



Arun & Chichester



Annual Report 2016-2017

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Need advice?



Whoever you are...whatever the problem.

Visit us

<p>Bognor Regis Advice Centre</p> <p>Town Hall Clarence Road Bognor Regis PO21 1LD</p> <p>Admin Line 01243 866233 Fax 01243 824981</p> <p>Opening Times</p> <p>Monday—Friday 10am—4.30pm</p>	<p>Chichester Advice Centre</p> <p>East Pallant House 1 East Pallant Chichester PO19 1TY</p> <p>Admin Line 01243 776528 Fax 01243 538914</p> <p>Opening Times</p> <p>Monday—Friday 10am—4.30pm</p>	<p>Littlehampton Advice Centre</p> <p>14/16 Anchor Springs Littlehampton BN17 6BP</p> <p>Admin Line 01903 725960 Fax 01903 733237</p> <p>Opening Times</p> <p>Tuesday—Friday 10.00am-4.30pm</p>
<p>Outreach Sessions</p> <p>Yapton 9.30am—11.30am Every Wednesday</p>	<p>Outreach Sessions</p> <p>Selsey 9.30am—12.30pm Every Monday</p> <p>West Wittering 9.30am— 11.30am First Thursday of each month</p>	<p>Outreach Sessions</p> <p>Wickbourne Centre 9.30am—2.00pm every Monday</p> <p>Rustington 10.30am—11.30am Every Tuesday by appointment</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

Arun and Chichester Citizens Advice has had another successful year. We have continued to provide high quality information advice to more than 13,000 local clients on a wide range of issues including benefits and tax credits, debt, employment, housing, and relationship and family matters. We have successfully met the requirements of the new national Citizens Advice framework including the updated Quality of Advice metrics and leadership and governance standards, and our Research and Campaigns work has been influential and widely acknowledged.

Our financial position remains strong and we continue to maintain a healthy level of reserves going into 2017/18. However, we cannot afford to be complacent. Our funders are facing increasingly severe financial constraints and, consequently, there are fewer opportunities for additional projects than in previous years. We are taking two sets of mitigating actions, firstly, along with Citizens Advice organizations across the UK, we are continuing to evolve our services to make sure we can continue to provide free, confidential, impartial and independent advice to everyone who needs it. While face-to-face advice will always be the fundamental part of our service, we will continue to grow other channels, notably telephone, webchat and email to broaden access to our services and improve efficiencies. In addition, as noted in last year's report, we have established a Funding and Strategy group consisting of staff, volunteers and trustees to research and develop additional service of opportunities, and this is starting to bear fruit. An example of this came out of discussions with the local Clinical Commissioning Group. We are establishing a pilot advice service in GP surgeries which will be self-funding at first to enable us to gather the necessary evidence to secure ongoing funding. We are also exploring opportunities to develop additional services and we look forward to providing an update in next year's report.

Of course, none of this would be possible without our funders who continue to support us in a challenging financial climate. I would like to thank everyone who funds our services and especially West Sussex County Council, Arun District Council and Chichester District Council who provide the core funding on which we depend. Without this, there would be no Citizens Advice in our community. I would also like to thank the various Town and Parish Councils who provide the supplementary funding which is so important to us. We recognize that councils are under no obligation to fund advice services and we are pleased that they recognize the value which Citizens Advice provides to the local community by helping people move forward before their situations become critical. We take nothing for granted regarding this funding and will continue to work hard to demonstrate our value in the months and years to come.

I would also like to say a big thank you to our staff and volunteers who provide the service - it simply wouldn't be possible without you! We are fortunate to have staff treating their work as more than just a job, with so many of them supporting our efforts well beyond what could reasonably be expected. And I cannot overstate the importance of our volunteers to what we do. It's hard to think of anything more generous than to give up one's time week in week out to help people in your local community. Hats off to all of you! I would also like to thank my fellow trustees who are also volunteers. You each bring a set of diverse skills and professional experience which you use to oversee and support the charity. It's a pleasure to work with such a talented team.

Finally, I would like to especially thank Carol Groves, who has been the CEO of our organization since its inception in 2009. Carol has recently informed the Trustee Board of her intention to retire in early 2018 and we are currently engaged in recruiting her successor. Carol has made enormous contributions to Citizens Advice over the past 18 years and her skills and expertise will be greatly missed. As we make the transition to a new CEO, our priority is not to look for major changes to how we work but to continue to deliver our current high level of service to our clients in line with Citizens Advice strategy. One of Carol's great strengths has been in how she has helped to create and maintain a great team of committed and skilled staff and volunteers. Her legacy will be evident in how well Arun and Chichester Citizens Advice continues to deliver a service which is so highly respected by clients and sponsors. The Trustee Board and I will provide every support to Carol's successor to ensure this is the case and I am confident that the transition will be a smooth one.

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



Geoff Palmer
Chairman

**See Page 14
to find out
about
volunteering**

CEO's message

In my report last year I talked about the new Performance Quality Framework, which now forms part of our ongoing auditing requirements with Citizens Advice Nationally. The process includes three quarterly on-going assessments:

- Financial health monitoring
- Quality of advice
- User experience

In addition there are two annual assessments:

- The people management survey
- Leadership self-assessment

The leadership self-assessment covers Governance, Strategic Planning, Risk Management, Financial Management, People Management, Operational Performance Management, Partnership Working, Research and Campaigns and Equality Leadership.

We were one of the first local Citizens Advice to take part in the leadership self assessment, but we have been part of the Quality of Advice assessments for some time. I am very pleased to report that we have a 'green' rating for all the above assessments. Although the new process is time consuming, it is very valuable as it highlights areas where we could make improvements and further strengthen our organization.

Times are tough for the charity sector and this is no exception for us. Project funding is hard to come by and the competition is high. However, we continue to look at alternative partnership working and one area in particular is our communications with local Doctors on the possibility of offering an outreach at a Doctor's surgery. We have had a successful response and will be starting this new venture in our next financial year. Much research has been done on the positive health benefits to people as a result of getting advice, with respondents commenting that their health improvements meant fewer visits to their GP's and fewer prescriptions.

We will be monitoring the outcomes of our 'pilot' outreach at a Doctor's surgery, with the hope of obtaining longer term funding to continue and expand this work.

We have been liaising with various partners with regards to the roll out of Universal Credit coming into 'full service' in April 2018. Statistics show that there are around 27,000 households going over to Universal Credit in the Arun and Chichester area. We have been having many discussions with other Citizens Advice who are in areas where Universal Credit is in 'full service', and as a result of our research are expecting a high increase in the number of clients we see from April 2018 onwards. It has therefore been crucial to work together with other partners to enable a smooth transition as possible for people, to try and alleviate any hardship.

Another important change for us in this last year has been the planning towards our long awaited move to new premises for our Chichester Advice Centre. After several years of waiting, we were finally given the go ahead by Chichester District Council (CDC) that we could get the 'ball rolling' for a moving in date for summer 2017. We are now settled into our new surroundings with our own reception area and 'back office' space within the CDC premises. The move went smoothly and it feels like we have now been there for much longer than we have.

There is always more that we could do and that means we must be imaginative, ambitious and determined about the risks and the challenges we face. Going forwards we are committed to widening our services, and are aware of the need to be creative in finding sources of funding.

We will continue to build and develop good relationships with partners and we will always put our clients at the heart of everything we do.

This annual report provides more information about our work and the challenges we face so please do read on.

I hope it also gives you a sense of our enthusiasm for what we do, and of our passion to help more people.

Finally, I would like to give my thanks to the volunteers, staff and trustees, who work so tirelessly to help people in our community.

Without their commitment, energy and enthusiasm we would not be where we are today, and together we are proud of what we have achieved.

I would like to finish with three sentences written by our volunteers/staff that were anonymously written onto our people survey.

'Working as part of a team. We are all given the opportunity and skills to help our local community, it is so rewarding. I work with a very supportive team and genuinely love every day at work.'

'Being with people who care about making a difference to the community!'

'I am able to contribute to vulnerable people in society and feel I am working as part of a very good team.'



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 2016/2017 the bureau saw 13,672 clients (11,418 gateways and 2,254 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/Email/ Webchat

Arun and Chichester Citizens Advice have a dedicated team of volunteers who staff the Telephone Advice Line, deal with issues via email and webchat. 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.

Citizens Advice website

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.



Finance Manager's message

As funding becomes increasingly difficult to obtain and prices are increasing, this year has been difficult financially. We are always trying to reduce costs where we can without it having a detrimental impact on the service we provide our clients.

In order to improve our service to our clients, we have had some IT improvements, and preparations are underway for the Chichester premises move which will have taken place by the time you come to read this report. We also have a member of staff (Paul Wilkinson) whose role is partly to recruit more volunteers. To fund these improvements we have used some of our reserves which were designated for this purpose.

We would not be able to provide a service at all without our volunteer force, who provide us with a staggering 36,192 hours of their time per year, covering numerous roles. If we paid a salary for those hours it would cost us £594,000, per year.

We are so very grateful for the time and commitment our volunteers give to us and our clients.

As mentioned in last years' report, from April 2016 we took part in the Citizens Advice pilot for financial health monitoring before it became mandatory in April 2017. There has been a lot to learn but the system has made some aspects of our financial management a little simpler. We are able to directly export information from our accounting software into spreadsheets that we can submit to Citizens Advice who in turn are able to send us a quarterly dashboard showing our "financial health".

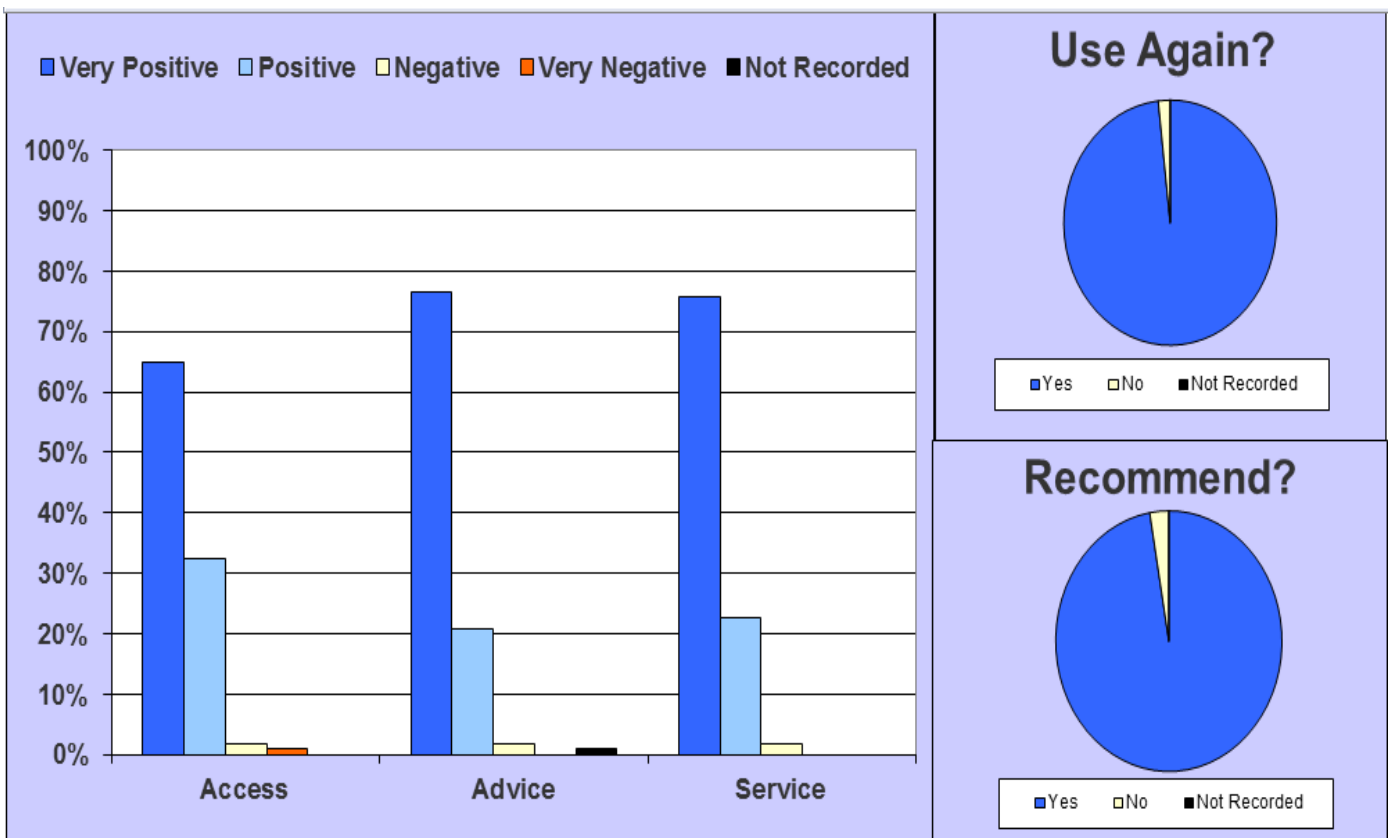
Having completed my Association of Accounting Technician (AAT) qualifications in December 2016, I'm looking forward to the next year and being able to put into practice what I have learned with the AAT and wish to thank all those that supported me during the highs (and lows!) of studying over the last three and a half years.



Tracy Rablin
Finance Manager

Making the difference

Client satisfaction is part of the Arun and Chichester Citizens Advice 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 the overall advice you received?

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

Service Manager's message - Danni Colclough

In June this year we moved over to a new web-based case recording system, 'Casebook'. As the implementation lead I thought it might be quite challenging but with the commitment of our teams, it has been a smooth transition.

We took part in the training programme offered by Citizens Advice nationally. This included training all of our administrators first, so that they could become Casebook champions and offer the necessary support to any volunteers who required it.

The training was based on a self study package with a questionnaire at the end to determine where individual training was needed. From this our trainer provided weekly training sessions for small groups who wanted to gain further confidence in using the system.

We went live on 5th June and generally it has been a really positive move. With the aid of a small crib booklet we created, even volunteers who were unable to take part in the initial training, felt they could start writing cases up independently, as the system is so intuitive. The booklet we created has since been shared with other centres moving over to Casebook to support their teams.

We are continuing to feedback to the builders of the Casebook system in order to get it working as effectively as possible. For example, we have had some complications with the reporting side of Casebook (producing statistics and reports for the local councils/partners/funders) but this is now improving.

We have also seen some changes to our volunteer recruitment process. This means we are now able to accept more applicants onto our new self study training programme, get them into a centre and seeing clients in as little as 4 weeks.

The amount of applications we are receiving through our new on line application, now on our website www.arunchichestercab.org.uk has doubled and we are retaining a larger amount of the applicants due to our new 'taster days'.

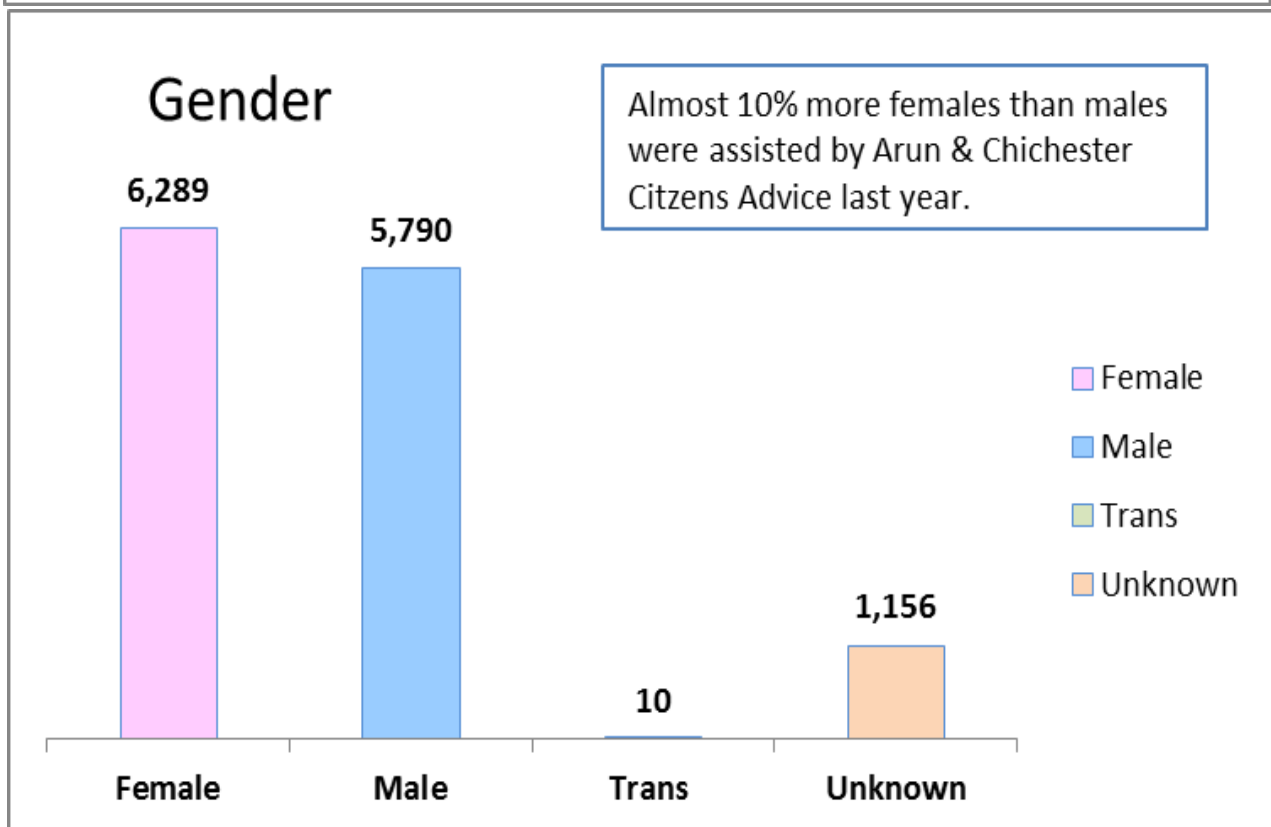
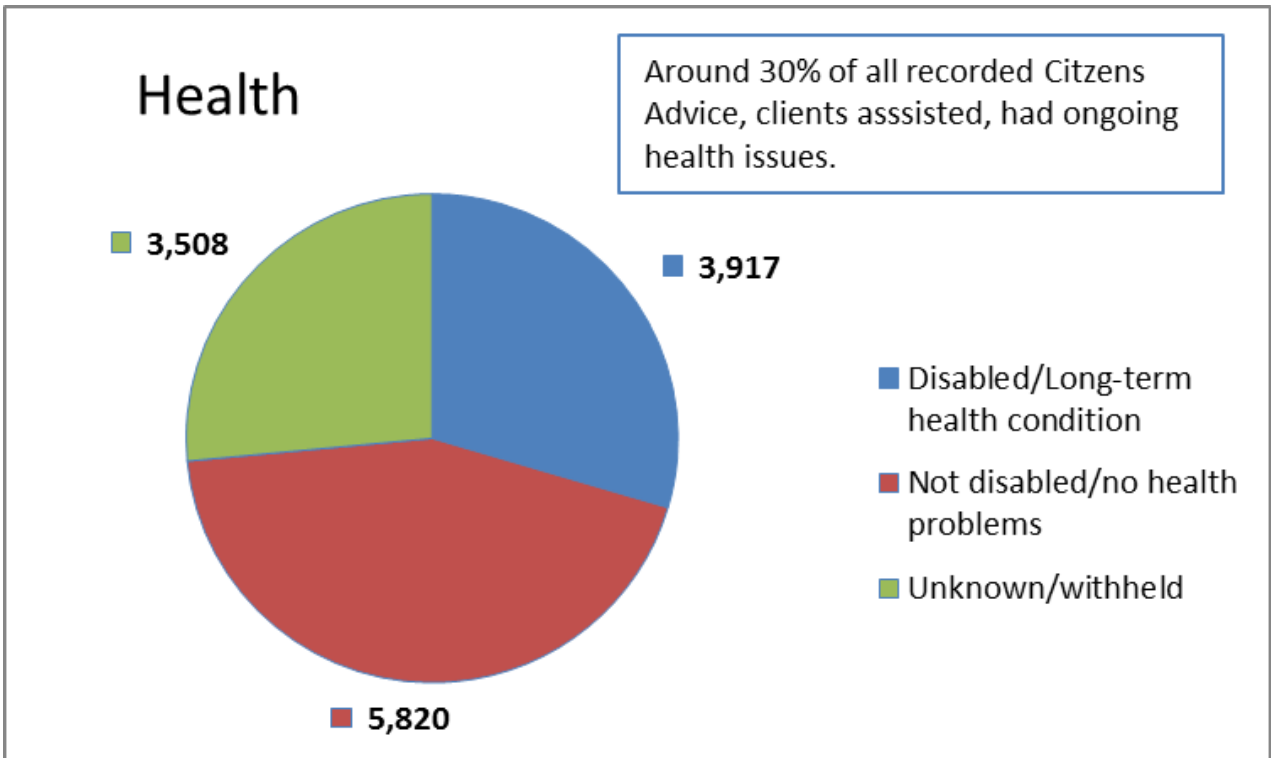
The taster days are developing month by month from the feedback we receive; we currently offer an introduction to the service, an explanation of the roles available and explain the training commitment needed. This ensures potential volunteers understand what the expectations of them are, and helps us to manage their journey.

We hope to develop the taster sessions further over the next year to provide a comprehensive and welcoming start for potential volunteers.

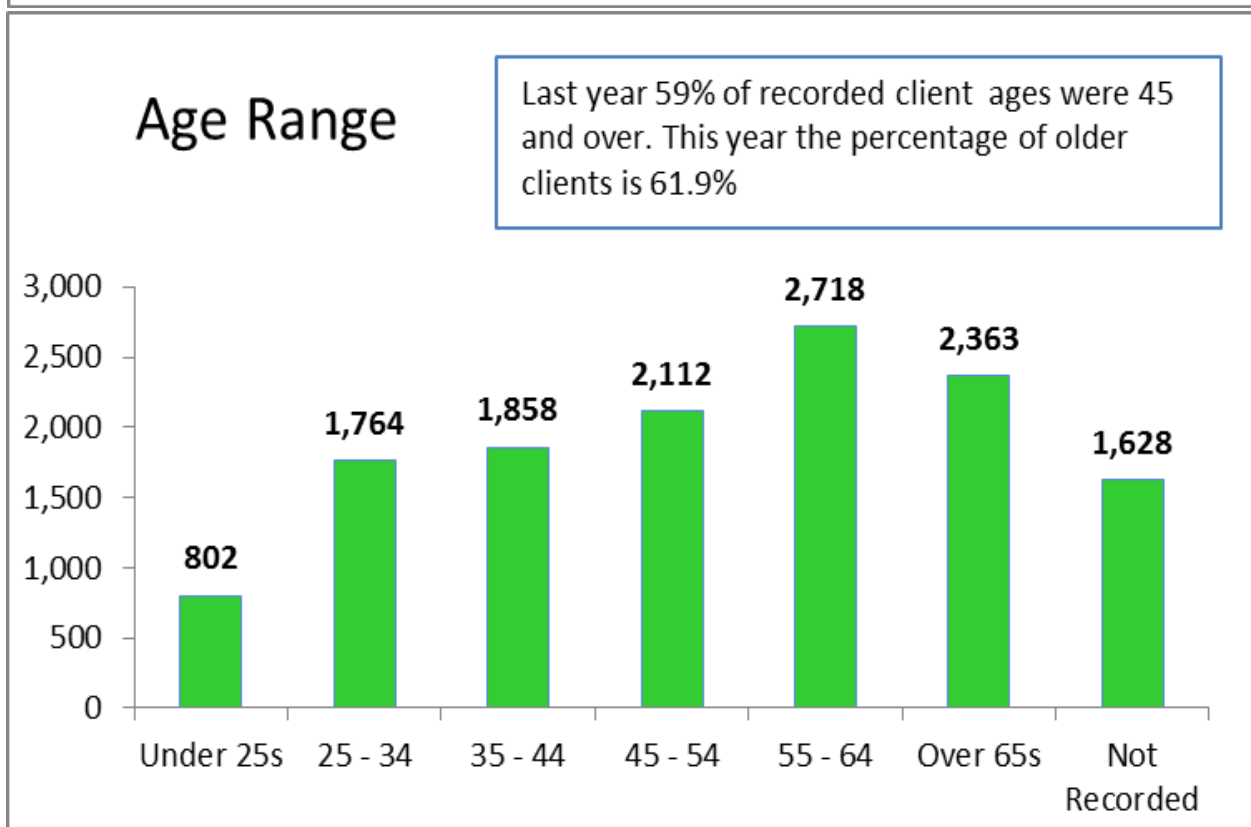
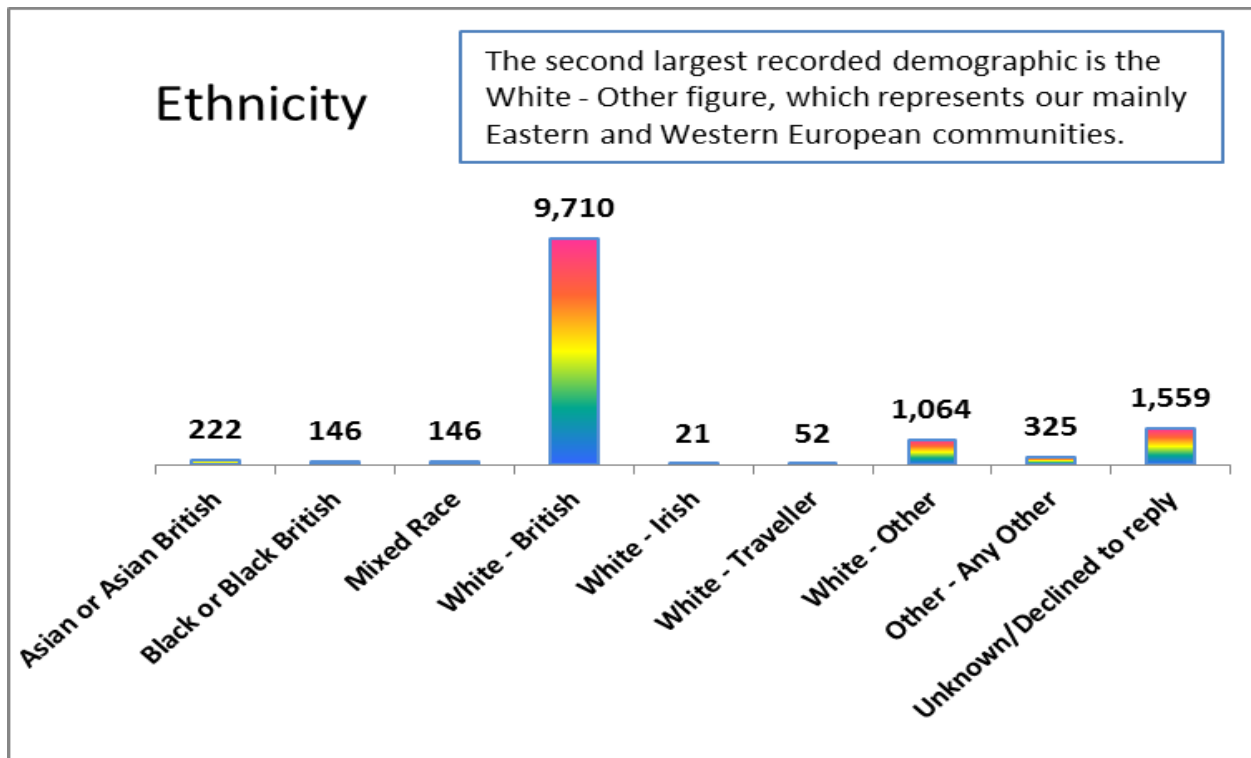
Danni Colclough
Service Manager



Arun and Chichester Citizens Advice Client Profiles 2016-2017



Arun and Chichester Citizens Advice Client Profiles 2016-2017



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 visit our website:

www.arunchichestercab.org.uk/volunteer/volunteering

Volunteer story

Due to a long-term health issue, I had been out of work for a few years and was having difficulty finding paid employment when I was ready to return. I was becoming increasingly frustrated at attending many interviews and second interviews and not receiving any job offers. Given my experience and qualifications, I went to my local Job Centre and asked if they had a special program to help disabled people back into work. Coincidentally, a member of Citizens Advice had visited their office that morning and given a talk at their staff meeting informing them that volunteers were required.

I initially applied for administration work as my confidence and self esteem were so low, I did not feel capable enough to deal with people face to face. Following a successful application, I attended the taster day, which was very informative, and was asked to train as a gateway assessor. The thought of facing people terrified me at that point but with some encouragement from one of the managers, I was willing to give it a go.

I decided to work through the training at home as much as I could, as I had obtained a degree through the Open University, I was used to home study. I worked hard every evening and attended the centre twice a week to see clients and continue training. I was later asked to become an Energy Champion, where I would be doing income maximisation and lowering expenditure. This is an area that I thoroughly enjoy. The training provided by the Citizens Advice astounds me, before joining the organisation; I do not think that I fully appreciated the amount of knowledge that was required.

Volunteering with the Citizens Advice gave me enough confidence to keep applying for paid positions, and I was lucky enough to be offered one with the council. Although I did not initially wish to work with the public, I am glad that I did as I have gained so much confidence. Even though I have now found paid employment, I am reluctant to give up the volunteering role. I enjoy the learning, meeting new people from all walks of life and feeling a part of a team, which is all something that has been lacking in my past voluntary roles. Therefore, I will try to manage the paid work alongside it and see how that goes.

I cannot recommend volunteering for the Citizens Advice enough; it really is a worthwhile experience for people of all ages and backgrounds.

Service Manager's message - Luca Badioli

Arun & Chichester Citizens Advice has experienced a lot of changes in the last year, and our very resilient assessors and advisers have taken them all in their stride.

The Money Advice Service (MAS) quality framework saw major changes which were designed to raise the bar for organisations operating within the debt advice sector.

As part of this, each individual adviser had either to prove that they had completed MAS accredited training or complete e-learning and tests to prove that they meet the standards required. Each course covered debt advice, casework and court representation.

At Arun and Chichester Citizens Advice we are passionate about making sure that the most vulnerable people get the service they deserve and wanted to be able to provide debt advice at all levels.

We therefore took this as an opportunity for our advisers to either refresh or gain new knowledge and we set up a programme to get as many advisers as possible to undertake the e-learning and tests.

We are so proud to say that thirty-three of our advisers took and passed the advice level test, twenty-five took and passed the case-work level test and seventeen took and passed the court representation level.

The supervisors also had to do the Money Advice Supervisor Learning and Assessment Record in order to be able to supervise our debt advisers.

We have also continued to develop the new approach to quality of advice assessment (NAQAA). We joined the initial pilot in late 2014 where we started making our own monthly assessments of our cases. Citizen Advice then review and mark how well we assess our cases.

Since then we have also joined the Webchat NAQAA pilot which now forms part of the general quarterly assessment. We have also volunteered to be part of the new Google Tool NAQAA form and contributed to its design.

We assess the quality of advice and the customer's journey and these show that the service we provide to our community is a good one. Due to our experience and contributions we were invited and attended the national NAQAA event where we delivered a presentation to other Citizen Advice offices that have yet to join the scheme.

We have now joined other new initiatives/schemes which we look forward to starting in the 2017-18 period. So watch this space!



Luca Badioli
Service Manager

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.



Research and Campaigns

The Research & Campaigns team aim to deliver on the twin aim of Citizens Advice, to **improve the policies and practices that affect people's lives**. The team is very small but has become very effective with the support of the whole organization. We collate evidence the advisers send to us and identify local and national issues. Citizens Advice nationally run campaigns some of which we participate in – Settled and Safe on Housing Issues, Scams Awareness, Big Energy Saving Week, Consumer week and Benefit issues. We also identify local issues and act on those ensuring the vulnerable voices are heard. For example, we campaigned against Arun District Council's removal of the 100% Council Tax Reduction to claimants of working age. We were not successful but we were able to bring to the attention of the council the affect this would have. Another example is the proposed closure of Chichester Combined court; only recently the decision to close the court has been deferred. See below examples of other campaigns that the team has run. The team produce a monthly newsletter for all staff and volunteers and write a regular newsletter to our local MP's.



National Consumer week- getting consumers #SwitchedOn to their rights and safety.

We took part in National Consumer week, the theme being are you 'Switched on', this was aimed at buying electrical goods (both new and secondhand) and your rights. We did a poster campaign and gave out leaflets. The Christmas campaign was on postal service. Leaflets were also given out to inform clients.



Big Energy Saving Week

We gave out information and ran a stall with Arun Home Energy team. We focused on switching supplier, the priority services register, and smart meters.

Research and Campaigns



Be scam aware

Scam Awareness month— a campaign encouraging people to report and talk about scams. Two stands were held with WSCC Trading Standards – Bognor Regis Tesco’s and Rustington Sainsbury’s



Dialling down debt

National campaign to improve the debt collection practices of mobile phone providers. This includes letting customers put a cap on their monthly spending. We conducted our own investigations and research into mobile phone debt in our locality and submitted our evidence to Citizens Advice.

Citizens Advice worked with MPs and Peers to support an amendment to the Digital Economy Bill. The amendment was passed and the law has been changed, so all mobile phone providers need to give customers the option to put a cap on their monthly bills from October 2018.

What next?

The Research and Campaign team are busy preparing for the full implementation of Universal Credit .

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 two case studies on the following pages show the scope of our work, and the success we can achieve.

About the client

Client contacted Arun and Chichester Citizens Advice for help with challenging a benefit decision. Client was in receipt of Employment and Support Allowance which was withdrawn by DWP following a decision that he scored NIL points in their assessment process. Normally he needs 15 points to qualify.

How we helped the client.

Citizens Advice helped the client to request a Mandatory Reconsideration, this was unfortunately unsuccessful with DWP. We then helped the client to appeal and attended a tribunal with him. Our representative told the tribunal that the client was at serious risk if he was not found to have limited capability for work.

The appeal was successful, ESA was awarded and the client was placed in the Support Group. The long-term impact is firstly the benefit of £109.30 week = £5683.60 a year. Secondly, the client is not required to register and actively seek employment. The client is extremely relieved at the outcome which has relieved him of a huge amount of stress.



Helping people with debt problems

Case study 2

About the client

Client contacted Citizens Advice for help with dealing with their debts.

Client is married, has dependent children and lives in housing association property. Client and partner had multiple joint and individual debts.

Their total indebtedness was £8200. They were repaying their debts through a Debt Management Company who had set up an unaffordable Debt Management Plan. They were struggling to maintain this plan and were at risk of going further into debt.

OVERDUE



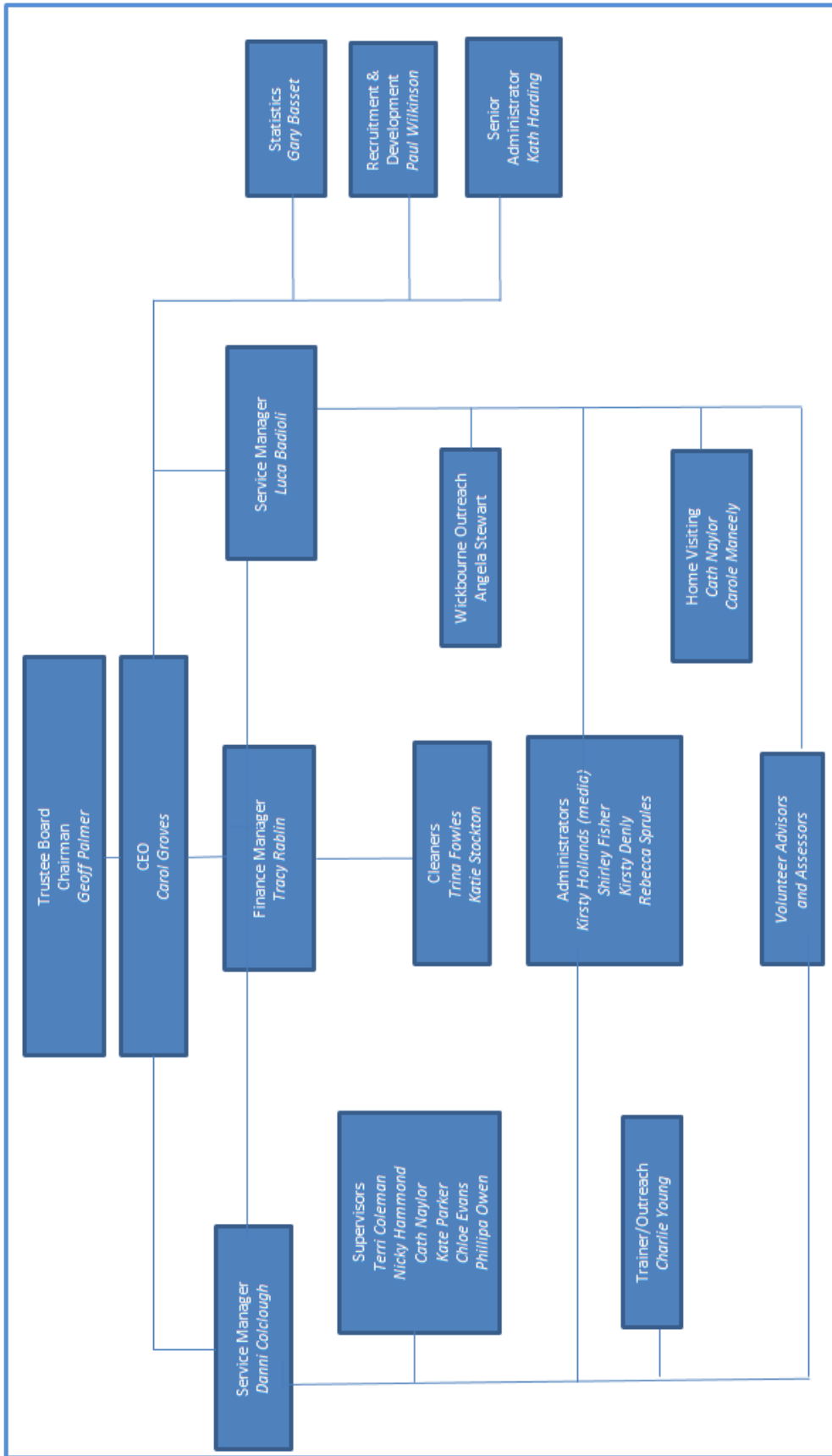
How we helped the client.

Our adviser helped the client with maximising income, reducing expenditure and fully explaining all the available debt solutions. The client decided that the best solution for them would be to apply for a Debt Relief Order. We helped the client and his partner to submit a DRO application and they are both now debt free. Their finances are now stabilised and they no longer have the stress and anxiety associated with debt.



Organisation Chart

Organisational Chart
Lines of responsibility



Citizens Advice Arun & Chichester
September 2017

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.

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 Elected

Company Sec. Ken Poupart Elected

Trustees Claire Armstrong Elected

John Galtrey Elected

Alan Laybourn Resigned 31/8/17

David McTaggart Co-opted 17th July 2017

Glenda Sellens 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.

The Councillors of our Town and Parish Councils

Our MP's, Sir Peter Bottomley, Nick Gibb, Nick Herbert and Andrew Tyrie, plus new MP for Chichester, Gillian Keegan

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

**ARUN AND CHICHESTER CITIZENS ADVICE
BUREAU**

(The Company is Limited by Guarantee)

OPERATING AS:-

ARUN AND CHICHESTER CITIZENS ADVICE

**TRUSTEES' REPORT AND AUDITED FINANCIAL
STATEMENTS**

YEAR ENDED 31 MARCH 2017

**Company No. 04787378
Registered Charity No. 1099640**

**ARUN AND CHICHESTER CITIZENS ADVICE
BUREAU
"The Company"**

ANNUAL REPORT 2016/2017

Trustees' Report

The Trustees present their report together with the audited financial statements for the year ended 31 March 2017. 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 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 effective January 2015.

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 2017 the Bureau had 9 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 policy of the charity. 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 charity 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 charity. The Board looks to recruit Trustees who have particular skills helpful to the charity and offers training as required.

Review of Financial Position

At 31 March 2017, the Company held reserves of £272,174 (2016: £303,134) of which £268,350 (2016: £294,291) were unrestricted, representing the charities free reserves. Unrestricted funds are

funds raised, or grants awarded, to the charity with no restriction on use other than they must be used in furtherance of the charity's objectives and comply with the charity's normal financial management requirements.

Unrestricted Reserves Policy

The Trustees believe that the charity should hold financial reserves in order to ensure that the charity 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 charity over the next 5 years.

Marketing and Media reserve – to allow the Company to undertake media and marketing activities during the year and to cover improvements to IT systems.

Restricted reserves

The funds are restricted by the donor or funder and cannot be used for the general purposes of the charity. 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 charity'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 2016/2017

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 charity'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 charity 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 increases and career progression, as well as ensuring equal pay. There is an annual pay review but 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; and
- 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

4th September 2017 and signed on its behalf by:

Geoff Palmer - Chairman

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS 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 2017 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 2017, 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: 27th September 2017

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 2017

	Note	Unrestricted Accumulated Fund £	Restricted Funds £	2016/17 Total £	2015/16 Total £
Income and endowments from:-					
	2				
Donations and legacies		3,808	-	3,808	5,131
Charitable activities		375,653	194,517	570,170	836,348
Investments		1,227	-	1,227	579
Other Trading Activities		4,961	-	4,961	13,721
Total Income		385,649	194,517	580,166	855,779
Expenditure on	3				
Charitable activities		413,563	197,563	611,126	777,630
Total Expenditure		413,563	197,563	611,126	777,630
Net Income/(Expenditure)		(27,914)	(3,046)	(30,960)	78,149
Transfers between Funds	12	1,973	(1,973)	-	-
Net movement in funds		(25,941)	(5019)	(30,960)	78,149
Reconciliation of funds:					
Fund Balances brought forward					
At 1 April 2016	10	294,291	8,843	303,134	224,985
Fund Balances carried forward					
At 31 March 2017	10	268,350	3,824	272,174	303,134

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 2017**

£	Notes	2017 £	2016
Current assets			
Debtors and prepayments	8	12,027	18,196
Cash at bank and in hand		297,866	352,688
		-----	-----
		309,893	370,884
Creditors: amounts falling due within one year	9	37,719	67,750
		-----	-----
Net current assets		272,174	303,134
		-----	-----
Net assets		272,174	303,134
		=====	=====
Funds			
Unrestricted accumulated fund			
General Fund		238,478	242,291
Designated Funds	16	29,872	52,000
		-----	-----
Total unrestricted funds		268,350	294,291
Restricted funds	12	3,824	8,843
		-----	-----
		272,174	303,134
		=====	=====

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 2017 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
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 2017

	2017	2016
	£	£
Cash flows from Operating activities (note 1)		
Cash flows from financing activities:	(56,049)	30,980
Bank interest	1,227	579
	<hr/>	<hr/>
Net cash provided by financing activities.	1,227	579
Change in cash and cash equivalents in the year	(54,822)	31,559
Cash and cash equivalents at the beginning of the year	352,688	321,129
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	297,866	352,688
	<hr/> <hr/>	<hr/> <hr/>

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

	2017	2016
	£	£
Net income for the year (as per the Statement of Financial Activities)	(30,960)	(78,149)
Bank interest	(1,227)	(579)
Decrease in debtors	6,169	11,069
(Decrease)/increase in creditors	(30,031)	(57,659)
	<hr/>	<hr/>
Net cash provided by operating activities	(56,049)	30,980
	<hr/> <hr/>	<hr/> <hr/>

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2017

1 Accounting Policies

Basis of accounting

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 the Republic of Ireland (FRS102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice as it appears 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 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 (FRS102) issued on 16th 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 recognised when invoiced.

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 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

The Company make pension contributions to one employee on a defined contribution basis and the Auto enrolment pension scheme (NEST) is provided for all other eligible employees and is 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 Company 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 of 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 16 to 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
FOR THE YEAR ENDED 31 MARCH 2017**

1 Accounting Policies continued

Deferred Income

Deferred income represents the amounts receivable for the future periods, as specified by the donors or grant makers, and is related 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 this impairment are recognised in expenditure.

2	Income	Unrestricted £	Restricted £	2016/17 Total £	2015/16 Total £
	<u>Donations and legacies</u>	3,808	-	3,808	5,131
	<u>Charitable activities</u>				
	Grants and other funding:				
	Grants:-				
	Local Authorities and Councils:				
	West Sussex County Council (WSCC)	113,772	-	113,772	127,577
	WSCC LAN Project	-	20,388	20,388	33,291
	WSCC LAN 2 Financial Capability	-	16,271	16,271	45,050
	Arun District Council	110,120	-	110,120	110,400
	Chichester District Council	74,000	-	74,000	59,900
	Chichester District Council - Outreach	6,900	-	6,900	6,900
	Wickbourne Outreach	3,562	-	3,562	-
	City, Town and Parish	15,740	-	15,740	14,545
	Notional Rents - Benefit in Kind	26,000	-	26,000	26,000
	Core Funding Pension Training	-	-	-	9000
		350,094	36,659	386,753	432,663
	Grants:-				
	Other Grants	25,559	-	25,559	30,669
	Restricted Funds and Grants:-				
	Healthwatch	-	10,656	10,656	49,019
	Court Desk (Sussex Communities Foundation grant)	-	-	-	3,333
	Surrey and Sussex Probation Trust	-	5,970	5,970	27,996
	Big Lottery Fund	-	-	-	71,588
	Home visiting	-	17,750	17,750	17,000
	Pension Delivery Service	-	101,424	101,424	201,377
	M S Society	-	6,488	6,488	2,703
	MASDAP	-	15,570	15,570	-
	Total Charitable activities	375,653	194,517	570,170	836,348
	<u>Investments</u>	1,227	-	1,227	579
	<u>Other Trading Activities:</u>				
	Misc. income	-	-	-	3,988
	Rent and room hire	225	-	225	2,291
	Salary Secondment	4,736	-	4,736	7,442
		4,961	-	4,961	13,721
	Total Income	385,649	194,517	580,166	855,779

Where appropriate, the rent and grant income figures include the value of free or subsidised accommodation. The only restricted income in 2016/17 is in respect of charitable activities and this totalled £194,517. In 2015/16 the only restricted income related to charitable activities and totalled £451,357.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2017

3	Expenditure on	Unrestricted £	Restricted £	2016/17 £	2015/16 £
	<u>Charitable activities</u>				
	Salaries, NI and Employer's Pension contribution	256,858	158,193	415,051	497,976
	Staff and volunteer costs	36,226	-	36,226	57,755
	Office plus premises expenses	90,192	39,370	129,562	110,803
	Other direct payments CASCAB, Shelter etc-	-	-	-	60,938
	Bad debt provision	-	-	-	17,903
	Nominal Rent	26,000	-	26,000	26,000
	Governance costs (note 4)	4,287	-	4,287	6,255
		<u>413,563</u>	<u>197,563</u>	<u>611,126</u>	<u>777,630</u>

The only restricted expenditure in 2015/16 is in respect of charitable activities and this totalled £465,419.

4	Governance costs	2016/17 £	2015/16 £
	Audit fees	3,005	3,895
	Other	477	1,350
	Bank Charges	242	233
	Legal and Professional fees	254	236
	Trustee Expenses (detailed below)	309	541
	Total	<u>4,287</u>	<u>6,255</u>

Trustees:-

Rodney Clare – Travel £253 - Chichester Move & General (2016 £254)

Alan Laybourn - £56 – Healthwatch & General (2016 £287)

5	Staff Costs	2016/17 £	2015/16 £
	Wages and salaries	384,478	460,817
	Social security costs	26,530	33,063
	Pension costs	4,042	4,096
	Total	<u>415,050</u>	<u>497,976</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	
	2016/17 Number	2015/16 Number	2016/17 Number	2015/16 Number
General /Admin Staff	9.11	9.11	19	19
Pensions Delivery	5.86	5.86	6	6
Healthwatch	0.94	0.94	1	1
Big Lottery	0	3.40	0	4
Home Visiting	0.46	0.46	2	1
LAN 1 & 2	0.74	0.74	2	1
Probation	0.46	0.46	1	1
Digital Money Coach	1.31	1.31	1	2
Totals	18.88	22.28	32	35

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 of the Chief Executive Officer, Finance Manager, Office Manager and two Service Managers. The total employment benefits including employer pension contributions of the key management personnel were £146,543 (2016 £118,190). No employees had employee benefits in excess of £60,000 per annum (2016:none).

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2017

6	Net income/(expenditure) for the year	2016/17	2015/16
		£	£
	Auditor's remuneration:		
	Audit fees	3,005	3,895
	Bank interest payable	1,227	233
	Operating leases - equipment	19,667	22,045
		<u> </u>	<u> </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 is provided for all other eligible employees. The pension cost shown in note 5 to the accounts for the period represents contributions payable by the company and amounts to £4,042 (2015/6 £4,096).

8	Debtors and prepayments	2016/17	2015/16
		£	£
	Debtors	5,232	30,500
	Prepayments	6,795	5,599
	Bad Debt Provision	-	(17,903)
		<u> </u>	<u> </u>
		12,027	18,196
		<u> </u>	<u> </u>

9	Creditors: Amounts falling due within one year	2016/17	2015/16
		£	£
	Trade creditors	4,409	12,634
	Accruals	4,101	9,548
	Taxation and social security costs	7,098	29,297
	Receipts in advance	4,208	16,271
	Deferred creditor	17,903	-
		<u> </u>	<u> </u>
		37,719	67,750
		<u> </u>	<u> </u>

10	Funds	Unrestricted Accumulated Funds £	Restricted Funds £
	As at 1 April 2016	294,291	8,843
	Net movement in funds	(25,941)	(5,019)
	At 31 March 2017	<u>268,350</u>	<u>3,824</u>

11 Analysis of net assets between funds

	Unrestricted £	Restricted £	Total £
Current assets	306,069	3,824	309,893
Creditors: amounts falling due within one year	(37,719)	-	(37,719)
	<u>268,350</u>	<u>3,824</u>	<u>272,174</u>

Restricted fund assets are held in an appropriate form to enable each fund to be applied in accordance with the restrictions imposed. (See note 12)

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2017**

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 01.04.16</u>	<u>Incoming Funds</u>	<u>Expended Costs</u>	<u>Apportioned</u>	<u>Transfers between funds</u>	<u>Balances 31.3.17</u>
Home Visiting	-	17,750	(15,240)	(2,590)	81	-
Sussex & Surrey Probation Trust	-	5,970	(4,900)	(1,070)	-	-
Healthwatch	-	10,656	(7,117)	(1,094)	(2,445)	-
LAN Project 1	-	20,388	(14,646)	(3,960)	-	1,782
LAN Project 2	3,332	16,271	(15,833)	(3,770)	-	-
Pension Delivery Service	5,511	101,424	(95,100)	(9,793)	-	2,042
MS Society	-	6,488	(6,529)	(350)	391	-
MASDAP	-	15,570	(12,577)	(2,993)	-	-
TOTALS	8,843	194,517	(171,942)	(25,620)	(1,973)	3,824

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.

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 2017

12 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.

Surrey & Sussex Probation Trust

Countywide Outreach advice at probation offices for debt advice.

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.

MS Society

For those with Multiple Sclerosis who require benefits advice either in one of our centres or with a home visit.

MASDAP

Money Advice Service funded Debt Advice Project assisting clients with debt issues.

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 they are a member or within one year after they cease to be a member, such amount as may be required not exceeding £1.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2017

14 Commitments under operating leases

At 31 March 2017 the Company had annual commitments under non-cancellable operating leases as follows:

	Land and buildings	Other
	2017	2017
Expiry date:-	£	£
Within one year	18,718	11,957
Between two and five years	84,900	7,710
	<hr/>	<hr/>
	103,618	19,667
	<hr/> <hr/>	<hr/> <hr/>

15 Related party transactions

Healthwatch West Sussex A charity in which Mr A Laybourn was also a trustee until 30th June 2016. In the year to 31 March 2017 the charity received a grant from Healthwatch West Sussex of £10,656 (2016: £49,019). The balance outstanding at the end of the year was £nil (2016: £nil).

16 Designated Funds

Premises - 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 12 months.

Marketing, Media and IT - This fund was designated to cover the marketing and media activities of the Company including any improvements required to the IT systems. The fund was fully used during the year to 31 March 2017.

