE BUREAU IN SWALE

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

CITIZENS ADVICE BUREAU IN SWALE

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY,
ITS TRUSTEES AND ADVISORS
FOR THE YEAR ENDED 31 MARCH 2020**

Trustees

Elected Members	Trevor Payne (Chairman)	
	Richard Calvert	
	David Walker	
	Irene Hall	
	Patricia Longbottom	(Retired 23rd July 2019)
	Michael Moore FCA - Treasurer	
	Ruth Jenner	
	Gary Laker	(Resigned 4th April 2019)
Representative Members	Edward Wilcox	(Retired 23rd July 2019)
	Derek Conway	(Retired 23rd July 2019)
	Nicholas Hampshire	(Retired 23rd July 2019)
	Paul Stephen	Swale BC (Appointed 17th September 2019)
	Tim Gibson	Swale BC (Appointed 17th September 2019)
	Hannah Perkin	Swale BC (Appointed 17th September 2019)
	Carole Jackson	Faversham TC (Appointed 17th September 2019)
Company Secretary	Mark Hinton	

Management Team

Fiona Spall (Manager) Mark Hinton (Manager/Chief Officer)

Registered office

Swale House
East Street
Sittingbourne
ME10 3HT

Independent Examiner

Alyson Howard FCCA DChA CF
MHA MacIntyre Hudson
Chartered Accountants
71 New Dover Road
Canterbury
CT1 3DZ

Honorary Legal Adviser

David Walker MA(Cantab) Solicitor
10 Harvey Drive
Sittingbourne
ME10 4UR

Company registered number 5052691

Charity registered number 1103010

Citizens Advice Registered Number 75/0016

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2020**

The Trustees (who are also directors of the charitable company for the purposes of company law) present their annual report together with the financial statements for the year ended 31 March 2020. The Charity constitutes a public benefit entity as defined by FRS 102. This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 as updated through Update Bulletin 1 published on 1 January 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019

Structure, governance and management**a) *Constitution***

The charitable company is registered as a charitable company limited by guarantee and was set up by a Memorandum and Articles of Association on 23 February 2004 and amended on the 23rd October 2018. In the event of the Company being wound up the Members are required to contribute an amount not exceeding £1.

The reference and administration information is set out on page 1 of the financial statements.

b) *Method of appointment of election of Trustees*

The management of the charitable company is the responsibility of the Trustees who are elected under the terms of the Memorandum and Articles of Association, the Trustees are elected to serve a period of three years after which they must be re-elected at the next Annual General Meeting.

The Officers of the Trustee Board may not hold office for more than six year consecutive years. After the end of this period, a further two years must pass before any person can hold another office.

The Trustee's are all drawn from the Swale community, of whom up to three are nominated by Swale Borough Council and one is nominated by Faversham Town Council. Efforts are made to ensure that there is balance in terms of the areas within the community from which Trustees hail and also in the skills that they bring to Citizens Advice Swale.

c) *Policies adopted for the induction and training of Trustees*

All new Trustees receive an induction pack which includes

- the obligations of Trustees
- the main documents which set out the operational framework for the Charity including Memorandum & Articles
- the Aims, Principles & Policies Training Pack

Training sessions on the obligations of new Trustees and/or the work of the Charity are held prior to Board meetings when appropriate.

d) *Organisation structure and decision making*

Citizens Advice Bureau in Swale (trading as Citizens Advice Swale) is organised with a Board of Trustees comprising a minimum of 3 members up to a maximum of 15 to oversee policy and planning. During this reporting period the Board consisted on average of 11 members who met four time a year. The Managers and up to four staff representatives also sit on the Board, but they have no voting rights. A finance and staffing sub-committee meets quarterly to consider relevant matters and prepare recommendations for the full Board. A strategy and structure sub-committee considers aspects of the future direction and shape of the organisation, including service delivery channels and premises, to advise the Board in such matters. The Managers are appointed to strategically manage and supervise the day to day administration of the organisation.

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2020**

Structure, governance and management (continued)e) *Risk assessment*

The Trustees have assessed the major risks to which the charitable company is exposed, in particular those related to the operations and finances of the charitable company, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Procedures are in place to ensure compliance with the health and safety of all staff, clients and visitors. The quality of advice given to clients is assured through adhering to the Citizens Advice Membership Scheme.

Objects of the Charity for Public Benefit

The Charity's objects are to promote any charitable purpose for the benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Swale and surrounding areas.

In order to realise this public benefit, general and specialist advice is provided through drop-in sessions and by appointment at the Charity's locations in Sittingbourne, Sheerness and Faversham. Advice services are supplemented by training and support activities, particularly where related to the development of money management skills and financial capability. The Charity seeks to secure additional funding from time to time to support specific projects and programmes which enhance the breadth and sustain ability of the service for local residents.

We are a member of the National Association of Citizens Advice Bureaux, an independent registered charity providing advice materials, organisational support, training and quality assurance infrastructure. The national body also negotiates on the behalf of local offices with major funding providers and national Government to generate funding which is then allocated either directly or via a bidding process for local services.

Achievements and performance

During the year we advised 4858 clients on 15,568 issues. This includes comprehensive support where we see clients several times and simple queries where the engagement is relatively brief. Our data only counts a client once at the first point of contact. Many of our clients are vulnerable and require several interactions with our advisers.

Debt (46.4%) and Benefits/tax credits (30.1%) form by far the highest proportion of the issues we deal with, and often these are concerns facing the same client. Of note in 2019-20 is the Help To Claim project supporting Universal Credit claimants, which accounted for 14.9% of issues on its own.

We recorded income gains of £2,140,045 for clients during the year, with sums outside of Universal Credit claims including appeals for Personal Independence Payments (PIP) and Employment Support Allowance (ESA).

With 60% of our clients reporting a disability or long-term health condition, it is clear that our services are helping people facing considerable challenges. We maintain bases in Sittingbourne, Sheerness and Faversham particularly to enable access for those with mobility difficulties, and increased our telephone and online presence during the year.

At the very end of the year, the impact of the coronavirus pandemic led to a complete move to home-based working and the suspension of face-to-face services. This will be reported upon more fully in the 2020-21 Report, but the speed and effectiveness that the team showed in transforming our provision away from office-based to fully telephone and email/web-based was a considerable organisational achievement.

Future and Development

As noted above, at the time of writing, we are in a period of considerable uncertainty, and are only making the early decisions about a return to office-based activities which may not happen for some months yet. Our new Strategic Plan identifies five key aims, loosely around client experience, security of funding, and effective organisational structure. All of these have been tested in recent weeks. However, the Plan itself remains valid, and sets the tone for our next three years. With a financial boost from Swale Borough Council for 2020-21, and the support of various grants and funders, we have been able to extend our services in Sheerness, refurbish the offices at Faversham, and following the retirement of an experienced Advice Session Supervisor – rethink our organisational structure. The creation of a new Centre Manager post for Faversham will develop the service there, and particularly help to build local partnerships with relevant agencies – a theme which we hope to repeat across our service with additional funding during the year. Establishing better links with the Foodbanks locally (we have many mutual clients) will help build a holistic support structure around the most vulnerable members of the community, and links with Jobcentre Plus and the main housing associations will further enhance our provision. The enforced working from home due to Covid-19 has shifted our perspective rapidly into 21st Century working, and the Google Hangout is as much a part of our routine as notepads and pens were six months previously.

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2020**

Future and Development (Continued)

We have already updated some of our IT resources and further investment in the tools to allow us to work in any setting will follow. The Help to Claim project has continued into a second year, and with the economic fall-out of both the coronavirus lockdown and Brexit, demand for that service can only increase – indeed the national call on Help to Claim trebled almost overnight in the weeks following March 23rd when the lockdown took hold.

We have made very effective use of data in the year to inform our stakeholders and our own team about the work that we do and its impact in the local community. Part of this activity has informed much more proactive links with the local authorities who support us, and one theme for the next few years will be a clear demonstration of value for money, so that funders are able to see the effectiveness of the work we do – both directly for people in our community, but also in terms of achieving the organisational priorities of Swale Borough Council and our other funders. One of our key messages is that the work we do changes lives – but equally it is important to remind all funders that while our service is free to clients, it is not free to deliver, and in increasingly challenging times, we can only maintain comprehensive and effective services if we have the financial means to do so.

Financial review*Reserves policy*

The Trustee's policy is unrestricted reserves of (approximately) four months core operating expenditure. We maintain these reserves as a prudent measure in a challenging financial climate to ensure we are able to meet our commitments, up to and including wind-up costs in such an eventuality. It will be noted as at 31st March our reserves policy was exceeded, this was due to a substantial surplus arising in the year, well ahead of our budgeted figure due primarily to a substantial unrestricted grant being received from Swale Borough Council shortly before the end of the financial year. The Budget for the current year shows a considerable over spend and we therefore expect the reserves to fall back to (approximately) four months core operating expenditure.

At the year end the charitable company had reserves of £157,284 (2019- £112,075) of which £2,376 was restricted (2019 - £200) The detailed financial figures are shown on page 7 of the Financial Statements.

Going concern

The financial statements have been prepared on a going concern basis. The Trustees have considered relevant information, including the annual budget, forecast future cash flows and the impact of subsequent events in making their assessment. The COVID-19 pandemic and the ensuing economic shutdown has had a significant impact on the company's operations, our staff and volunteers have been working from home and supporting our clients remotely. In response to the COVID-19 pandemic, the Trustees have performed a robust analysis of forecast future cash flows taking into account the potential impact on the business of possible future scenarios arising from the impact of COVID-19. This analysis also considers the effectiveness of available measures to assist in mitigating the impact of COVID-19.

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.'

Approved by the Board of Trustees on

2020 and signed on its behalf by:

.....
Trevor Payne - Chairman

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CITIZENS ADVICE BUREAU IN SWALE

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2020 which are set out on pages 6 to 16.

This report is made solely to the Company's Trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 154 of that Act. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or the this report.

Responsibilities and basis of report

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

Having satisfied myself that the accounts 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 accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination I have followed the Directors given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statements

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act, I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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 accounts do not accord with those records; or
- 3 the accounts 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 accounts 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.

Alyson Howard FCCA DChA CF
MHA MacIntyre Hudson
71 New Dover Road
Canterbury
Kent CT1 3DZ

Date.....

**STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2020**

	Note	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Income and Endowments					
Donations and Legacies					
Faversham Town Council		-	5,000	5,000	5,000
Minster Parish Council		-	5,000	5,000	5,000
Other Local Parishes		1,275	-	1,275	1,155
Other Donations		2,376	-	2,376	255
Friends of CAB		150	-	150	490
The Swire Trust		1,000	-	1,000	1,000
Swale Borough Council members grants		-	1,734	1,734	500
Colyer Fergusson Charitable Trust		-	7,500	7,500	-
The Edward Vinson 1957 Charity Settlement		-	7,325	7,325	-
Other Income		588	157	745	171
Charitable Activities:					
Grants and contracts					
Swale Borough Council		153,430	-	153,430	133,686
National Association of Citizens Advice Bureau:-					
Energy Best Deal		-	119	119	5,000
Be Money Smart/Live Well Kent		-	4,000	4,000	4,000
Broadband		-	500	500	-
Money Advice Service		-	104,064	104,064	104,020
		-	-	-	-
Help to Claim		-	61,436	61,436	5,916
Investment income		58	-	58	53
Total incoming resources		158,877	196,835	355,712	266,246
Expenditure on Charitable Activities					
Charitable activities	2	121,150	189,353	310,503	267,701
Total resources expended		121,150	189,353	310,503	267,701
Net Income/(expenditure)		37,727	7,482	45,209	(1,455)
Transfers between funds		5,306	(5,306)	-	-
Net movement in funds for the year		43,033	2,176	45,209	(1,455)
Reconciliation of funds					
Total funds brought forward		111,875	200	112,075	113,530
Total funds carried forward	15	154,908	2,376	157,284	112,075

**BALANCE SHEET
AS AT 31 MARCH 2020**

	Note	£	2020 £	£	2019 £
Fixed Assets					
Tangible assets	10		533		800
Total fixed assets			<u>533</u>		<u>800</u>
Current Assets					
Debtors	11	1,998		8,419	
Cash at bank and in hand	12	<u>166,763</u>		<u>120,677</u>	
Total current assets		168,761		129,096	
Creditors: Amounts falling due within one year					
	13	<u>(12,010)</u>		<u>(17,821)</u>	
Net current assets			<u>156,751</u>		<u>111,275</u>
Total net assets			<u>157,284</u>		<u>112,075</u>
The Funds of the Charity					
Unrestricted funds	14		154,908		111,875
Restricted funds			<u>2,376</u>		<u>200</u>
Total charity funds			<u>157,284</u>		<u>112,075</u>

The Trustees consider that the Company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Company to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of the financial statements.

The financial statements have been prepared in accordance with the provision applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 section 1A -small entities.

These financial statements were approved and authorised for issue by the Board and were signed on their behalf on.....

.....

T Payne (Chairman)

.....

M J Moore FCA (Honorary Treasurer)

Company Registration No 5052691

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

1 Accounting policies**a General information and basis of preparation**

Citizens Advice Bureau in Swale is a private company limited by guarantee in England. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 2 of these financial statements. The nature of the Charity's operations and principal activities are the provision of free, confidential, independent and impartial advice services to the people of Swale.

The Charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16th July 2014 as updated through Update Bulletin 1 published on 2 February 2016, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015

The Charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A

The financial statements are prepared on a going concern basis under historical cost convention, modified to include certain items of fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b) Incoming resources

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities when the charity has entitlement after any performance conditions are met, it is probable that the income will be received and the amount can be measured reliably. Income is deferred only when the donor has specified that the income relates to a future period, or if entitlement is not met.

Donated services and facilities are included at the value of the Charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts in line with the SORP (FRS 102)

Rental income is recognised as the Charity's right to receive payment is established.

c) Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include VAT which cannot be recovered and is therefore reported as part of the expenditure to which it relates

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those that assist the work of the Charity but do not directly represent the charitable activities and include office, personnel, governance and administrative costs. These costs have been allocated to expenditure in charitable activities.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include Independent Examiners' fees and costs linked to the strategic management of the Charity.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

1 Accounting policies (cont'd)

d) Tangible fixed assets and depreciation

Tangible fixed assets of over £1,000 are capitalised and are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold improvements	25% straight line
Computers, software and equipment	25% straight line
Fixtures and fittings	25% straight line

e) Cash and Cash equivalents

Cash is represented by cash in hand and financial institutions repayable without penalty on notice of not more than 24 hours,

f) Debtors and creditors receivable/payable within one year.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any loss arising from impairment are recognised in expenditure.

g) Employee benefits

The Charity operates a defined contribution plan for the benefit of employees. Contributions are expensed as they become payable.

h) Operating leases

Lease payments under operating lease, where substantially all of the risk and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

i) Going concern

The financial statements have been prepared on a going concern basis. The Trustees have considered relevant information, including the annual budget, forecast future cash flows and the impact of subsequent events in making their assessment. The COVID-19 pandemic and the ensuing economic shutdown has had a significant impact on the company's operations, our staff and volunteers have been working from home and supporting our clients remotely. In response to the COVID-19 pandemic, the Trustees have performed a robust analysis of forecast future cash flows taking into account the potential impact on the business of possible future scenarios arising from the impact of COVID-19. This analysis also considers the effectiveness of available measures to assist in mitigating the impact of COVID-19.

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.'

j) Fund Accounting

Funds held by the Charity are either:

Unrestricted general funds- these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated Funds- these are funds set aside by the Trustees out of unrestricted general funds for specific projects or future purposes.

Restricted funds- these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are used for particular restricted purposes.

k) Judgements and key sources of estimated uncertainties

No judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had any significant effect on amounts recognised in the financial statements, except for those detailed in the above accounting policies.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

2 Resources expended	Unrestricted Funds £	Restricted Fund £	2020 £	2019 £
Analysis of expenditure on charitable activities				
Staff costs	63,048	124,461	187,509	152,310
Training expenses	3,032	127	3,159	2,440
Travelling expenses	4,440	399	4,839	4,758
Remote monitoring re Money Advice and Pensions service	-	2,750	2,750	
Support costs (see note 4)	50,630	61,616	112,246	108,193
	<u>121,150</u>	<u>189,353</u>	<u>310,503</u>	<u>267,701</u>
3 Support costs allocated to activities				
	Unrestricted Funds £	Restricted Fund £	2020 £	2019 £
Staff costs	19,406	36,633	56,039	54,639
Rent room hire and service charges	10,861	8,287	19,148	18,600
Water rates	164	84	248	284
Insurance	559	362	921	1,047
Cleaning, decoration and repairs	512	3,065	3,577	745
Heating and lighting	1,289	645	1,934	2,058
Postage	1,452	1,009	2,461	1,820
Subscriptions, CitA membership fees and Publications	3,617	2,638	6,255	5,784
Office equipment, stationery and IT services	4,015	5,649	9,664	9,744
Refreshments and office sundries	527	-	527	609
Telephone and Broadband	1,022	1,656	2,678	3,381
Depreciation	158	109	267	568
Payroll fees	748	514	1,262	968
Other	1,563	537	2,100	1,654
Governance costs (see note 4)	4,737	428	5,165	6,147
	<u>50,630</u>	<u>61,616</u>	<u>112,246</u>	<u>108,048</u>
4 Governance costs				
	Unrestricted Funds £	Restricted Fund £	2019 £	2019 £
Staff costs	2,868	-	2,868	2,162
Independent Examiners' fees	1,424	428	1,852	3,500
Trustee Insurance	360	-	360	348
AGM and Trustees meeting costs	85	-	85	137
	<u>4,737</u>	<u>428</u>	<u>5,165</u>	<u>6,147</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

5	Net Income/(expenditure) for the year	2020	2019
		£	£
	This is stated after charging		
	Depreciation of Tangible assets	267	568
	Operating lease rentals	2,624	4,273
	Independent examiners fees	1,852	3,500
6	Independent examiners remuneration		
	The Independent examiners remuneration amounts to an independent examiners fee of £1,852 (2019: £3,500)		
7	Staff costs	2020	2019
		£	£
	Wages and salaries	233,743	194,398
	Social security costs	11,880	12,512
	Defined contribution pension costs	3,793	2,201
		<u>246,416</u>	<u>209,111</u>

No employee received total employee benefits (excluding employers pension costs) amounting to more than £60,000 in the period.

The average monthly number of employees and full time equivalents (FTE) during the year was as follows:

	2020	2020	2019	2019
	Number	FTE	Number	FTE
Provision of services	17	10	15	8

8 Trustees' and key management personnel remuneration and expenses

None of the Trustees (or any persons connected with them) received any remuneration during the year, (2019: £Nil) neither were they reimbursed expenses during the year (2019: £Nil).

The total amount of remuneration received by key management personnel is £ 44,778 (2019: £34,976). The Trustees consider key management personnel to be comprised of M Hinton, S Jones(3 months) F Spall (9 months) and the Trustees.

9 Taxation

The Company is a registered Charity and is not subject to Corporation Tax.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

10 Tangible fixed assets	Leasehold improvements £	Computers software & equipment £	Fixtures, & fittings £	Total £
Cost				
As at 1 April 2019	30,321	29,006	4,018	63,345
Additions	-	-	-	-
Disposals	-	-	-	-
As at 31 March 2020	30,321	29,006	4,018	63,345
Depreciation				
As at 1 April 2019	30,321	29,006	3,218	62,545
Disposals	-	-	-	-
Charge for the year	-	-	267	267
As at 31 March 2020	30,321	29,006	3,485	62,812
Net book values				
As at 31 March 2020	-	-	533	533
As at 31 March 2019	-	-	800	800
11 Debtors			2020 £	2019 £
Prepayments			290	336
Accrued Income			1,708	8,083
			1,998	8,419
12 Cash at Bank and in Hand			2020 £	2019 £
Lloyds TSB Instant access account			143,082	102,991
Lloyds TSB Current account			23,131	17,136
Cash in Hand			550	550
			166,763	120,677
13 Creditors: amounts falling due within one year			2020 £	2019 £
Trade creditors			760	1,923
Taxes and social security			4,230	3,655
Other creditors and accruals			7,020	12,241
Deferred income			-	-
			12,010	17,819

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**
14 Funds Reconciliation
STATEMENT OF FUNDS- CURRENT YEAR
Unrestricted Funds

	Balance at 01 04 19	Incoming resources	Resources Expended	Transfers	Balance at 31 03 20
	£	£	£	£	£
General Funds	111,875	158,877	(121,150)	5,306	154,908

Restricted funds

	Balance at 01 04 19	Incoming resources	Resources Expended	Transfers	Balance at 31 03 20
	£	£	£	£	£
National Association of Citizens					
Advice Bureau:- Energy Best Deal	-	119	-	(119)	-
Broadband	-	500	(500)	-	-
Be Money Smart/Live well Kent	-	4,000	(4,000)	-	-
Money Advice and Pensions service	-	104,221	(102,514)	(1,707)	-
Faversham Town Council	-	5,000	(5,000)	-	-
Minster Parish Council	-	5,000	(5,000)	-	-
William Barrows Charity	200	-	-	-	200
Colyer Fergusson Charitable Trust	-	7,500	(7,500)	-	-
The Edward Vinson 1957 Charity Settlement	-	7,325	(5,870)	-	1,455
Swale councillors members grants					
Extend Advice line service	-	150	(167)	17	-
To develop community debt provision in Partnership with Faversham Foodbank	-	741	(247)	-	494
To support fundraising and personal development resource:	-	743	(516)	-	227
To offset professional membership fees for caseworker	-	100	(128)	28	-
Help to Claim	-	61,436	(57,911)	(3,525)	-
	200	196,835	(189,353)	(5,306)	2,376

STATEMENT OF FUNDS- PRIOR YEAR
Unrestricted Funds

	Balance at 01 04 18	Incoming resources	Resources Expended	Transfers	Balance at 31 03 19
	£	£	£	£	£
General Funds	113,330	137,310	(140,489)	1,724	111,875

Restricted funds

	Balance at 01 04 18	Incoming resources	Resources Expended	Transfers	Balance at 31 03 19
	£	£	£	£	£
National Association of Citizens					
Advice Bureau:- Energy Best Deal	-	5,000	(5,000)	-	-
Be Money Smart/Live Well Kent	-	4,000	(4,000)	-	-
Money Advice service	-	104,020	(95,440)	(8,580)	-
Faversham Town Council	-	5,000	(5,000)	-	-
Minster Parish Council	-	5,000	(5,123)	123	-
William Barrows Charity	200	-	-	-	200
Help to Claim	-	5,916	(12,649)	6,733	-
	200	123,936	(122,212)	(1,724)	200

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

Purpose of funds:

Unrestricted Funds: These funds can be used in accordance with the Charity's objectives at the discretion of the Trustees.

Restricted Funds:

National Association of Citizens Advice Bureau

Energy Best Deal in partnership with Citizens Advice, which funds advice to clients in taking action in resolving energy issues (reactive and preventative)

Broadband Grant from Citizens Advice towards cost at Sittingbourne and Faversham.

Be Money Smart/Live Well Kent is an allocation to provide financial capability support in Faversham for clients referred through Porchlight/Shaw Trust

Money Advice and Pensions Service

The Money Advice and Pensions Service, in partnership with Citizens Advice, funds the Debt Advice Project. Unspent funds have been transferred to unrestricted general funds in accordance with the agreement.

Faversham Town Council

This grant contributes to the cost of providing casework for Faversham Clients.

Minster Parish Council and Colyer-Fergusson Charitable Trust

This is two grants that contribute to the cost of providing advice services for Sheppey clients.

William Barrows Charity

This grant has been provided for use in cases of extreme hardship of residents of the parish of Borden.

Edward Vinson 1957 Charity Settlement

Funds provided to refurbish the Faversham Office.

Swale council Members Grants

Various members grants for specific costs as set out above.

Help to Claim

Funding to provide assistance for clients making their initial Universal Credit claim, it includes additional funds administered by Canterbury to provide the service in Ashford.

Analysis of net assets between funds

15 SUMMARY OF FUNDS -CURRENT YEAR	Restricted funds £	General fund £	Total 2020 £
Tangible fixed assets	-	533	533
Other current assets/liabilities	-	(10,012)	(10,012)
Cash at Bank and In Hand	2,376	164,387	166,763
Total net assets	2,376	154,908	157,284
SUMMARY OF FUNDS - PRIOR YEAR	Restricted funds £	General fund £	Total 2019 £
Tangible fixed assets	-	800	800
Other current assets/liabilities	-	(9,402)	(9,402)
Cash at Bank and In Hand	200	120,477	120,677
Total net assets	200	111,875	112,075

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

16 Financial Commitments

At 31 March 2020

	2020	2019
	£	£
Not later than one year	11,665	13,056
Later than one and not later than five years	<u>23,606</u>	<u>27,500</u>
	<u>35,271</u>	<u>40,556</u>

17 Pensions and other post retirement benefits

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £3,793 (2019: £2,201). There were no liabilities outstanding (2019: £Nil) in relation to this pension

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

18 Comparative Statements of Financial Activities (2019)

	Unrestricted Funds £	Restricted Funds £	Total 2019 £
Income and Endowments			
Donations and Legacies			
Faversham Town Council	-	5,000	5,000
Minster Parish Council	-	5,000	5,000
Other Local Parishes	1,155	-	1,155
Other Donations	255	-	255
Friends of CAB	490	-	490
The Swire Trust	1,000	-	1,000
Swale Borough Council	500	-	500
Other Income	171	-	171
Charitable Activities:			
Grants and contracts			
Swale Borough Council	133,686	-	133,686
National Association of Citizens Advice Bureau:-			
Energy Best Deal	-	5,000	5,000
Be Money Smart/Live Well Kent	-	4,000	4,000
Money Advice Service	-	104,020	104,020
Help to Claim	-	5,916	5,916
Investment income	53	-	53
Total incoming resources	137,310	128,936	266,246
Expenditure on Charitable Activities			
Charitable activities	140,489	127,212	267,701
Total resources expended	140,489	127,212	267,701
Net Income/(expenditure)	(3,179)	1,724	(1,455)
Transfers between funds	1,724	(1,724)	-
Net movement in funds for the year	(1,455)	-	(1,455)
Reconciliation of funds			
Total funds brought forward	113,330	200	113,530
Total funds carried forward	111,875	200	112,075