

Arun and Chichester

**citizens
advice**

**Annual Report
2015-2016**

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Need advice?



Whoever you are...whatever the problem.

Visit us

<p>Chichester Advice Centre</p> <p>5/6 Theatre Lane Chichester West Sussex PO19 1SR</p> <p>Admin Line: 01243 776528 Fax: 01243 538914</p> <p>Opening Times: Monday – Friday 10 am – 4.30 pm</p>	<p>Bognor Regis Advice Centre</p> <p>Town Hall Clarence Road Bognor Regis West Sussex PO21 1LD</p> <p>Admin Line: 01243 866233 Fax: 01243 824981</p> <p>Opening Times: Monday – Friday 10 am – 4.30 pm</p>	<p>Littlehampton Advice Centre</p> <p>14/16 Anchor Springs Littlehampton West Sussex BN17 6BP</p> <p>Admin Line: 01903 725960 Fax: 01903 733237</p> <p>Opening Times: Monday – Friday 10 am – 4 pm</p>
<p>Outreach Sessions</p> <p>Midhurst 9.30 am – 12.30 pm every Wednesday by appt only</p> <p>Selsey 9.30am – 12.30 pm every Monday</p> <p>West Wittering 9.30 am – 11.30 am</p> <p>First Thursday of each month</p>	<p>Outreach Sessions</p> <p>Yapton 9.30 am – 11.30am every Wednesday</p>	<p>Outreach Sessions</p> <p>Arundel 10 am – 11.30am every other Wednesday by appt only</p> <p>Ford Prison 9 am – 1 pm every other Thursday</p> <p>Rustington every Tuesday – by appt only</p>

Advice by phone

Advice Line: 0344 477 1171
Mobile phone Advice Line: 03003 300650



Advice by email

Website: www.arunchichestercab.org.uk



Chairman's message

Citizens Advice in Arun and Chichester continued to provide high quality advice to a broad range of clients in 2015-16 through our core advice services and a number of additional services. These include providing guidance on pension options to people nearing retirement as one of the approved providers of the government's "Pension Wise" service, and pro bono legal advice in Family Law Clinics in Chichester staffed by a network of solicitors which are now being considered for wider rollout. In 2015-16 we provided services to more than 13,400 clients in Arun and Chichester and, while face-to-face advice remains a key part of our service, people are also being helped over the telephone, e-mail, and by our webchat service which recently started up. We expect that webchat will be used by increasing numbers of people in the future, especially by working people and those who would otherwise find it difficult or inconvenient to come to our offices, and is a key part of our future strategy.

Our financial position remains healthy. Our reserves are at target levels and our governance assessments continue to indicate that we are operating at low risk in all areas. We have been taking part in pilots of the new Performance and Quality Framework with Citizens Advice nationally which will increase our overall effectiveness both in the quality of advice which we provide and in our leadership and governance arrangements.

None of this would be possible without funding and support from the local authorities and I would like to thank West Sussex County Council, Arun District Council and Chichester District Council who have continued to provide the core funding for our services despite the severe financial pressures which they are facing. We continue to work in close partnership with the councils and are pleased that they all recognize the key role that Citizens Advice plans through early intervention, helping people to move forward before their situation becomes a crisis. I would also like to thank the Town and Parish Councils for the supplemental funding which they provide as this makes an important addition to the core.

I need to say a huge thank you to all of our staff and volunteers. Our paid staff do a wonderful job and they often go "above and beyond" to enable the service to run efficiently and effectively; and, of course, Citizens Advice simply wouldn't be possible without the 150+ volunteers who freely give their time and considerable expertise to help local people. I'd also like to thank my fellow trustees, who are also volunteers, for providing strong oversight and support to the Chief Executive Officer and, of course, Carol Groves, our CEO, for all the great work that she does to run the service.

The next couple of years will be ones of considerable challenge. Our core contract runs until 31 March 2018 and funding beyond that is not guaranteed and certainly not at current levels given the swingeing cuts which are being faced by local authorities. Funding is also less readily available for supplemental project work for similar reasons. To overcome these challenges, we will continue to work closely with our partners, the other Citizens Advice organization in West Sussex and the national charity to further modernize our services so that we can continue to demonstrate value for money and clearly articulate the impact that our work is having on the community. We have recently set up a Funding and Strategy group consisting of staff, volunteers and trustees to look at additional ways to raise funding for project work which falls naturally in our scope and will report progress in next year's Annual Report. In addition, we continue to need to recruit between 40 and 50 volunteers each year to maintain the service. While this might seem a high level of volunteer turnover, this is actually a reflection of our success as around one-third of our volunteers leave to take up employment, having gained relevant skills and qualifications during their time with us.

We are confident that we can overcome these challenges and further develop our services and organization, so that we remain as the first port of call for free, impartial advice for the people of Arun and Chichester.



Geoff Palmer
Chairman

**Like our work?
Why not get involved?**



**See Page 13
to find out
about
volunteering**

CEO's message

In my last years report I talked about working more closely with Citizens Advice Nationally on their implementation of a new Performance Quality Framework. This year we have worked hard on the Quality of Advice pilot in which cases are picked at random and sent for auditing, originally on a monthly basis and now quarterly. We put in place a slightly different staffing structure last December, to include a Quality of Advice Manager. Please do read our various reports to give you a good flavour of our productive year.

Public finances are being squeezed and times are tough for the charity sector. We are very aware of the importance of our local authorities and county council's approach to advice. Showing our worth both in qualitative and quantitative format is essential for our funders and partners. It is the outcomes for our clients both in financial and enhanced quality of life that underpins our work.

In addition to our established and planned service developments, we are delighted to be able to continue our now embedded Pension Wise service, which includes working with some of our neighbour local Citizens Advice in West Sussex and Hampshire. This service is helping people address concerns they might have when approaching retirement and gives people access to impartial guidance to help them feel confident in their decisions about the new pension freedoms.

Our Big Lottery Transitional project finished at the end of August last year, but we were able (during the 2 year project) to implement both internal training for our volunteers, and some external training to other organisations. This has given us a good basis on which to move forward, although procedures, particularly around debt and benefits change all the time and our 'in house' Operations Team meet monthly to discuss and implement any new operational changes when required.

Last year I reported on our Digital Money Coach Project, which has supported clients in accessing information digitally in order to support their money management. Although funding for this project has now come to an end, we are continuing to offer digital support to clients and our advice centres have volunteers trained for this work.

Our involvement with The Sussex Legal Services (SLS) started in May 2012 when the Family Law Clinic opened its doors to help local people receive specialist legal advice for free. I am pleased to report that there are now 30 lawyers giving their time to see our clients who cannot afford legal fees. Our Chichester advice centre sees clients once a week, and because of the success of the referrals to the 'Family Law Team', we are looking at another evening session at our Littlehampton centre.

Our core service continues to prosper and although our 'face to face' channel is still our most popular point of contact, other channels of access such as adviceline and more recently 'webchat' are on the increase.

The types of enquiries have remained similar to last year with the exception of 'financial services and capability', where there is an 80% increase. This is mainly due to our Pension Wise guiders. Benefits still continues to be our highest enquiry area.

Over the past year, staff and volunteers have worked tremendously hard to increase their skills and do more to support our growing number of clients. I am fortunate in having a strong management team, a supportive Trustee Board and a large front line team of volunteers and paid staff who are always ready to take up a challenge.

By which I mean that our team are never content to let our services continue to run in the same way just because that has historically been the way we have always run them. Despite sometimes added pressure, we are always looking for new ways to be more accessible, improve quality, and give clients more options, consider new client strategies, influence, and campaigning more effectively.

Looking ahead to the future, we are developing partnerships and looking to broaden our funding base. In addition we have been able to increase our volunteer Research and Campaign team, and look forward to campaigns both locally and nationally.

I would like to give my grateful thanks to the Trustee Board for their continued support, to the paid staff for being an exemplary team and to all the volunteers for their unstinting dedication in helping ACCA provide an excellent service to the communities of Arun and Chichester Districts.

Many thanks also go to our various funders and stakeholders, including Citizens Advice nationally for all their help in supporting us to continue to provide the advice people need for the problems they face.



Carol Groves
Chief Executive

Our core service

Arun and Chichester Citizens Advice is an independent charity and a member of the National Association of Citizens Advice.

We provide independent, impartial and confidential advice free of charge to all Arun & Chichester citizens. We are dealing with a wide range of matters including debt problems, benefit issues, employment, consumer, housing, immigration and relationship breakdown.

Our open door 'drop-in' service enables the client to get face-to-face advice on the next step they need to take. Trained volunteers provide an initial 'gateway' assessment of clients' needs and help with some basic information. We might book them an appointment if the issue is a bit more complex or arrange for the client to see a specialist adviser.

During 2015/2016 the bureau saw 13,090 clients (10,968 gateways and 2,122 enquiries).



Advice options

Although face-to-face advice has always been the cornerstone of our service, Arun and Chichester Citizens Advice also offers alternative methods by which people can access advice.

- **Advice by telephone**

Citizens Advice Arun and Chichester have a dedicated team of volunteers who staff the Telephone Advice Line. This provides a first point of contact for callers to receive prompt information and also acts as a gateway through which clients that need full advice and support can be referred to Advisers in our Centres

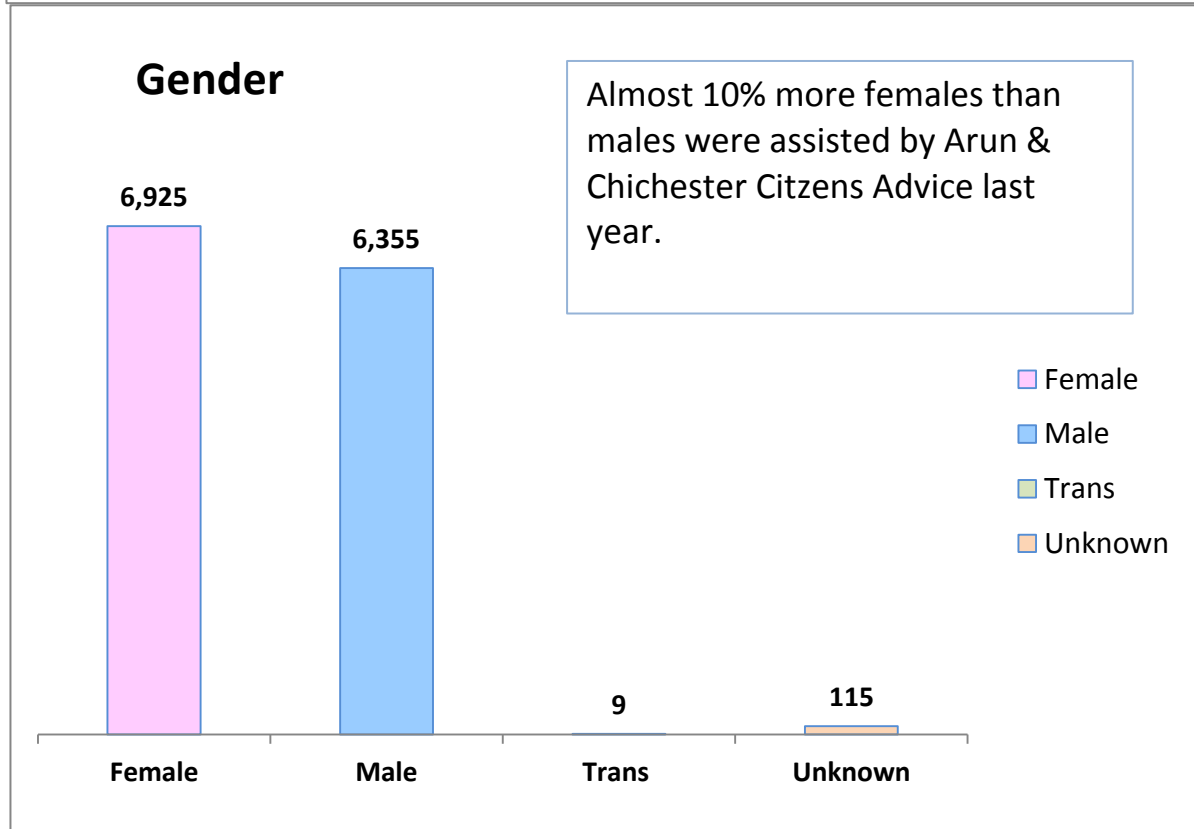
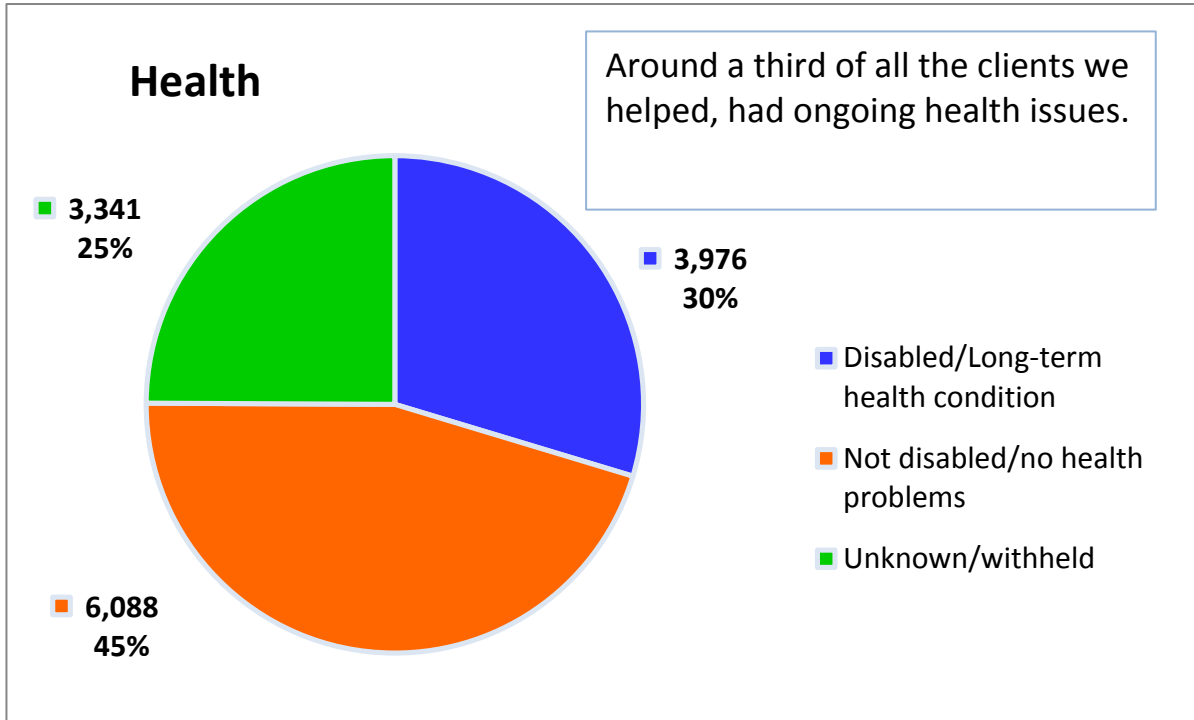
- **.Email advice**

Email is another entry point for all clients to access our services and particularly convenient for people who are working or cannot visit us.

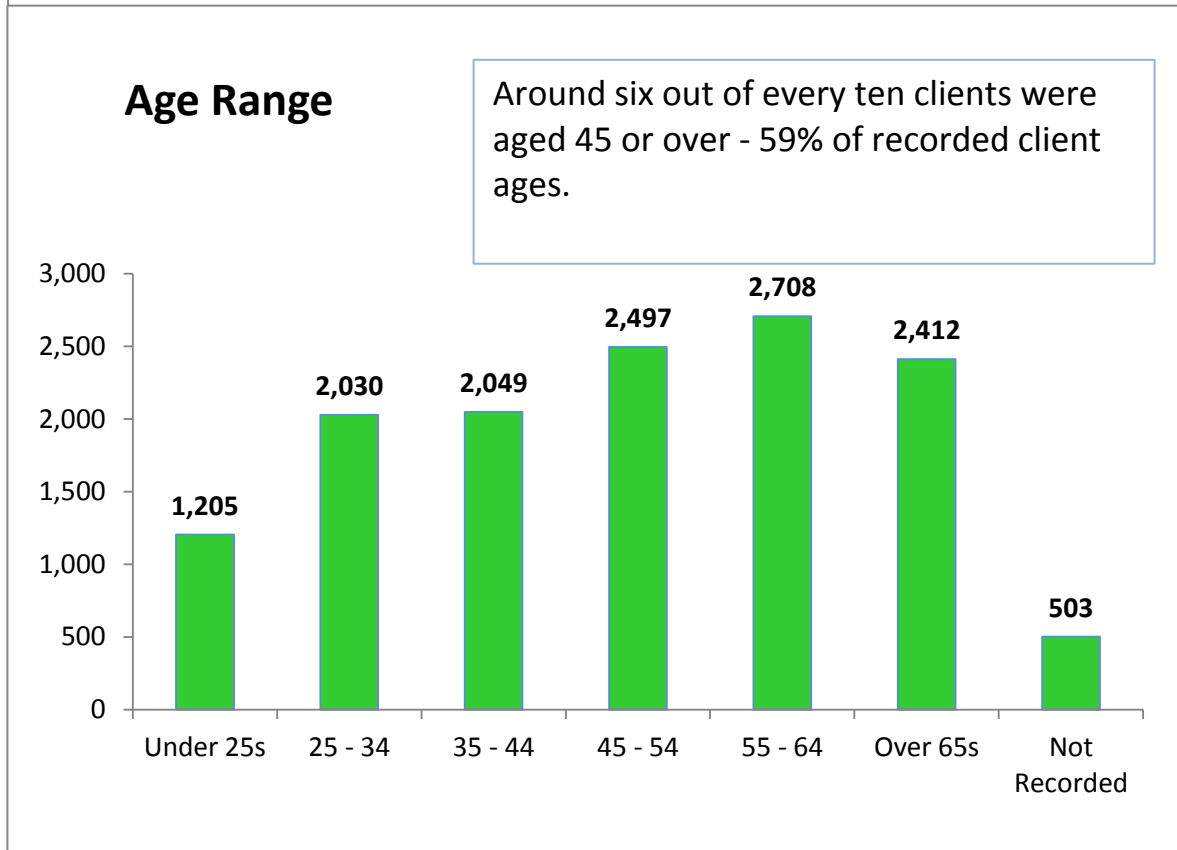
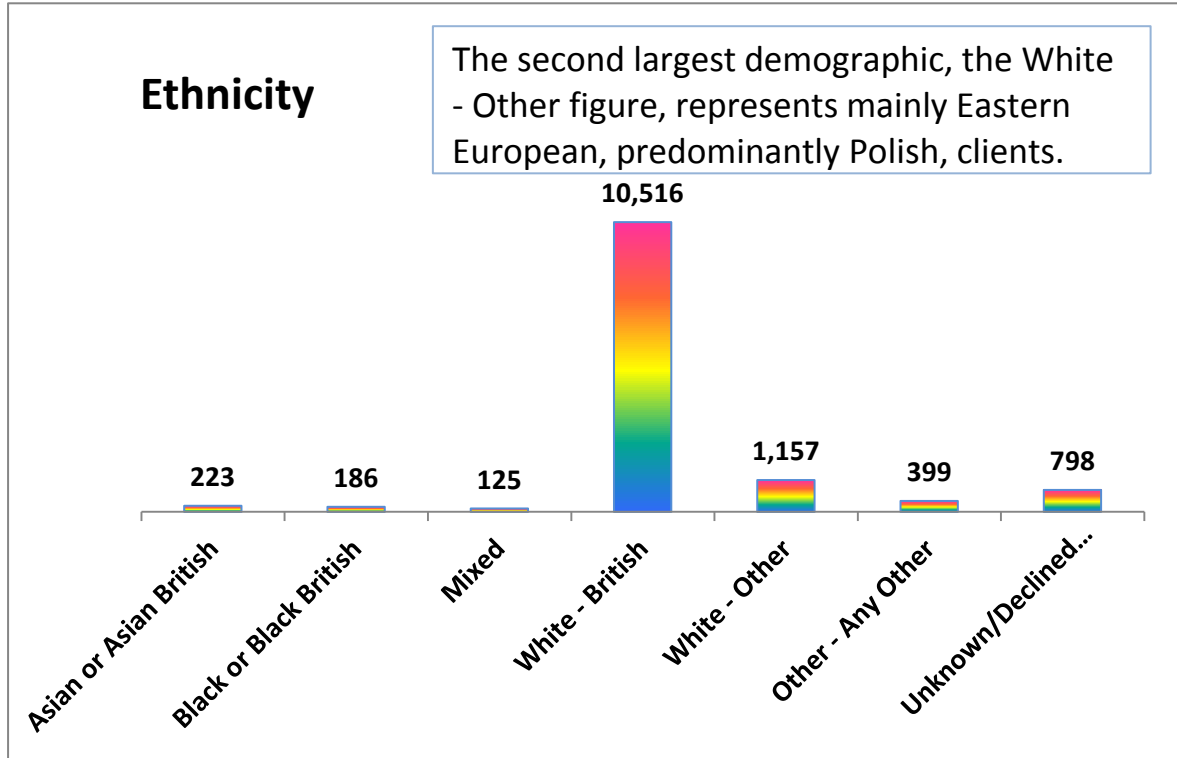
- **Adviceguide**

The Citizens Advice online guide <https://www.citizensadvice.org.uk/> is a comprehensive source of advice available to anyone at any time, offering practical and reliable information.

Arun and Chichester Citizens Advice Client Profiles 2015-2016



Arun and Chichester Citizens Advice Client Profiles 2015-2016



Finance Manager's message

Whilst I'm not involved directly with our clients, the funding we receive in order to help them has to be looked after and used for the intention that it was granted to us for. With the support of the finance team, which consists of the CEO, and two Trustees (Treasurer and recently a Vice Treasurer) the accounts and projects are reviewed and reported to the Board on a quarterly basis.

We have been looking at succession planning for the finance team which is why we recruited a Vice Treasurer during the year and this role currently provides support for the Treasurer.

On a day to day basis I will have the various invoices for the running of the centres to check and pay, authorise and set up staff and volunteer travel expenses, and check petty cash etc. However all those payments that are made have to be allocated to a particular project, if applicable, and our overheads apportioned correctly to our projects as well.

Each quarter management accounts are produced, which are sent to the rest of the finance team to review and once finalised, presented to the Board. These give a very good indication on where we are on income and expenditure against our budgets and provide a forecast of where our finances are likely to be at the end of the financial year.

As from April 2016 we are taking part in a CitA pilot of their new financial health monitoring system (which is mandatory from April 2017) which will make the allocating of our overheads a lot simpler. There are a number of spreadsheets they have implemented that can be loaded into our accounts software, which then automatically calculates project costs in relation to the number of staff allocated to it. Up until now I have done this manually so I am looking forward to a much simpler way of doing things! The CEO and I have undertaken some training this year in the run up to the new procedures, some of which we have implemented already in preparation for the changes ahead.

There is a lot to learn with the new accounting procedures but these changes make good use of my Association of Accounting Technicians (AAT) exams which I have undertaken over the last 3 years which will hopefully conclude by the end of 2016 with the completion of level 4.

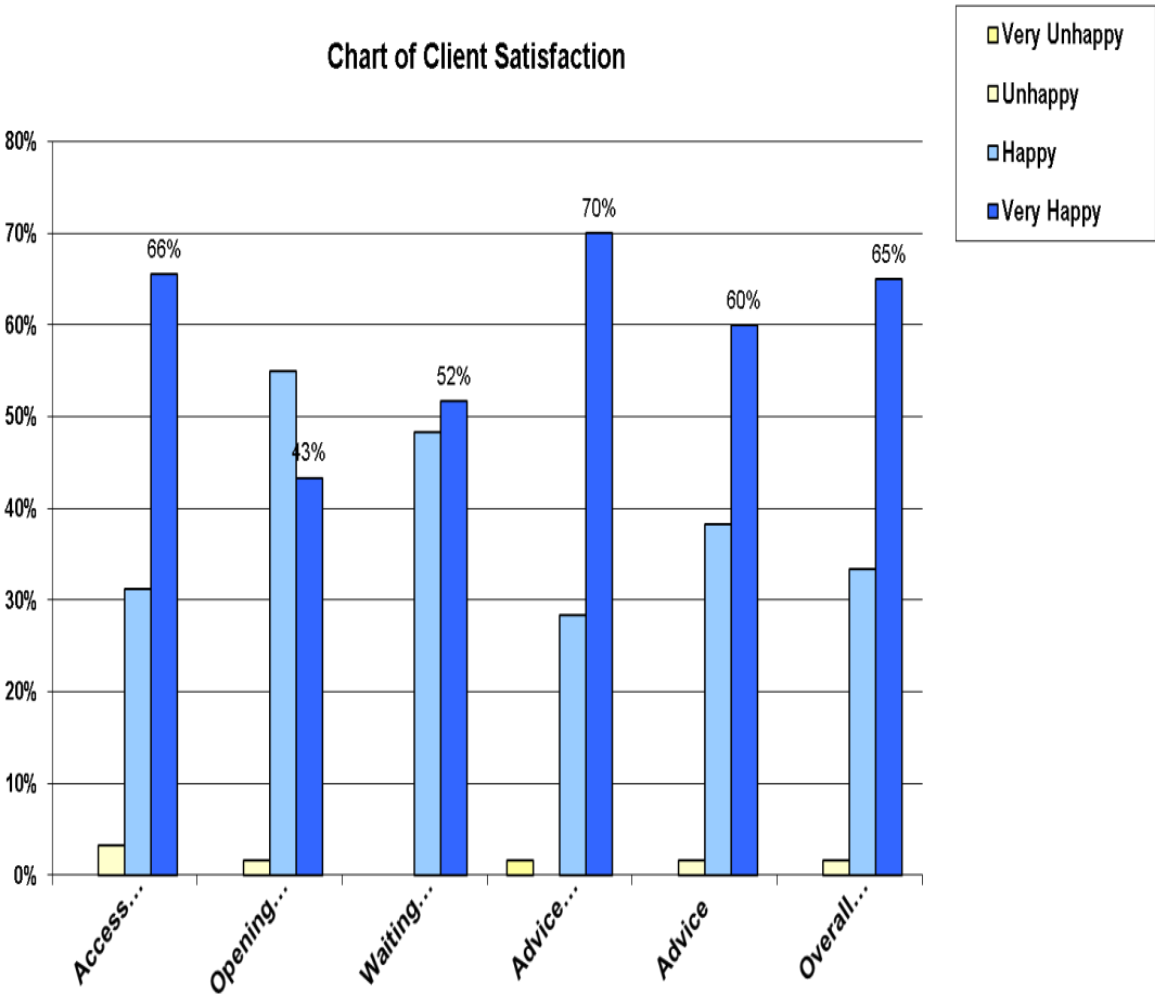
We have an excellent, supportive finance team, who all have a sense of humour which is very important when dealing with finance as it is often seen as such a tedious subject. We therefore all look forward to our annual Christmas lunch where we do in fact, contrary to popular belief, enjoy ourselves!



Tracy Rablin
Finance Manager

Making the difference

Client satisfaction is part of the Arun and Chichester CAB's quality assured standards. The views of people who use our services help to shape the planning, delivery and evaluation of our services.



How easy did you find it to access our service?

How happy are you with our current opening times?

How happy are you with your current waiting times?

How happy are you with advice... time that you have received?

How happy are you with the overall advice you received?

Overall, how happy are you with the service you received?

Operations Manager's message

From interviewing prospective volunteers to chairing the Health & Safety meeting, my work continues to be very varied and interesting. Our amazing volunteers continue to provide a great service to the public, giving of their time freely, ensuring they are up to date with the latest legislation or changes in procedures. We ask a lot of our volunteers and they always give of their best.

There are many different volunteering roles within our Advice Centres; those who see clients and those who help behind the scenes, every member of the team makes an invaluable contribution to the day to day running of these Centres.

We are also fortunate that our volunteers help out in so many other ways, for instance being part of committees, setting up training sessions – giving freely and unstintingly of their expertise and time in addition to their normal volunteering role. A big thank you to everyone who volunteers for us, the community would be a much poorer place without you.

One of the Citizens Advice aims is Research & Campaigns. This team's role is to bring together those issues that are perceived to be unjust in our society and campaign for changes in legislation or procedures. We link up with Citizens Advice nationally as well as taking up local issues. Our Research & Campaign volunteers do a lot of research behind the scenes, talking to our advisers and finding out how our clients are affected. We are fortunate to be in such a unique position to hear their stories first hand. Here is a taster of what our brilliant Research & Campaigns team did locally last year.

- Proposed closure of Chichester courts. We ensured our clients voices were heard by writing to our MPs and responding to the consultation. The courts are closing but some of our suggestions about local access to justice were noted.
- Scams Month. We had a very successful campaign. This was the first time we had worked with West Sussex Trading Standards. We ran two stands – Tesco's in Chichester and Sainsbury's in Rustington. As a consequence we've built up a relationship with Trading Standards to work jointly in the future
- Big Energy Saving Week: We worked with Arun & Chichester Well Being, running stands in Bognor, Chichester and Littlehampton to give energy saving information.
- We surveyed our clients on the problems they were having in the rental market particularly with regards to disrepair. A report was presented to Chichester District Council on our findings. This is an on-going issue.

On a more personal note, as part of the re-structure within Citizens Advice Arun & Chichester, I moved roles at Christmas and became the Office Manager, reducing my working week to three days. I'd like to thank Carol Groves and the management team for their on-going support for which I am very grateful.

Debbie Dawe
Operations Manager



Volunteers



Volunteers account for around 80% of the Citizens Advice service. Arun & Chichester Citizens Advice is fortunate to have the services of around **150 volunteers**, without whose energy, expertise and commitment we could not operate.

The volunteers help our clients to understand their rights and responsibilities and empower them to take control of their own situations by giving them the advice and information they need in order to make informed choices and decisions.

Many of our volunteers go into paid employment as a consequence of the training and support they receive as a volunteer, and some of that employment stays within Arun and Chichester Citizens Advice.

If you are interested in being part of our team, or want further information, please contact us on

**01243 866233 or
visit our website**

Volunteer story

Boosting one's Confidence

Following an industrial accident, I found myself unemployed and facing an uncertain future. I didn't know whether the skills I had were transferable or where I could learn new ones but a friend suggested I contact Citizens Advice.

Initially I applied to do administrative work and reception. Shortly afterwards, I was asked to train as an assessor and followed this with instructions on becoming an advisor. I attended training one day a week and then gave as much time as I could to working with clients, and I found that the skilled supervision, encouragement and support I received from everyone helped my confidence enormously.

I really liked the ethos of ACCA and the professional boundaries within which they work and this was very important to me as it enabled me to maintain my own professional standards. It gave me a sense of pride and purpose and I learnt so much from working with other people from so many different professional backgrounds.

I am now in paid employment for another charity, and I know that my volunteering background at ACCA gave me the edge during the interview process, and culminated in me securing paid work.

I think it is very common for unemployed people to lose their confidence and sense of worth and I think that the ACCA training and interest in others is a great remedy for this and very worthwhile for yourself and others.

Helping people with benefit problems

Case study 1



citizens
advice

Every day we help to solve all sorts of problems for people from every walk of life. The three case studies on the following pages show the scope of our work, and the success we can achieve.

About the client

A client came in for a benefit check and was advised to claim Pension Credit, which she did and was subsequently awarded it. As a result of this other benefits were able to be claimed.

The client had a property elsewhere that had always been declared, and initially this did not affect her benefit entitlement.

However, the Department of Work and Pensions (DWP) then wrote to her saying that the property should be taken into account and as a result there was a very large overpayment of benefits that they wanted back.

How we helped the client

Citizens Advice worked with the client to give the DWP all the information they requested and ensure that DWP understood the full story. As a result the DWP have now said that the property can be disregarded, no overpayment is to be repaid and all the benefits have been re-instated.

Client came in to the Centre to thank everyone.

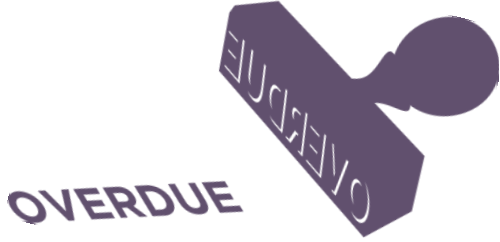


Helping people with debt problems

About the client

Our client has a background of struggling with alcohol misuse and mental health issues. The client had three very large outstanding loans stretching back to the 2000's and totalling just under £27k. When he was referred to our service and from the information and documentation he provided, it was possible that the creditor would no longer be able to successfully pursue the debt through the county court as more than 6 years had passed. The client is in receipt of Employment and Support Allowance and it is unlikely that his circumstances will improve in the foreseeable future.

However, he has expressed a desire to get back into employment but felt it was difficult to move forward with these debts still outstanding.



Case study 2

How we helped the client

The client was referred to one of our debt specialists and advised of the law on limitation and the Financial Conduct Authorities rules on the matter of his outstanding loans and that one of his options was to challenge liability of the debts.

On the client's instructions we wrote to his creditors and this resulted in them agreeing to no longer pursue the debts and close his case.



Consumer Advice

About the client

The client was unable to hear the television properly and went into a shop to buy some hearing aids to address this.

The client bought some new “high end” hearing aids to solve this specific problem which cost over £1000.

Unfortunately they didn't work, the client visited the shop several times for them to be adjusted but this did not fix the problem.

Finally, the client wished for her money back as she had been told in the shop that if the hearing aids didn't do what they were meant to do, she would get a full refund within a 90 day guarantee period.



How we helped the client

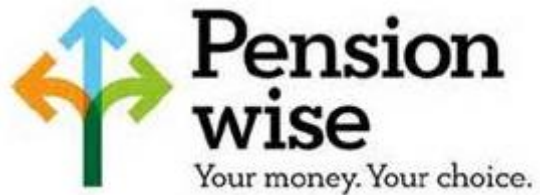
The client called into our centre for our help in dealing with the shop as her hearing impairment meant she struggled with communication. The client had already written a letter explaining the problems she had experienced but had not received a full reply. Unfortunately, the 90 day guarantee period had passed but we advised that as the hearing aids still did not work that she may still be entitled to a further repair/refund.

We wrote a letter on the client's behalf fully explaining the situation and the shop has agreed a full refund of the client's money.



Our projects

Pension Wise



Arun and Chichester is one of 50 local Citizens Advice who have been delivering the government's Pension Wise service for over one year. Launched in April 2015, Pension Wise was a new guidance service set up to help people understand their options under the pension freedoms.

Arun and Chichester delivers face to face Pension Wise appointments to people aged 50 and over with a defined contribution pension in a number of locations including Bognor Regis, Burgess Hill, Chichester, Fareham, Horsham, Lancing, Littlehampton, Petersfield and Portsmouth.

Arun and Chichester set up the new service, trained a team of staff, set up outreach locations and developed Quality Assurance policies in record time and to an exceptional standard.

Arun and Chichester have also promoted the brand across West Sussex and East Hampshire. We sent and delivered leaflets to local organisations, companies, churches, GP surgeries, dentists and community halls. We promoted scams awareness at events organised by the West Sussex County Council trading standards team. We attended staff meetings across the area and offered training sessions to help bring on board Citizens Advice staff and volunteers.

To make a face to face appointment please call 01243 860516.

We built on our knowledge at Pension Wise workshops and adapted to the developments HM Treasury and the Department of Work and Pensions wanted. High standards were maintained through observing each other's appointments and suggesting improvements in quality and rapport. We also asked our clients to complete exit polls and found ourselves with high scores.

People visiting Pension Wise are pleased with the guidance they are receiving with satisfaction ratings remaining consistently high. In May 2016, Pension Wise achieved a satisfaction score of 89.6%.

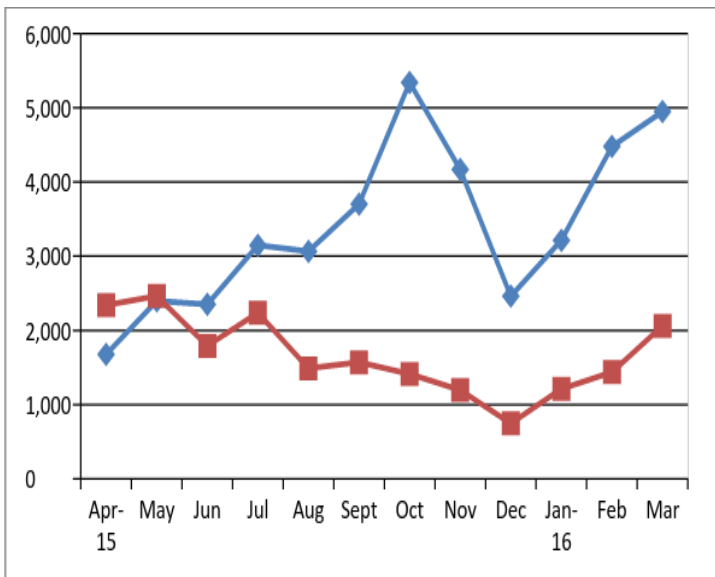


**Pension
wise**
Your money. Your choice.



Key statistics

Clients can choose to use the easy to read Pension Wise website or, for a telephone appointment, The Pensions Advisory Service (TPAS) or Citizens Advice for a face to face appointment. For 2015/16, Pension Wise has delivered 60,907 appointments across the service in England, Wales, Scotland and Northern Ireland.



The figures in the graph represent appointment numbers across the whole service from April 2015 to March 2016: the red line represents telephone appointments (TPAS) and the blue line represents face-to-face appointments (including Citizens Advice England and Wales, Citizens Advice Scotland, and Northern Ireland Citizens Advice).

Client testimonials

"It is quite a daunting task to understand what to do as you approach the time to draw your private pension. I found the session very useful, giving guidance on where to obtain more information. I feel a bit more confident in where to go from here. Will recommend the service to others."

"Excellent and very helpful guidance - explained all matter in great details, have a much clearer understanding of all matters, and answered all questions and queries I had, and helped with the way forward."

Research and Campaigns

What is Research & Campaigns?

As a service we hold a huge amount of insight and data about the problems our clients and their wider communities face.

With nationally two million clients each year this evidence is hard to ignore. We speak up about the policies and services that cause people problems.

We can use this insight and data to do several things:

- To help us research issues further
- To influence decision makers to change policies and practices
- To campaign to get decision makers to change policies and practices.

How we use data and insight

Our local advice centres analyse the needs and issues our clients are facing, and are able to identify when policies or practices become unfair.

The evidence we collate provides information not only to our local authorities but also nationally to Citizens Advice. It is this vital information that is used to support any long term policy changes. Any evidence gathered is used anonymously.



Making things fairer

In 2015/16 our work in Research and Campaigns as Citizens Advice Arun & Chichester together with the National Citizens Advice has led to:

Fair Pay for Repay ensuring consumers get a fairer deal for energy customers with a prepayment meter.

Highlighted the difficulties of registering with a GP particularly if you have no identification.

Improvement to the private rented sector through the **Settled and safe campaign. We contributed evidence to The **Housing and Planning Bill** , with two **Settled and Safe** campaign wins – as well as plans to ban rogue landlords, as are rent repayment orders - a double result!**

Raising awareness of the problems people experience with domestic abuse.

Improvement to the way council tax arrears are collected.

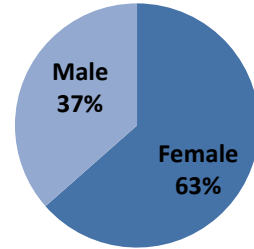
Improvement to reporting changes that effect ESA. This has led to the changes in repeat assessments for ESA for those with long term conditions



In the coming year we will build on these successes with work on issues including scams awareness, self-employment and support for energy customers. We are committed to being even more influential in the future.

Media

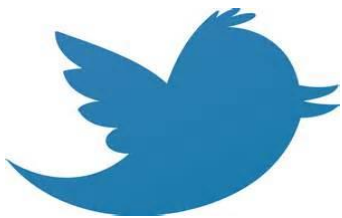
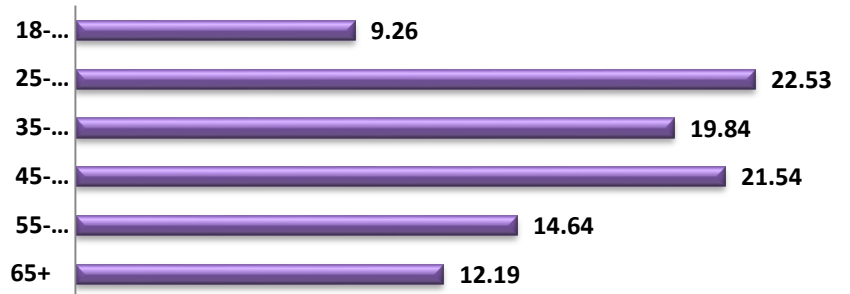
Website analytics and social media engagement Apr 2015-Apr 2016



8566 users



Age



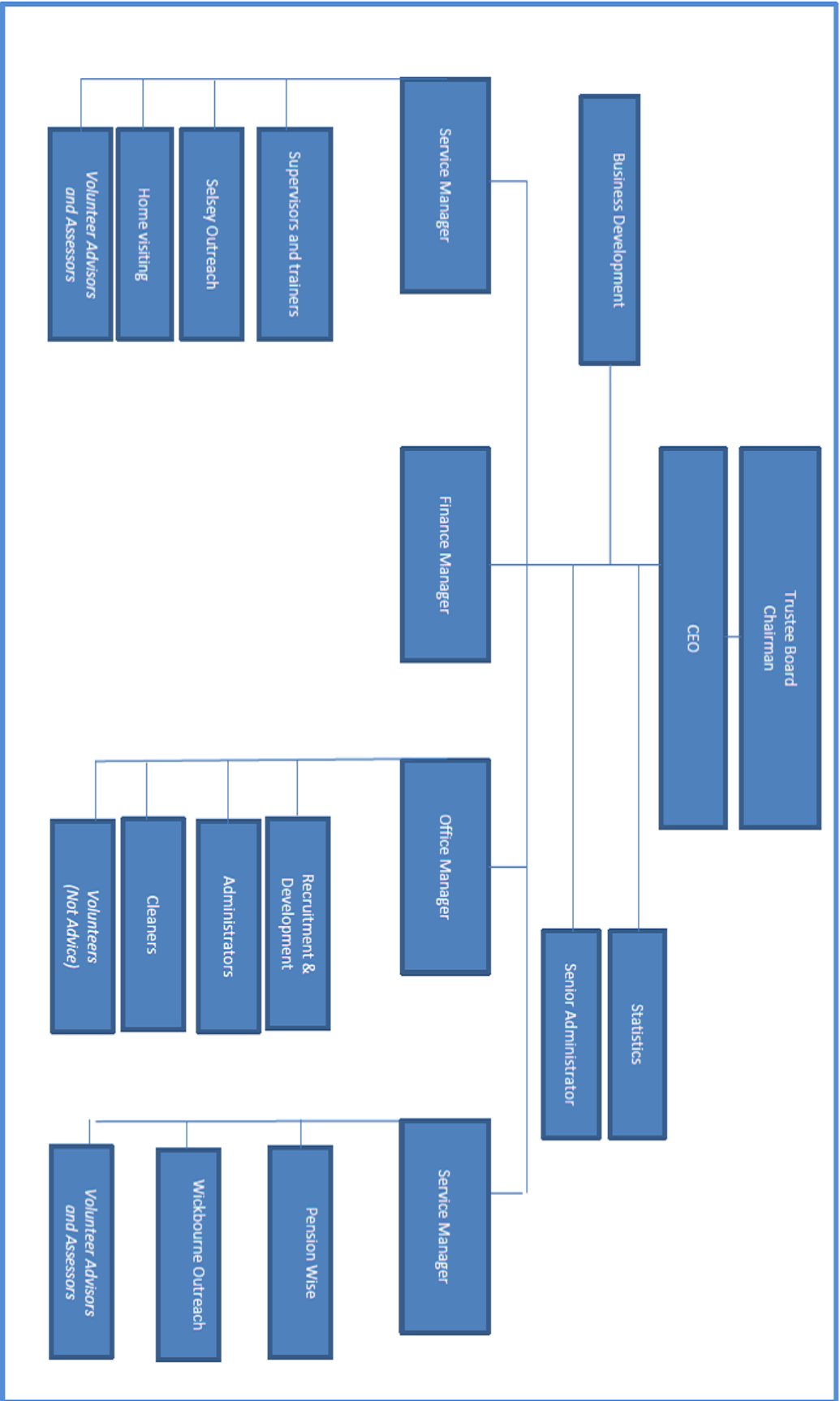
1356 Followers



LinkedIn
433 Connections

Organisation Chart

Organisational Chart
Lines of responsibility



Citizens Advice Arun and Chichester
September 2016

Trustee board

We are grateful to the Trustees and others who have served on the Trustee Board:

Chair	Geoff Palmer Elected
Vice Chair	Rodney Clare Elected
Treasurer	David Willis Elected
Vice Treasurer	Alice McMillan Co-Opted 7 th March 2016
Company Sec.	Ken Poupart Elected

Trustees	Claire Armstrong Elected
	David Bradshaw Resigned 8 th May 2015
	John Galtrey Elected
	Alan Laybourn Elected
	Glenda Sellens Elected
	Louise Spong Elected

Acknowledgements

The Trustees, Management, Staff and Clients would like to thank the individuals and organisations who have assisted and supported us in the past year.

Our special thanks go to:

Members and Officers of Arun District Council, Chichester District Council and West Sussex County Council.

Members of the Healthwatch West Sussex team

The Councillors of our Town and Parish Councils

Our MP's, Sir Peter Bottomley, Nick Gibb, Nick Herbert and Andrew Tyrie

MS Society

Citizens Advice Central Office staff

Citizens Advice South Region staff

The Sussex Law Clinic

The London Legal Support Trust

Private Donor supporting our Home Visiting Outreach

Donations from the public, clients and staff

Our Aims and Principles

- To provide the advice people need for the problems they face.
- When people's voices need to be heard, we come together to campaign on big issues

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Vision Statement

To be the first port of call: support and empowerment for a positive future

We seek to:

- Continue to develop a high quality advice service, which meets the needs of the communities we serve.
- Develop and maintain a workforce that is engaged and motivated, through training and support.
- Raise awareness of our social policy work internally and externally, and contribute to researching and campaigning in respect of local and national issues.
- Build a strong foundation for the future by continuing to stabilise our financial position.
- Sustain a vision for the future which demonstrates honesty, integrity and a team spirit.

**ARUN AND CHICHESTER CITIZENS ADVICE
BUREAU**

(The Company is Limited by Guarantee)

OPERATING AS:-

CITIZENS ADVICE ARUN AND CHICHESTER

**TRUSTEES' REPORT AND AUDITED FINANCIAL
STATEMENTS**

YEAR ENDED 31 MARCH 2016

Company No. 04787378

Registered Charity No. 1099640

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
“The Company”
ANNUAL REPORT 2015/2016

Trustees’ Report

The Trustees present their report together with the audited financial statements for the year ended 31 March 2016. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) “Accounting and Reporting by Charities” (FRS102) in preparing the annual report and Financial Statements of the company.

The Financial Statements have been prepared in accordance with the accounting policies set out in the notes to the Financial Statements and comply with the company’s governing document, the Charities Act 2011 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 published on 16 June 2014.

Status and Administration

The Company is a registered charity (charity number 1099640) and a company limited by guarantee (company number 04787378). The maximum liability of each member is limited to £1. At 31 March 2016 the Bureau had 10 members.

The Company is governed by its Memorandum and Articles of Association issued on incorporation on 4 June 2003 and as amended in 2009. The Directors of the Charitable Company are its Trustees for the purposes of Charity Law.

Decision Making

The Company is governed by its Board of Trustees who set the policies of the company. Policies are implemented by passing resolutions at the Annual General Meeting. The Board consists of elected Trustees and appointed Trustees. Elected Trustees are elected at Annual General Meetings and appointed Trustees are appointed at Ordinary meetings of the Board. The Board meets at least 6 times a year.

Trustee training and Induction

Potential new Trustees are sent details of the company and a short Charity Commission brochure explaining trustees’ responsibilities. New Trustees are provided with an induction pack which includes a fuller Charity Commission brochure and details of the company. The Board looks to recruit Trustees who have particular skills helpful to the company and offers training as required.

Review of Financial Position

At 31 March 2016, the Company held reserves of £303,134 (2015: £224,985) of which £294,291 (2015: £210,957) were unrestricted, representing the company’s free reserves. Unrestricted funds are funds raised, or grants awarded, to the company with no restriction on use other than they must be used in furtherance of the company’s objectives and comply with the company’s normal financial management requirements.

Unrestricted Reserves Policy

The Trustees believe that the company should hold financial reserves in order to ensure that the company can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising.

The trustees consider that it would be prudent to set aside an amount equivalent to three months’ operating expenditure.

Unrestricted funds have been designated for the following purposes:

Premises reserve – for the cost of relocating to new premises, if necessary and for the cost of major repairs and maintenance for the company over the next 5 years.

Marketing and Media reserve – to allow the Company to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such proposals.

Restricted reserves

The funds are restricted by the donor or funder and cannot be used for the general purposes of the company. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the company’s financial year and the funding year of the project concerned.

The reserves policy is monitored and reviewed by the trustees annually.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU ANNUAL REPORT 2015/2016

Risk Management

The Trustees assess the major risks to which the company may be exposed and include operational, financial, regulatory, external and governance risks. This involves identifying the types of risk and putting systems in place to ensure that significant risks are recorded for subsequent monitoring. The Trustees remain satisfied that all insurable risks have been identified and adequately dealt with and that the company's exposure to other risks is kept at a minimum by good working practice by the management team, paid staff and volunteers.

Public Benefit

The current activities of the Company are detailed in the annual report. The Trustees confirm that they have referred to the guidance contained in the Charity Commission guidance on public benefit when reviewing the company's aims and objectives in planning future activities.

Trustees' Responsibilities

The Trustees, who are also the directors of the Company for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to Charities requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these 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 2015 (FRS102);
- 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 company will continue in operation.

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

Salary Policy

The Company has an internal pay structure for the various roles with each salary calculation being based on a collection of pay grades per hour relating to the specific role and capabilities. The pay structure provides a transparent framework for managing employees' salary, pay increase and career progression, as well as ensuring equal pay. There is an annual pay review but recognises that this does not guarantee an annual salary increase. If appropriate and funding is available, an annual pay award may be made, which can:

- prevent the gap developing between current pay rates and market rates
- stay in line (or close to) inflation rates where possible
- reward staff in the event of an organisational change.

Disclosure of information to the auditor

In so far as the Trustees are aware;

- There is no relevant audit information of which the Charitable Company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The report of the Trustees has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and was approved by the board on

5 September 2016 and signed on its behalf by:

Geoff Palmer - Chairman

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMEBERS OF ARUN AND CHICHESTER CITIZENS ADVICE BUREAU**

We have audited the financial statements of Arun and Chichester Citizens Advice Bureau for the year ended 31 March 2016 which comprise the Statement of Financial Activities, the Balance Sheet, Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice including FRS102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland").

This report is made solely to the company's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the company's trustees 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 company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement set out on the previous page, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the FRC's website at www.frc.org.uk/auditscopeukprivate

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Directors' and Trustees' Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Opinion on financial statements

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 2016, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended; and
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (applicable to smaller entities); and
- have been prepared in accordance with the requirements of the Companies Act 2006

Kreston Reeves LLP
Statutory Auditor
A2 Yeoman Gate
Yeoman Way
Worthing
West Sussex BN13 3QZ

Date: 6 September 2016

Kreston Reeves LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
STATEMENT OF FINANCIAL ACTIVITIES
(including income and expenditure account)

FOR THE YEAR ENDED 31 MARCH 2016

	Note	Unrestricted Accumulated Fund £	Restricted Funds £	2015/16 Total £	2014/15 Total £
Income from					
	2				
Donations and legacies		5,131	-	5,131	3,610
Charitable activities		384,991	451,357	836,348	755,072
Investments		579	-	579	112
Other Trading Activities		13,721	-	13,721	7,280
Total Income		404,422	451,357	855,779	766,074
Expenditure on					
	3				
Charitable activities		312,211	465,419	777,630	735,487
Total Expenditure		312,211	465,419	777,630	735,487
Net Income/(Expenditure)		92,211	(14,062)	78,149	30,587
Transfers between Funds		(8,877)	8,877	-	-
Net movement in funds		83,334	(5,185)	78,149	30,587
Reconciliation of funds:					
Fund Balances brought forward					
At 1 April 2015	10	210,957	14,028	224,985	194,398
Fund Balances carried forward					
At 31 March 2016	10	294,291	8,843	303,134	224,985

All income and expenditure derives from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised during the year.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
Company registration no. 04787378

BALANCE SHEET
AS AT 31 MARCH 2016

	Notes	2016 £	2015 £
Current assets			
Debtors and prepayments	8	18,196	29,265
Cash at bank and in hand		352,688	321,129
		<u>370,884</u>	<u>350,394</u>
Creditors: amounts falling due within one year	9	67,750	125,409
		<u>303,134</u>	<u>224,985</u>
Net current assets		303,134	224,985
Net assets		<u>303,134</u>	<u>224,985</u>
Funds			
Unrestricted accumulated funds:			
General fund		242,291	210,957
Designated Funds	17	<u>52,000</u>	<u>-</u>
Total unrestricted funds	10	294,291	210,957
Restricted funds	12	8,843	14,028
		<u>303,134</u>	<u>224,985</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

For the year ending 31 March 2016 the Company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this company is a charity, a voluntary audit has been requested under the Charities Act 2011.

Directors' responsibilities:

- The members have not required the Company to obtain an audit of its accounts 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 accounts.

The financial statements were approved by the board and authorised for issue on 5 September 2016 and signed on behalf of the board by:

Geoff Palmer - Trustee

Dave Willis - Trustee

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
Company registration no. 04787378

CASH FLOW STATEMENT
AS AT 31 MARCH 2016

	2016 £	2015 £
Cash flows from Operating activities: (note 1)	30,980	85,155
Cash flows from financing activities:		
Bank interest	579	112
Net cash provided by financing activities.	<u>579</u>	<u>112</u>
Change in cash and cash equivalents in the year	31,559	85,267
Cash and cash equivalents at the beginning of the year	<u>321,129</u>	<u>235,862</u>
Cash and cash equivalents at the end of the year	<u><u>352,688</u></u>	<u><u>321,129</u></u>

Note 1 – Reconciliation of net income to net cash flow from operating activities

	2016 £	2015 £
Net income for the year (as per the Statement of Financial Activities)	78,149	30,587
Bank interest	(579)	(112)
Decrease in debtors	11,069	2,389
(Decrease)/increase in creditors	<u>(57,659)</u>	<u>52,291</u>
Net cash provided by operating activities	<u><u>30,980</u></u>	<u><u>85,155</u></u>

**ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2016**

1 Accounting Policies

Basis of preparation and assessment of going concern

The financial statements have been prepared on a going concern basis under the historical cost convention, and in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP FRS102) 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 Accounting Practice as it applies from 1 January 2015.

The Financial Statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £. The significant accounting policies applied in the preparation of the Financial Statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated. The charity adopted SORP FRS102 in the current year and an explanation on how the transition to SORP (FRS102) has affected the financial position and performance is given in note 14.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the 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 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Income and endowment

All incoming funds are included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy and it is probable that the income will be received.

Grants are recognised in the year in which they are receivable.

Other trading activities include the provision of office accommodation at a reduced rent.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to a category. All costs have been allocated on a basis consistent with the use of the resource.

Expenditure on equipment

Expenditure of £2,500 or less on any individual equipment is charged as an expense in the Statement of Financial Activities. Computer upgrades and furniture/equipment replacements are written off in the year of purchase.

Apportionment of expenses and support cost allocation

Expenditure has been apportioned to charitable expenditure on the basis of direct apportionment. Where allowed under the terms of the grant, volunteer costs are included as an expense apportioned on a percentage of full time equivalents. Support costs are allocated to each fund based on the full time equivalent of staff working on that fund. This percentage is applied to the cost incurred.

Pension contributions

Contributions in respect of Citizens Advice Arun and Chichester defined contribution pension scheme and Auto enrolment pension scheme are charged to the Statement of Financial Activities for the year in which they are payable to the scheme. Differences between contributions payable and contributions actually paid are shown as either accruals or prepayments at the year end.

Taxation

The Citizens Advice Arun and Chichester is a registered charity and is exempt from taxation (except for Value Added Tax) on its income and capital gains applied for charitable purposes.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Restricted funds are used in accordance with specific restrictions imposed by the donors. The purpose of each restricted fund is set out in note 12.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the note 17 to the financial statements.

Leasing

Rentals applicable to operating leases where substantially all of the benefits and the risks of ownership remain with the lessor are reflected in the Statement of Financial Activities.

**ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2016**

1 Accounting Policies continued

Irrecoverable VAT

The irrecoverable VAT is included in expenditure. There may be a VAT liability with regards to Healthwatch and therefore a provision has been made for this.

Deferred Income

Deferred income represents the amounts receivable for future periods, as specified by the donors or grants makers, and is released to incoming resources in the period for which it has been received.

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 losses arising from impairment are recognised in expenditure.

2 Income	Unrestricted	Restricted	2015/16	2014/15
	£	£	Total	Total
			£	£
<u>Donations and legacies</u>	5,131	-	5,131	3,610
<u>Charitable activities</u>				
Grants and other funding:				
Local Authorities and Councils:				
West Sussex County Council (WSSC)	127,577	-	127,577	119,041
WSSC LAN Project	-	33,291	33,291	71,000
WSSC LAN 2 Financial Capability	-	45,050	45,050	16,271
Arun District Council	110,400	-	110,400	110,400
Chichester District Council	59,900	-	59,900	59,900
Chichester District Council - Outreach	6,900	-	6,900	6,900
City, Town and Parish	14,545	-	14,545	16,330
Notional Rents - Benefit in Kind	26,000	-	26,000	26,000
Core Funding Training	9,000	-	9,000	-
	<u>354,322</u>	<u>78,341</u>	<u>432,663</u>	<u>425,842</u>
Other Grants	30,669	-	30,669	14,085
Restricted Funds and Grants:-				
Healthwatch	-	49,019	49,019	53,707
Court Desk (Sussex Communities Foundation grant)	-	3,333	3,333	17,713
Surrey and Sussex Probation Trust	-	27,996	27,996	28,000
Big Lottery Fund	-	71,588	71,588	168,876
Home visiting	-	17,000	17,000	17,000
Pension Delivery Service	-	201,377	201,377	29,849
M S Society	-	2,703	2,703	-
Total Charitable activities	<u>384,991</u>	<u>451,357</u>	<u>836,348</u>	<u>755,072</u>
<u>Investments</u>	579	-	579	112
<u>Other Trading Activities:</u>				
Misc. income and fundraising	3,988	-	3,988	750
Rent and room hire	2,291	-	2,291	4,119
Salary Secondment	7,442	-	7,442	2,411
	<u>13,721</u>	<u>-</u>	<u>13,721</u>	<u>7,280</u>
Total Income	<u>404,422</u>	<u>451,357</u>	<u>855,779</u>	<u>766,074</u>

Where appropriate, the rent and grant income figures include the value of free or subsidised accommodation. The only restricted income in 2014/15 is in respect of charitable activities and this totalled £402,416.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2016

3	Expenditure on	Unrestricted £	Restricted £	2015/16 £	2014/15 £
	<u>Charitable activities</u>				
	Salaries, NI and Employer's Pension contribution	217,924	280,052	497,976	404,571
	Staff and volunteer costs	43,118	14,637	57,755	34,467
	Office plus premises expenses	18,877	91,926	110,803	119,233
	Other direct payments CASCAB, Shelter etc	37	60,901	60,938	143,555
	Bad debt provision	-	17,903	17,903	-
	Nominal Rent	26,000	-	26,000	26,000
	Governance costs (note 4)	6,255	-	6,255	7,661
		<u>312,211</u>	<u>465,419</u>	<u>777,630</u>	<u>735,487</u>

The only restricted expenditure in 2014/15 is in respect of charitable activities and this totalled £391,568.

4	Governance costs	2015/16 £	2014/15 £
	Audit fees	3,895	3,270
	Other to include marketing	1,350	3,287
	Bank Charges	233	301
	Legal and Professional fees	236	453
	Trustee Expenses (detailed below)	541	350
	Total	<u>6,255</u>	<u>7,661</u>

Trustees expenses:-

Alan Laybourn	Travel	£287	Healthwatch and General (2015: £201)
Rodney Clare	Travel	£254	Chichester move and General (2015: £86)
Glenda Sellens	Travel	£nil	CASCAB meetings (2015: £26)
Dave Willis	Travel	£nil	SORP Training (2015: £38)

5	Staff Costs	2015/16 £	2014/15 £
	Wages and salaries	460,817	377,220
	Social security costs	33,063	25,166
	Pension costs	4,096	2,185
		<u>497,976</u>	<u>404,571</u>

Staff costs include Salaries, Employers National Insurance Contributions and Employers Pension Contributions.

The average monthly number of employees during the year: -

	Full time Equivalent		Total staff numbers	
	2015/16 number	2014/15 number	2015/16 number	2014/15 number
General /Admin Staff	9.11	9.14	19	18
Pensions Delivery	5.86	5.95	6	6
Court Desk	0.00	0.11	0	1
Healthwatch	0.94	1.18	1	2
Big Lottery	3.40	3.21	4	4
Home Visiting	0.46	0.67	1	1
LAN 1 & 2	0.74	0.74	1	1
Probation	0.46	0.00	1	0
Digital Money Coach	1.31	0.00	2	0
Totals	<u>22.28</u>	<u>21.00</u>	<u>35</u>	<u>33</u>

No remuneration was paid, or other benefits received by any trustee or any person connected with any trustee. The Trust considers its key management personnel comprise the Chief Executive Officer, Finance Manager, Office Manager and the Quality advice manager. The total employment benefits including employer pension contributions of the key management personnel were £118,190 (2015: £118,337). No employees had employee benefits in excess of £60,000 (2015: none).

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2016**

6 Net income/(expenditure) for the year

This is stated after charging:

	2015/16	2014/15
	£	£
Auditor's remuneration:		
Audit fees	3,895	3,270
Bank interest payable	233	301
Operating leases - equipment	22,045	19,011
	<u>22,045</u>	<u>19,011</u>

7 Pension Commitments

The Company make pension contributions to one employee on a defined contribution basis, and at the year-end nil was due to the scheme. An auto Enrolment Workplace Pension with NEST was introduced during the current financial year. The pension cost shown in note 5 to the accounts for the period represents contributions payable by the company and amounts to £4,096 (2014/5 £2,185). At 31st March 2016 there was £1,388 (2014/5 Nil) pension contributions included within other creditors that was due to the pension company.

8 Debtors and prepayments

	2015/16	2014/15
	£	£
Debtors	30,500	11,075
Prepayments	5,599	18,190
Bad Debt Provision	(17,903)	-
	<u>18,196</u>	<u>29,265</u>

9 Creditors: Amounts falling due within one year

	2015/16	2014/15
	£	£
Trade creditors	12,634	9,182
Accruals	9,548	10,755
Taxation and social security costs	29,297	10,732
Deferred income	16,271	94,740
	<u>67,750</u>	<u>125,409</u>

10 Funds

	Unrestricted Accumulated Funds £	Restricted Funds £
As at 1 April 2015	210,957	14,028
Net movement in funds	83,334	(5,185)
At 31 March 2016	<u>294,291</u>	<u>8,843</u>

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2016**

11 Analysis of net assets between funds

	Unrestricted £	Restricted £	Total £
Current assets	345,770	25,114	370,884
Creditors: amounts falling due within one year	(51,479)	(16,271)	(67,750)
	294,291	8,843	303,134
	294,291	8,843	303,134

Restricted fund assets are held in an appropriate form to enable each fund to be applied in accordance with the restrictions imposed. (See note 11)

12 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations held, to be applied for specific purposes:

<u>Movement in Funds</u>	<u>Balances 01.04.15</u>	<u>Incoming Funds</u>	<u>Expended costs</u>	<u>Apportioned costs</u>	<u>Volunteer costs</u>	<u>Transfers between funds</u>	<u>Balances 31.3.16</u>
Home Visiting	-	19,703	(13,105)	(6,371)	(401)	174	-
Court Desk (Sussex Community Foundation)	-	3,333	(1,678)	(1,495)	(160)	-	-
Sussex & Surrey Probation Trust	62	27,996	(23,571)	(3,267)	(1,220)	-	-
Big Lottery	5,564	71,588	(60,061)	(17,091)	-	-	-
Healthwatch	-	49,019	(50,590)	(14,520)	(5,304)	21,395	-
LAN Project 1	3,493	33,291	(19,646)	(11,531)	(8,258)	2,651	-
LAN Project 2	-	45,050	(33,126)	(8,592)	-	-	3,332
Pension Delivery Service	4,909	201,377	(168,130)	(32,645)	-	-	5,511
TOTALS	14,028	451,357	(369,907)	(95,512)	(15,343)	24,220	8,843

Expended Costs

Costs where monies are paid out by or to other organisations or clients.

These include:-

Direct salaries and direct expenses against the projects.

Apportioned costs

Costs are based on allocating expenses for salaries, office/IT and premises costs on the ratio of employees directly managing each project compared to the total number of full-time employees.

Volunteer costs

Volunteer costs were apportioned to each project and the "cost in kind" taken based on rates of:-

Administrators - £10 per hour Advisers - £16 per hour

Transfers between funds

These represent amounts transferred from unrestricted accumulated funds to finance any deficit on a restricted fund.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2016

12(a) Restricted funds

The purpose of the restricted funds is as follows:

- **Home Visiting**
 - For the vulnerable and elderly in our rural areas who cannot access one of our centres. This includes the MS society funding.
- **Court Desk (Sussex Communities Foundation)**
 - Court representation for small claims and charging orders for vulnerable clients who do not have representation.
- **Surrey & Sussex Probation Trust**
 - Countywide Outreach advice at probation offices for debt advice.
- **Big Lottery**
 - To provide paid staff to train and “upskill” volunteers.
- **Healthwatch**
 - First port of call for all clients with health and social care enquiries.
- **The Local Assistance network (LAN) Project 1**
 - Working with other organisations to support clients since the cessation of the Crisis Loan.
- **The Local Assistance network (LAN) Project 2**
 - To support clients with budgeting skills and money awareness support with the additional resource of a financial capability worker.
- **Pension Delivery Service**
 - To provide guidance to clients over 50 years of age on the options available when taking a pension

13 Constitution

The Company is limited by guarantee and has no share capital. Every member of the charity undertakes to contribute to the assets of the charity in the event of it being wound up while he is a member or within one year after he ceases to be a member, such amount as may be required not exceeding £1.

14 Transition to FRS102

The charity has adopted the SORP (FRS102) for the first time in the year ended 31 March 2016. The effect of this transition from SORP (2005) to SORP (FRS102) is outlined below:

- a) Changes in accounting policies; there were no consequential changes resulting from the adoption of SORP (FRS102).
- b) Reconciliation of charity funds; there were no changes to previously reported balances from the adoption of SORP (FRS102).
- c) Reconciliation of comparative period net income; there were no adjustments to the previously reported net income resulting from the adoption of SORP (FRS102).

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2016**

15 Commitments under operating leases

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

	Land and buildings 2016	Other 2016
Expiry date:-	£	£
Within one year	3,900	4,968
Within 2 to 5 years	-	26,144
	<hr/>	<hr/>
Total Commitment	<u>3,900</u>	<u>31,112</u>

16 Related party transactions

Healthwatch West Sussex

A charity in which Mr A Laybourn is also a trustee

In the year the charity received a grant from Healthwatch West Sussex of £49,019 (2015: £53,707). The balance outstanding at the year end was £nil (2015:£nil).

17 Designated funds

	<u>Balances 01.04.15</u>	<u>Incoming Funds</u>	<u>Expended Costs</u>	<u>Transfers between funds</u>	<u>Balances 31.3.16</u>
Marketing and Media fund	-	-	-	22,000	22,000
Premises fund	-	-	-	30,000	30,000
TOTALS	-	-	-	52,000	52,000

Premises Fund

This fund has been designated by the Trustees for the purposes of moving offices in Chichester. The move will be carried out within the next 24 months.

Marketing and Media Fund

This fund has been designated to cover the marketing and media activities of the Company including any improvements required to the information technology systems.

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Produced by Kath Harding – Citizens Advice Arun and Chichester

September 2016

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Accounts audited by – Spofforths Chartered Accountants, A2 Yeoman Gate, Yeoman Way, Worthing, West Sussex, BN13 3QZ