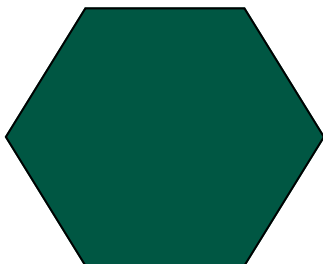
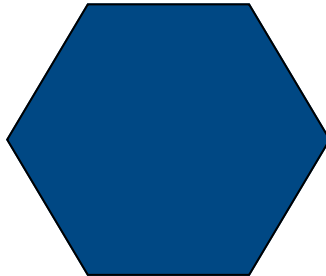
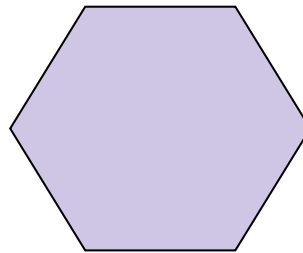
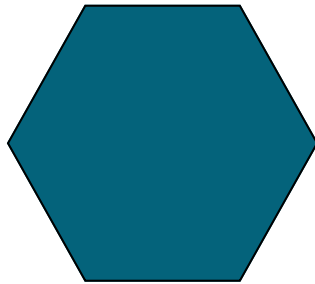
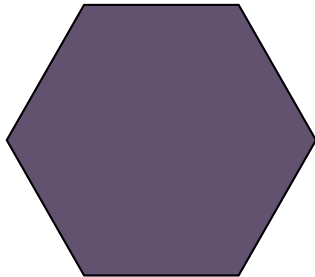




**Arun &
Chichester**



Annual Report 2017-2018

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Our service is invaluable to our local community and without our volunteers we would not have a service to offer.

The volunteers role can be very demanding and at times stressful, but each and every person that volunteers gives more than is asked.

We would like to take this opportunity to thank our volunteers for their continued hard work and commitment.



Need advice?



Whoever you are...whatever the problem.

Visit us

Bognor Regis Advice Centre

Town Hall
Clarence Road
Bognor Regis
PO21 1LD

Admin Line 01243 866233
Fax 01243 824981

Opening Times

Monday—Friday
10:00am - 4:30pm

Chichester Advice Centre

East Pallant House
1 East Pallant
Chichester
PO19 1TY

Admin Line 01243 776528
Fax 01243 538914

Opening Times

Monday—Friday
10.00am - 4:30pm

Littlehampton Advice Centre

14/16 Anchor Springs
Littlehampton
BN17 6BP

Admin Line 01903 725960
Fax 01903 733237

Opening Times

Tuesday—Friday
10.00am - 4:30pm

Outreach Sessions

Bognor Job Centre
10:00am—1:00pm
Every Wednesday

Midhurst 9:30am - 12:00pm
Every other Thursday
by appointment

Outreach Sessions

Selsey 9.30am—12.30pm
Every Monday

West Wittering 9:30am -11:30am
First Thursday of each month

Chichester Job Centre
Every Wednesday 10.00am-1.00pm

Outreach Sessions

Littlehampton Job Centre
10.00am—1.00pm
every Wednesday

Rustington 10:30am—11:30am
Every Wednesday
by appointment

Amber House 10.00am—1:00pm
Every Thursday

Advice by phone

Advice Line: 0344 477 1171

Mobile phone Advice Line: 03003 300650

Advice by email

Website: www.arunchichestercab.org.uk

Our core service

Arun and Chichester Citizens Advice (ACCA) 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 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 2017/2018 Arun and Chichester Citizens Advice saw 11,212 clients.



Advice options

Although face-to-face advice has always been the cornerstone of our service, Arun and Chichester Citizens Advice also offer 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.



Chairman's message

Citizens Advice in Arun and Chichester has continued to play an important role in the local community by providing free, independent, confidential and impartial advice to more than 13,000 clients on a broad range of topics. Once again, our top four areas of advice in 2017-18 related to benefits and tax credits, debts, housing and employment as it became increasingly clear that Universal Credit will place increased demands on our service as the rollout gathers pace in the coming months and years. While face-to-face advice continues to be the cornerstone of our service, we saw an increased demand in other channels, notably webchat, and we expect this trend to continue.

We have influenced policy-making at a local and national level through the exceptional work of our Research and Campaigns team which is an important complement to our advice service. This group is increasingly influential and carried out a number of successful campaigns in 2017-18, including but by no means restricted to the impact of Universal Credit, which are described in this Annual Report.

The Trustee Board approved a deficit budget for 2017-18 in anticipation of the reduction in income following the run-down of the "Pension Wise" service in our centres and our decision to invest in pilots of new services, including the provision of advice from GP surgeries and a domestic abuse safe house. Consequently, the accounts show a loss for the financial year 2017-18 of £71,975 which includes the one-off costs for the Chichester office relocation. While this is a substantial amount, it is not a cause for alarm as we had sufficient reserves in place at the start of 2017-18 to cover this planned loss and we have ended the year with a still healthy, albeit lower, level of reserves to carry forward into the future.

During 2017-18, we reduced our cost base and achieved a modest increase in income through additional projects which will mostly be realised in 2018-19. As a result, we have been able to set a break-even budget for 2018-19 which we expect to achieve following the decision of our core funders in the County and District Councils to extend our current contract by a further year until the end of March 2019. Nevertheless the financial climate remains challenging for both ourselves and our funders, and the outcome of discussions about the new core services contract, which are now taking place in earnest together with our partner Citizens Advice organization in West Sussex, will be key to determine the scope of services we will be able to provide from 2019-20 onwards. We appreciate the strong support of our core funders and are optimistic that we will be able to come to a mutually agreed outcome which will enable us to continue to provide a high level of service to the local community.

I would like to conclude by thanking our funders in the local authorities who continue to support us in the face of tremendous financial pressures. We really value this support and will continue to play our role in early interventions by helping our clients find a way forward before their problem becomes a crisis. I also would like to say a massive thank you to our staff and volunteers without whom we couldn't provide the service that we do, and certainly at nowhere near the level of cost that we're able to deliver it. It's truly heart-warming that so many people go "above and beyond" to help others in their local community. Finally, I'd like to thank my fellow trustees for continuing to provide sound governance to the organization and Luca Badioli, our Chief Officer.

Luca took over the CEO role from Carol Groves in January 2018, following Carol's retirement, and has continued to drive the service forward after a seamless transition. Luca has the full confidence of the Trustee Board and we owe him and his team a huge debt of thanks.

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



Geoff Palmer
Chairman

**See Page 12 to
find out about
volunteering**

CEO's message

The year 2017 to 2018 has been quite an exciting year for me as I was appointed, following Carol Groves retirement, as the new C.E.O. The support and encouragement from volunteers, members of staff and some stakeholders in applying for the position has been amazing and has been highly appreciated. I can honestly say that it is an honour to be able to lead this organisation.

During this year Arun and Chichester Citizens Advice continued to develop, we tested two new services and used our data more constructively and effectively as you will see from the rest of the report.

It is important to us that our funders, stakeholders and clients are confident in the service we deliver and we are therefore pleased to report that we have achieved the highest scores possible for Financial Health Monitoring, Quality of Advice, People Management and Leadership Self-Assessment.

Last year Citizens Advice nationally reported that there was insufficient data to provide robust evidence on our client's experience.

We have therefore undertaken our own yearly survey and can report that 99% of clients surveyed were either happy or very happy with our overall service and that 100% would use our service again. The full results are detailed on page 10 of this report.

Times are tough for the charity sector and competition for project funding is high. However, we continue to look at alternative partnership working and funding streams.

Last year we reported that our trustee board agreed to use our reserves to test two possible new services.

These pilots were aimed at delivering a service to patients of the Westcourt Medical Centre and at Amber House (a local domestic abuse safe house) in view of giving us a better understanding of the links between giving advice and improvement of mental health/wellbeing.

With both pilots, we used a shortened version of the Warwick Edinburgh Mental Wellbeing scale to measure our clients wellbeing before and after our intervention.

The data gathered showed that there was a clear improvement in our clients' mental wellbeing and the scores that show the two most significant impacts were:

- Our clients better able to make up their minds about things; and
- Feeling more optimistic about the future.

After the initial six month pilot we were fortunate to obtain some funding to enable us to continue to deliver these services and we now plan to expand these services to other locations.

During 2017-2018 many local authorities and charities, including us, were concerned about the implementation of the Universal Credit Full Service in our area and the increased demand on their services.

We took part in a national campaign to "fix Universal Credit" and we highlighted the issue by contacting our MPs, writing articles in local news-papers and arranging interviews with the BBC Sussex radio station.

We researched data from national Citizens Advice, other Citizens Advice where the Universal Credit Full Service had already been implemented and the Department of Work and Pension, and we were able to report to the District Councils and the County Council on the likely increase in demand on our services directly linked to Universal Credit.

This led to partnership working between local authorities and the Department of Work and Pension (DWP), and to the District Councils sub-contracting us to deliver a Universal Credit Support Service for UC claimants that are unable to budget and need digital assistance in submitting their on-line claim.

Going forward we are committed to expanding our services, and we will continue to establish strong partnership working and to be creative in finding alternative sources of funding .

I am also very pleased to report that we finally moved to the Chichester District Council premises on the 31st July 2017. The move went smoothly and the staff at the Chichester office and the staff of Chichester District Council are working well in partnership to make sure that our service users get the best possible service and experience.

We have also continued to improve our service to the fuel poor and were able, in partnership with Arun District Council (ADC), to pilot a home visiting service to the most vulnerable fuel poor residents in the Arun and Chichester area. The ADC workers provided specialist energy efficiency advice and we advised on matters such as debt, welfare benefit and financial capability in order to maximise income and reduce general levels of poverty to ensure that they could pay their fuel bill and stay warm during the winter period.

I would like to finish by thanking our board of trustees commitment, our staff and volunteers for always doing over and above what is expected of them and to all of the small and big funders. Without you we would not be here!

At Arun and Chichester Citizens Advice we care and we are passionate about helping people in our community. We look forward to providing high-quality advice services for many years to come!

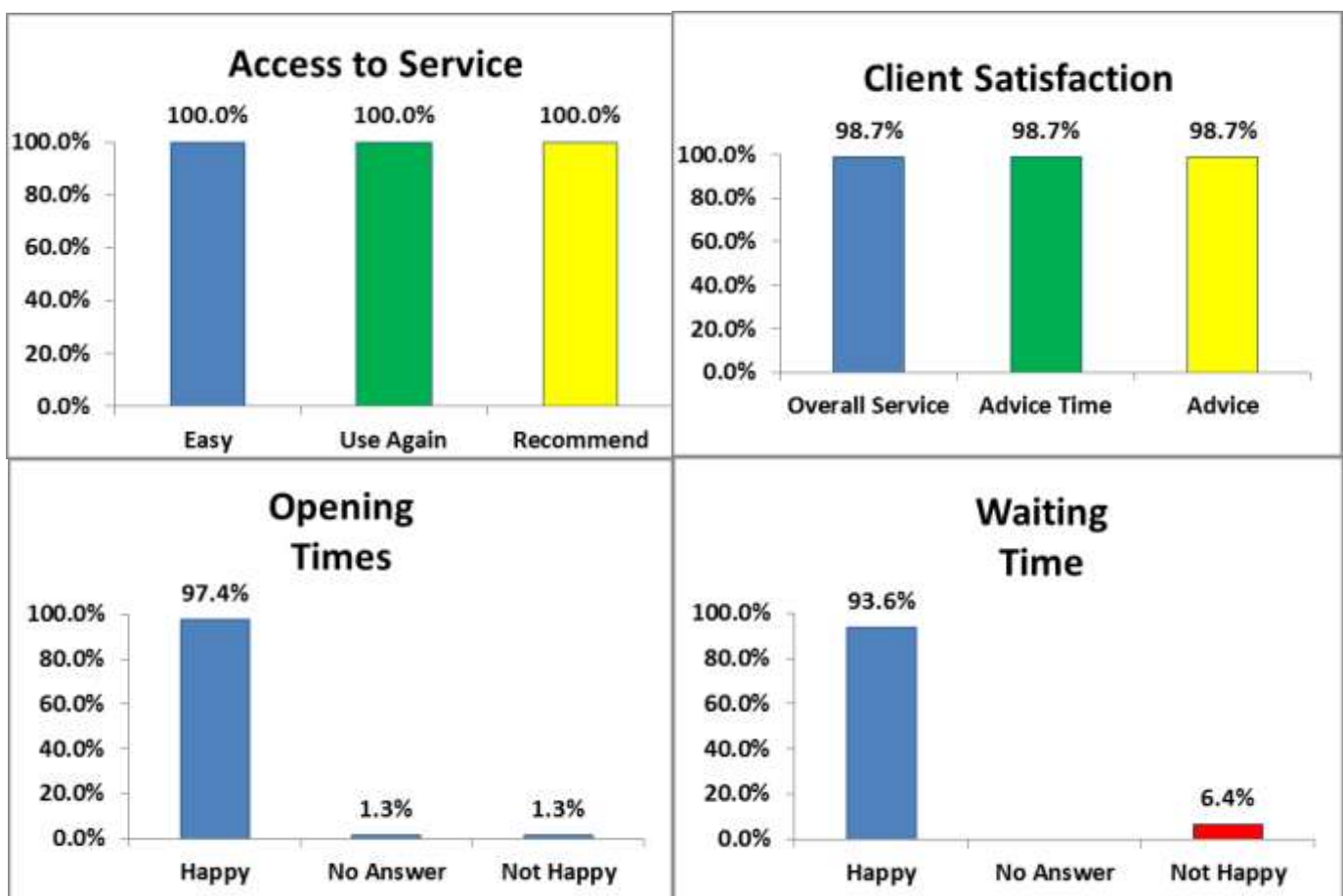
Luca Badioli
Chief Executive



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.

Arun & Chichester Client Satisfaction Survey results 2017-18



The report covered 79 clients surveyed during March 2018 and the Opening Times and Waiting Time totals could be even better. One client put Not Happy against all the questions but then said they would use the service again and recommend it to friends, which would suggest that incorrect replies were selected. There was a slight issue with Waiting Times.

Finance Manager's message

As was the case last year, the difficulty in obtaining additional project funding to support our core service has put a strain on our reserves for a second year.

We have continued constantly to review our expenditure including our lease contracts and have been successful in negotiating competitive rates on some of our contracts that expired during the year, for which we should see the benefit going forward into 2018/2019.

In last year's report you may remember that we had put aside designated funds for our premises move in Chichester which took place in July 2017. Due to the commitment and support of our staff and volunteers and the external organisations that assisted in the move, we did not use all the funds that we put aside and were therefore able to transfer this back to our unrestricted funds.

We are pleased that we took part in the Citizens Advice pilot for financial health monitoring in 2016/2017 as any of the teething problems we had were resolved by the time it became mandatory in April 2017. The dashboard reports we receive from Citizens Advice give clear information on how we are performing financially and also compares us to other Citizens Advice of a similar size which is useful for our Trustee Board.

Looking ahead into 2018/2019, whilst still hard to obtain, there has been some funding opportunities that not only enables us to support our clients further but also allows us to apportion some of our overhead costs thus reducing the impact on our reserves which we rely on to invest in the future of the organisation.

Leading on from this, due to the change in the way our clients wish to access our service we are looking to invest some of our reserves into our IT and telephone systems so that we can provide a more streamlined service and enable our clients to contact us via various channels.



Tracy Rablin

Finance Manager

Volunteers

Volunteers account for around 80% of the Citizens Advice service. Arun & Chichester Citizens Advice is fortunate to have the services of around **110 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

I started as a volunteer adviser at Citizens Advice seven years ago after I had finished my last permanent job as a finance manager. Since then I have had periods as a volunteer and times when I have been away working on short-term contracts. I have now progressed more fully into retirement and with more time I am developing as a specialist debt adviser.

Volunteering for Citizens Advice helped when I was looking for contract work as it kept my brain in gear and I could refer to it in my CV to account for how I used my time purposefully between jobs. It was particularly helpful for one job, which required experience of web information systems. We use several of these when advising clients, such as our own Adviceguide website, so I was able to draw on that at the interview and use this experience in doing the job.

Having been used to a full work life, my volunteering now helps provide some structure to my week that I can plan other interests and family activity around. I enjoy the variety of issues that we deal with and the mental challenge in research and problem solving. I also enjoy the contact with our wide range of clients and the other volunteers and paid staff. I have always been interested in current affairs and helping with clients' issues makes me much better informed on how society and government policies are operating.

Citizens Advice offers a variety of ways to volunteer. I have found it great for occupying my time in a way that I enjoy and is worthwhile.

Operation Manager's message - Danni Colclough

This year we have continued to develop our recruitment process, attracting a record number of volunteers for a variety of roles. We have expanded the voluntary roles available so that those who do not wish to provide advice, or look at the Research and Campaigns roles, still have a place within the organisation. We are now recruiting for roles such as bid writing and fund raisers and looking at the skills our volunteers already have as they join us. We have developed our taster days further, to ensure potential volunteers fully understand the commitment required to training and the types of scenarios they could deal with in centres. We will be looking at target driven recruitment over the next year to ensure that the recruitment process continues to be diverse and inclusive.

In the next year we will continue to focus on the recruitment and training of our volunteers. We want to improve our client's journey by developing the multi-channel services we offer e.g. delivering more full advice digitally (via email or webchat) for clients who can't attend a centre. We have analysed how our clients use our services and there appears to be a preference for an outreach in some rural and close-knit communities. We have already begun opening new outreaches and developing the services available. Over the next year we will attempt to strengthen our outreach team and expand this for better access.

Securing more outreaches in central places such as jobcentres and council offices has helped us to further build and open new opportunities for working with existing partners. We will continue to strive to ensure our client's journey for seeking free, independent advice will develop to answer the demands of our local community in the best way for them.

With the roll out of Universal Credit imminent during the last year we have concentrated on ensuring our teams have had training and are able to support our clients with UC, and deliver budgeting advice to those who will need to be supported through periods of non-payment. We have also provided our teams with guidance and training to digitally support clients through the new UC online claims process. We continue to learn and develop the services we provide to help the local community transition to Universal Credit.

Last year saw a number of changes, one of our centres moving into new premises and Universal Credit being implemented. We have been very lucky to have a great team of volunteers and staff to help us continue providing a much needed and necessary service. We say it all the time but it just would not be possible without them. Thank you.

Danni Colclough
Operations Manager



Projects

Domestic Abuse Outreach Project – Amber House

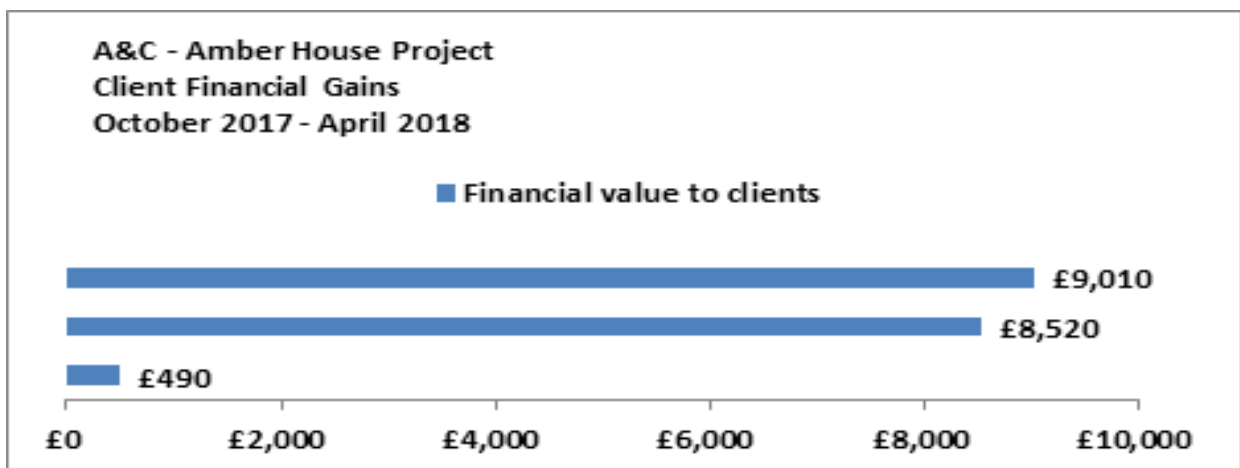
Amber House is a Community assisted refuge in Littlehampton, run by Safe in Sussex. This refuge is based on a Dutch Model, the refuge location is known by everyone and the Community help them out by providing donations.

We ran a 6 month pilot outreach service there every Thursday morning from October 2017 to April 2018. We assisted clients with debt, housing and benefit advice resulting in a monetary gain of £8520pa with a one off payment of £490, we were also able to assist some clients in finding accommodation as well as work, and on a few occasions, we helped them to complete court forms to become safer in their own homes. For one client, we managed to gain a grant so that she could have all her window and door locks changed and provide a bed for a child.

Our data shows a significant rise in the clients' wellbeing from the start to the end of our intervention with them within the pilot. Since the pilot ended, we have run a volunteer service every other Thursday morning which is widely needed by the community as so many survivors are not able to access the offices.



Using the Office of National Statistics (ONS) Short Warwick Edinburgh Wellbeing Measure Scale (SWEBWMS) scoring techniques, we adopted the two-stage approach – measuring the clients well being before our advice intervention and after.



Projects

Home Visiting Project

Since its inception 5 years ago, the home visiting service has provided benefit advice to vulnerable, disabled clients who would otherwise be unable to access our service. We provide the service throughout Arun and Chichester including rural areas. Our home visitor provides practical help in completing benefit forms and benefit checks to the more complex submissions to Her Majesty Court and Tribunal Service (HMCTS) to assist clients with benefit appeals. The project is funded privately and the benefit to the community is clear with an average benefit award of £4,166 per client per annum. The home visitor will also check if ancillary benefits such as a blue badge can be obtained which ensures improvement of quality of life. The project is in its 5th year and has seen substantial increases every year. The service user's mental health also improves because of the service we provide.



This project is funded with £20,000 per annum from a private donor. Over the past 5 years, the total conservative estimate of the on-going financial value to the local community is a staggering

£5,979,828

Team Leader's messages

I started with ACCA just over 3 years ago as a volunteer following a decline in health which meant I was unable to continue in my previous role. Since starting, I have covered the Selsey outreach and been the classroom trainer as well as a supervisor and have gathered experience working in other roles for other charities. I have always wanted to work full-time for ACCA as I find the passion and support offered by both volunteers and paid staff makes for a great working atmosphere, as well as being a workplace that feels like you make a difference every day.

My new role involves leading in training and recruitment, as well as some of the outreaches and projects. Already, the training team have redesigned a new Learning Journal to help volunteers and supervisors understand the training process more, as well as meaning volunteer advisers will be able to work with clients sooner and in a way that fits more with our local centres' needs. Additionally, the Universal Credit Support project is now fully up and running and we are looking at how we can best inform and reach the community to ensure they utilise this crucial service.

I have been with ACCA for 6 years. I started as a volunteer when my daughter was in primary school and I could give my time around school hours. My background was operational as an Operations Manager at Gatwick Airport and I wanted to keep my skills current for returning to work. I enjoyed the work at ACCA so much that when a paid role came up I applied and became the Home Visitor which enhanced my interest in 'Benefits'. I trained as a Supervisor alongside my home visiting role and moved into a Supervisor position in 2014. Since August I have taken on a Team Leader role with my main responsibilities being Supervisors and Quality of Advice. I look forward to working together with the Supervisors to deliver quality advice to support our client's needs.



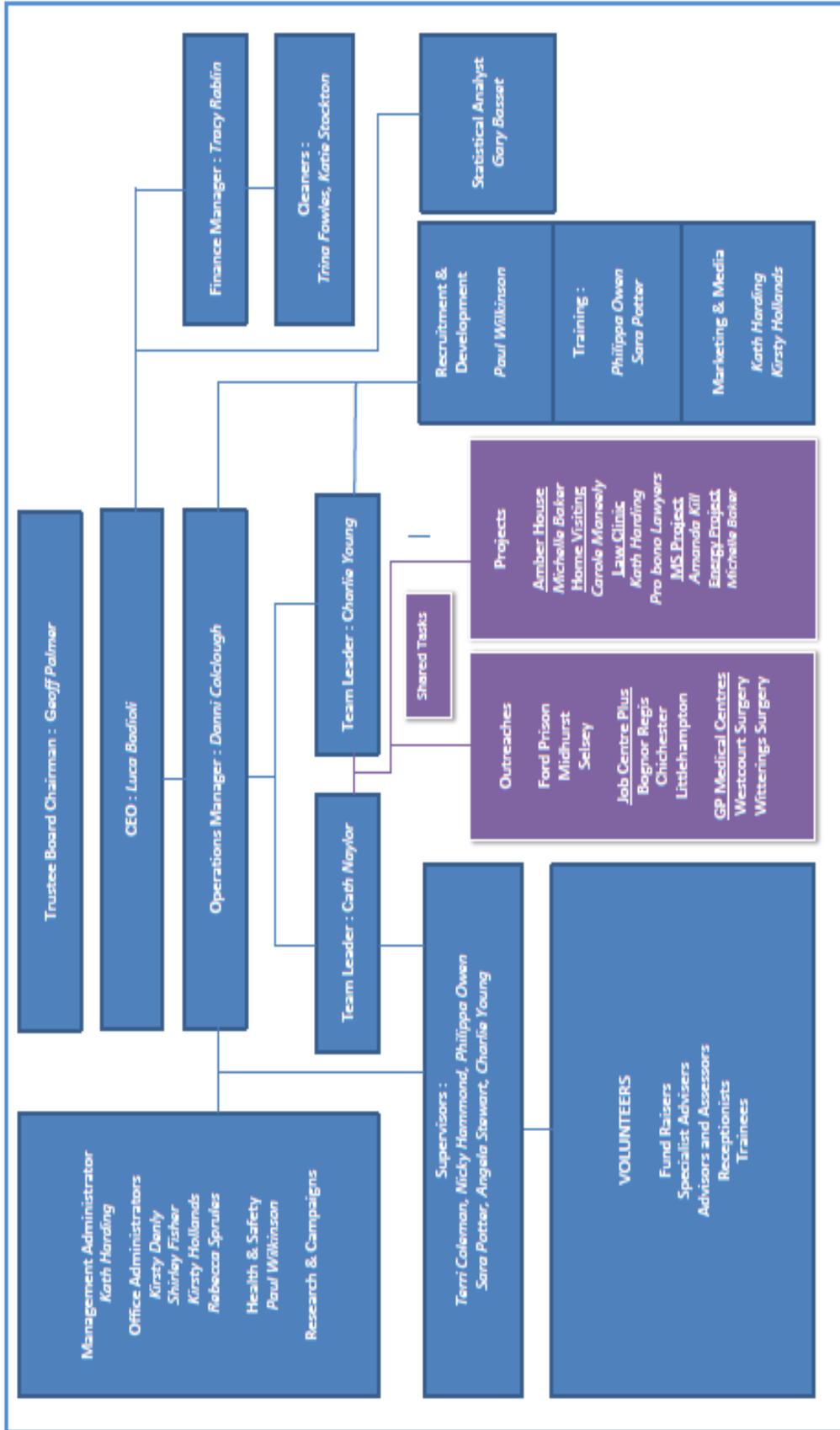
Charlie Young
Team Leader



Cath Naylor
Team Leader

Organisation Chart

Organisational Chart
Lines of responsibility



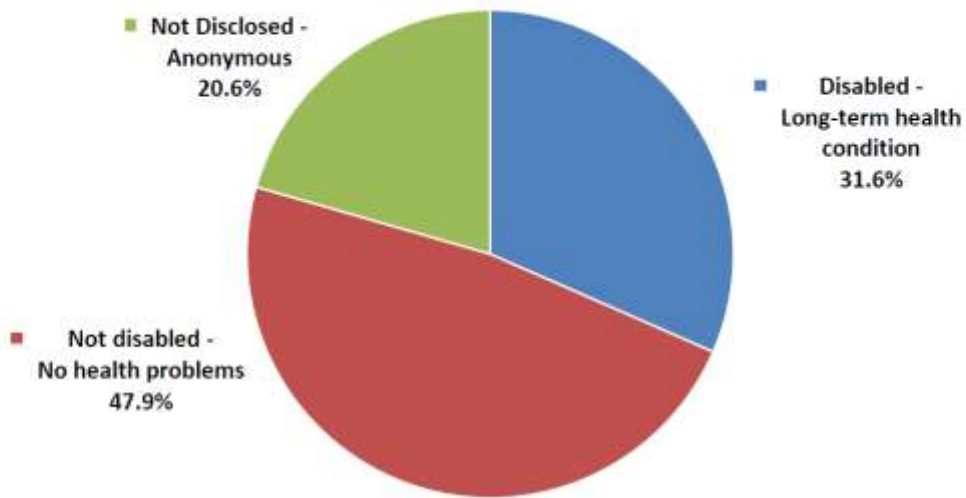
Citizens Advice Arun & Chichester

August 2018

Arun and Chichester Citizens Advice Client Profiles 2017-2018

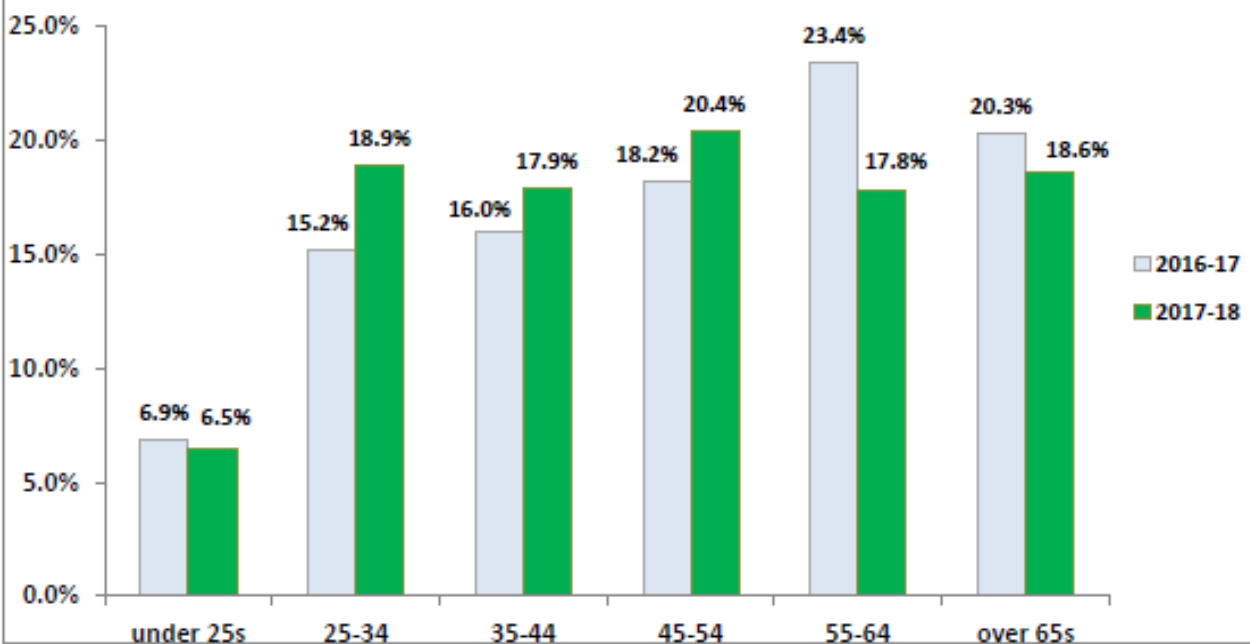
Client Health

Roughly a third of all clients assisted last year were disabled, or suffered long-term health conditions.

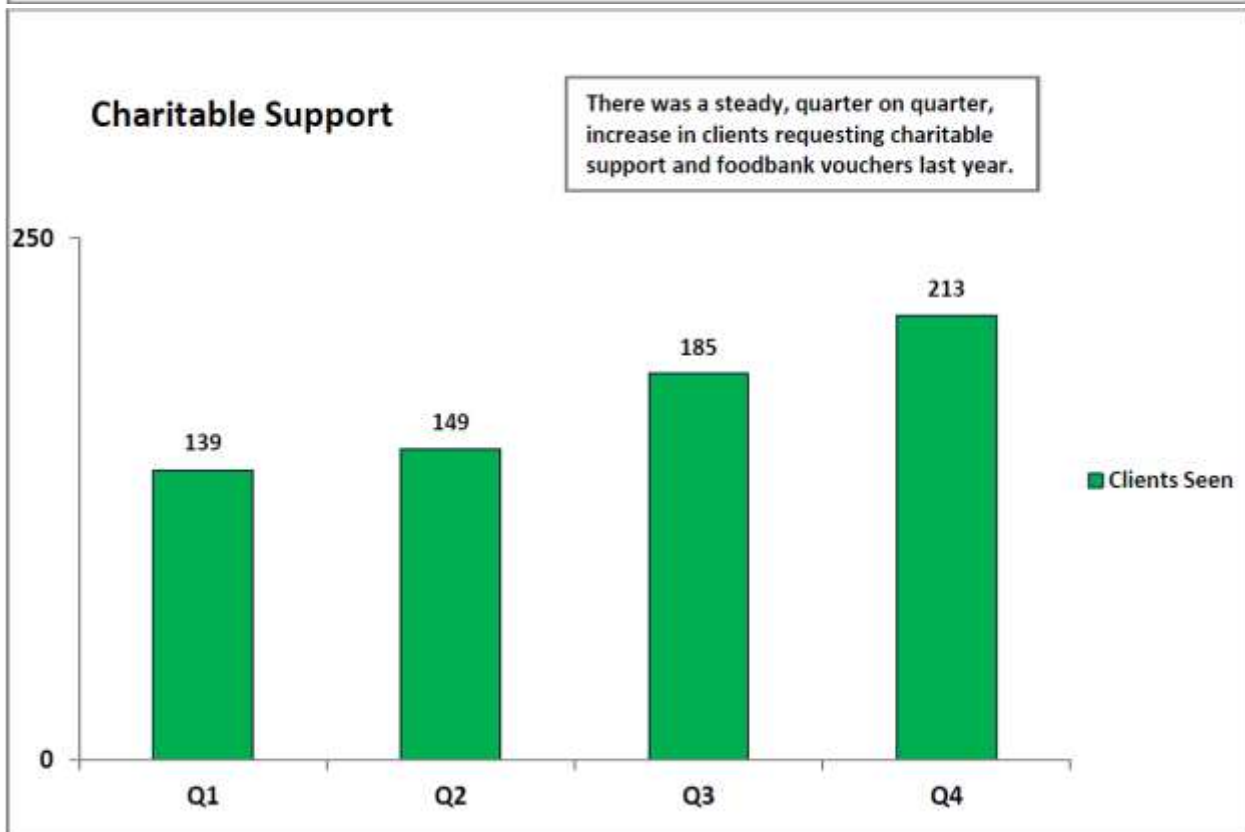
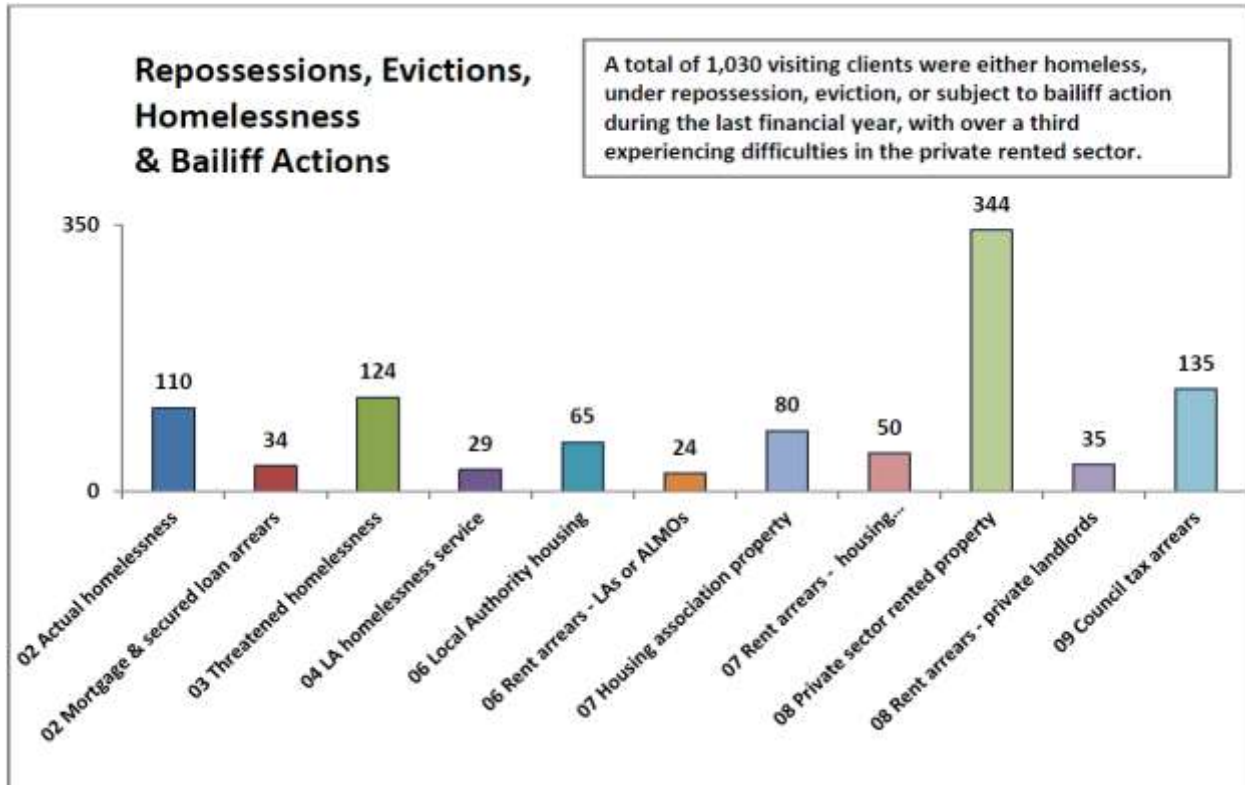


Age Comparisons by year

The implementation of new technology like webchat, e-mail and social media, has produced an increase in the number of clients at the younger end of the spectrum, when compared to the previous year.



Arun and Chichester Citizens Advice Vulnerable Client Report 2017-2018



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

Research and campaigns deliver the twin aim of Citizens Advice to improve the policies and practices that affect people's lives. When people's voices need to be heard we come together to campaign on the big issues. ACCA has a small team but has become very effective with the support of the whole organisation. They work on the rich data from our clients and in addition form strong partnerships with other agencies and statutory bodies for the betterment of our community. The R&C team works to positively enhance the reputation of ACCA. Any evidence gathered is used anonymously.



Research and Campaigns

Universal Credit

Universal Credit (UC) is the biggest change to the welfare system since its inception, bringing together 6 existing benefits. To claim UC you need to be digitally aware as an application has to be done online. The aim of UC is to incentivise more people to start and progress in work. We followed Citizens Advice's clear plan of communication with the local press, front page headlines. We wrote to local MPs and local government. Last October we were highlighting the cost of phoning the helpline which is now a Freephone number. In November the government announced £1.68 billion investment along with delaying the roll out and bringing in multiple changes to improve the delivery of UC. We surveyed clients and raised awareness of the services required to support UC in West Sussex through our Digital Inclusion project using the output as part of our discussions with funders and the DWP.



National Consumer week – ran from 27 November ("Cyber Monday")

#BeforeYouSign

Focused on subscriptions and subscription traps. This highlighted the issues consumers have when they've signed up for subscriptions unwillingly, and then face problems cancelling future payments .



Big Energy Saving Week

This year it was held in January rather than October. We ran two events showing clients the value of Check – Switch – Save with Arun Home Energy Team. We were able to assist one client make a large saving of £550 in his energy bill by switching provider .

Research and Campaigns



Change of Address survey

A new Direction: How to make mail redirections fairer and more affordable for consumers. The report was published in July . Recommendations are focused around making the redirections service more affordable for consumers.



Survey on Post Office services for the disabled.

Citizens advice published a report :
The Customers Journey: disabled access to postal services.

This report looks at each stage of a disabled customer's journey to accessing postal services and outlines what's important to disabled people at each stage and how well postal services are meeting their needs.



Scams awareness month: The theme was 'Play your Part, Act on Scams'

We ran 3 events with West Sussex Trading Standards having 'popup 'stands in the foyer of local supermarkets. We had excellent press coverage both locally and nationally raising the serious issues surrounding scams. The campaign focussed on speaking to target groups of people who are vulnerable to being targeted by scammers.

Helping people with benefit problems

Case study

**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

The client contacted Citizens Advice via the Adviceline for assistance on possible benefits. The client had recently had a stroke and this, plus other health problems, means that they have mobility issues and needs to use a wheelchair some of the time. The initial assessment of the client's circumstances appeared to suggest that the client could be eligible for Personal Independence Payment (PIP) and may also qualify for Housing Benefit and Council Tax Relief depending on their financial circum-

The client was advised to contact the PIP helpline to request the form. As the client had difficulty getting to a Citizens Advice office he was offered a home visit for help with completing the form. A home visit was duly arranged and the client was given a list of paperwork to have available on the day of the appointment – i.e. prescription list, full name, address and phone number for his GP and any reports concerning his health conditions.

The PIP form was completed and advised of the mandatory reconsideration process which can be used if he is unhappy with the decision, i.e. the award is not given or is too low. The client was also given details of the Appeal Tribunal process, to be used if the mandatory reconsideration decision was still unacceptable.

How we helped the client.

Following the client attending a PIP assessment he was awarded the daily living component at the standard rate of £65.55 per week and the mobility component at the standard rate of £22.00 per week.

The client was unhappy with this decision and decided that he would like to go ahead with the Mandatory Reconsideration process, which he did himself over the telephone. The decision was not altered. With the help of a friend, the client attended one of our centres and we helped him complete a SSCS1 form (to request an appeal via a Tribunal). The client had been able to obtain additional medical evidence from his consultant and this was used to support the appeal. It was emphasised to the client that it was very important that he attend the Tribunal in person and this he did, with the support of a family member.

The client was delighted that the Tribunal decision amended the original award and he received a letter confirming he had now been awarded the enhanced rate for daily living, £83.10 per week and the enhanced rate for mobility, £58.00 per week. These amounts will make a great difference to his financial situation. As the client has been awarded the enhanced rate for mobility, he was eligible for the Motability scheme, whereby he would be able to lease a suitably adapted vehicle.

The client can now claim for Housing Benefit and Council Tax Relief. The client will also apply for a Blue Badge, for their use and, also, when friends take the client out, so that disabled parking spaces in car parks can be used.

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 Resigned 6/11/17
	Andrew Hall Co-opted 8/8/18
	Alan Laybourn Resigned 31/8/17
	David McTaggart Elected
	Glenda Sellens Elected
	Jack Wheale Co-opted 12/3/18

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 , Andrew Tyrie and 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 2018

Company No. 04787378

Registered Charity No. 1099640

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

“The Company”

ANNUAL REPORT 2017/2018

Trustees’ Report

The Trustees present their report together with the audited financial statements for the year ended 31 March 2018. 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 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 2018 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 2018, the Company held reserves of £200,199 (2017:£272,174) of which £200,199 (2017: £268,350) were unrestricted, representing the charity’s 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 four months’ operating expenditure.

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 2017/2018

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

24th September 2018

and signed on its behalf by:

Geoff Palmer - Chairman

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

Opinion

We have audited the financial statements of Arun and Chichester Citizens Advice Bureau for the year ended 31 March 2018 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 including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable Company's affairs as at 31 March 2018, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the annual trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 2, 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

Use of our report

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

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

Date: 26th September 2018

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 2018

	Note	Unrestricted Accumulated Fund £	Restricted Funds £	2017/18 Total £	2016/17 Total £
Income and endowments from:-					
	2				
Donations and legacies		3,051	-	3,051	3,808
Charitable activities		356,267	74,598	430,865	570,170
Investments		1,022	-	1,022	1,227
Other Trading Activities		21,132	-	21,132	4,961
Total Income		381,472	74,598	456,070	580,166
Expenditure on					
	3				
Charitable activities		445,157	82,888	528,045	611,126
Total Expenditure		445,157	82,888	528,045	611,126
Net Expenditure		(63,685)	(8,290)	(71,975)	(30,960)
Transfers between Funds	12	(4,466)	4,466	-	-
Net movement in funds		(68,151)	(3,824)	(71,975)	(30,960)
Reconciliation of funds:					
Fund Balances brought forward					
At 1 April 2017	10	268,350	3,824	272,174	303,134
Fund Balances carried forward					
At 31 March 2018	10	200,199	-	200,199	272,174

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 2018

	Notes	2018 £	2017 £
Current assets			
Debtors and prepayments	8	11,799	12,027
Cash at bank and in hand		218,842	297,866
		<u>230,641</u>	<u>309,893</u>
Creditors: amounts falling due within one year	9	30,442	37,719
		<u>200,199</u>	<u>272,174</u>
Net current assets		<u>200,199</u>	<u>272,174</u>
Net assets		<u>200,199</u>	<u>272,174</u>
Funds			
Unrestricted accumulated fund			
General Fund		200,199	238,478
Designated Funds	15	-	29,872
		<u>200,199</u>	<u>268,350</u>
Total unrestricted funds		200,199	268,350
Restricted funds	12	-	3,824
		<u>200,199</u>	<u>272,174</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 2018 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 Companies Act 2006.

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 24th September 2018 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 2018

	2018	2017
	£	£
Cash flows from Operating activities (note 1)		
Cash flows from financing activities:	(80,046)	(56,049)
Bank interest	1,022	1,227
Net cash provided by financing activities	<u>1,022</u>	<u>1,227</u>
Change in cash and cash equivalents in the year	(79,024)	(54,822)
Cash and cash equivalents at the beginning of the year	297,866	352,688
Cash and cash equivalents at the end of the year	<u><u>218,842</u></u>	<u><u>297,866</u></u>

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

	2018	2017
	£	£
Net income for the year (as per the Statement of Financial Activities)	(71,975)	(30,960)
Bank interest	(1,022)	(1,227)
Decrease in debtors	228	6,169
(Decrease)/increase in creditors	<u>(7,277)</u>	<u>(30,031)</u>
Net cash provided by operating activities	<u><u>(80,046)</u></u>	<u><u>(56,049)</u></u>

**ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

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.

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.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS102).

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 15 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 2018**

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.

Going concern

The Trustees are pleased to have secured funding for the 2018/19 financial year. However, as with many grant funded charities we are reliant on successful tendering for future periods. The Trustees are confident that they will be able to secure this funding.

2	Income	Unrestricted £	Restricted £	2017/18 Total £	2016/17 Total £
	<u>Donations and legacies</u>	3,051	-	3,051	3,808
	<u>Charitable activities</u>				
	Grants and other funding:				
	Grants:-				
	Local Authorities and Councils:				
	West Sussex County Council (WSCC)	113,772	-	113,772	113,772
	WSCC LAN Project 1	-	23,000	23,000	20,388
	WSCC LAN 2 Financial Capability	-	-	-	16,271
	Arun District Council	117,020	-	117,020	110,120
	Arun District Council (Warm Home Pilot)	-	174	174	-
	Chichester District Council	67,100	-	67,100	67,100
	Chichester District Council - Outreach	6,900	-	6,900	6,900
	Wickbourne Outreach	4,209	-	4,209	3,562
	City, Town and Parish	15,195	-	15,195	15,740
	Notional Rents - Benefit in Kind	26,000	-	26,000	26,000
		350,196	23,174	373,370	386,753
	Grants:-				
	Other Grants	6,071	-	6,071	25,559
	Restricted Funds and Grants:-				
	Big Lottery	-	792	792	-
	Energy Best Deal Extra/Big Energy Week	-	18,100	-	-
	Healthwatch	-	-	-	10,656
	Surrey and Sussex Probation Trust	-	-	-	5,970
	Home visiting	-	20,000	20,000	17,750
	Pension Delivery Service	-	3,824	3,824	101,424
	M S Society	-	8,708	8,708	6,488
	MASDAP	-	-	-	15,570
	Total Charitable activities	356,267	74,598	430,865	570,170
	<u>Investments</u>	1,022	-	1,022	1,227
	<u>Other Trading Activities:</u>				
	Healthwatch re VAT	17,903	-	17,903	-
	Rent and room hire	-	-	-	225
	Salary Secondment	3,229	-	3,229	4,736
		21,132	-	21,132	4,961
	Total Income	381,472	74,598	456,070	580,166

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

3 Expenditure on	Unrestricted £	Restricted £	2017/18 £	2016/17 £
<i>Charitable activities</i>				
Salaries, NI and Employer's Pension contribution	278,512	68,106	346,618	415,051
Staff and volunteer costs	27,067	-	27,067	36,226
Office plus premises expenses	104,909	14,782	119,691	129,562
Notional Rent	26,000	-	26,000	26,000
Governance costs (note 4)	8,669	-	8,669	4,287
	<u>445,157</u>	<u>82,888</u>	<u>528,045</u>	<u>611,126</u>

The only restricted expenditure in 2016/17 was in respect of charitable activities and this totalled £197,563.

4 Governance costs	2017/18 £	2016/17 £
Audit fees	6,255	3,005
Other	722	477
Bank Charges	246	242
Legal and Professional fees	1376	254
Trustee Expenses (detailed below)	70	309
Total	<u>8,669</u>	<u>4,287</u>
Trustees:-		
Trustee – Travel £70 (2017: £309)		

5 Staff Costs	2017/18 £	2016/17 £
Wages and salaries	321,709	384,479
Social security costs	21,581	26,530
Pension costs	3,328	4,042
	<u>346,618</u>	<u>415,051</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	
	2017/18 Number	2016/17 Number	2017/18 Number	2016/17 Number
General /Admin Staff	9.11	9.11	19	19
Pensions Delivery	-	5.86	-	6
Healthwatch	-	0.94	-	1
Home Visiting	0.46	0.46	2	2
LAN 1 & 2	0.74	0.74	2	2
Probation	-	0.46	-	1
Digital Money Coach	-	1.31	-	1
Totals	10.31	18.88	23	32

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 £150,657 (2017 £146,543). No employees had employee benefits in excess of £60,000 (2017:none).

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

6	Net income/(expenditure) for the year	2017/18	2016/17
		£	£
	Auditor's remuneration:		
	Audit fees	6,255	3,005
	Bank interest	1,022	1,227
	Operating leases - equipment	22,681	19,667
		<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 £3,328 (2017 £4,042).

8	Debtors and prepayments	2017/18	2016/17
		£	£
	Debtors	8,151	5,232
	Prepayments	3,648	6,795
		<u> </u>	<u> </u>
		11,799	12,027
		<u> </u>	<u> </u>

9	Creditors: Amounts falling due within one year	2017/18	2016/17
		£	£
	Trade creditors	3,041	4,409
	Accruals	6,000	4,101
	Taxation and social security costs	5,299	7,098
	Deferred income	16,102	4,208
	Deferred income (Healthwatch VAT)	-	17,903
		<u> </u>	<u> </u>
		30,442	37,719
		<u> </u>	<u> </u>

Deferred Income

	£
As at 1 April 2017	22,111
Amounts released from previous years	(22,111)
Resources deferred during the year	16,102
	<u> </u>
At 31 March 2018	16,102
	<u> </u>

Deferred income relates to income received during the year that relates to projects to be carried out post year end.

10	Funds	Unrestricted	Restricted
		Accumulated	Funds
		Funds	£
		£	£
	As at 1 April 2017	268,350	3,824
	Net movement in funds	(68,151)	(3,824)
		<u> </u>	<u> </u>
	At 31 March 2018	200,199	-
		<u> </u>	<u> </u>

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

11 Analysis of net assets between funds

	Unrestricted £	Restricted £	Total £
Current assets	230,641	-	230,641
Creditors: amounts falling due within one year	(30,442)	-	(30,442)
	<u>200,199</u>	<u>-</u>	<u>200,199</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)

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 01.04.17</u>	<u>Incoming Funds</u>	<u>Expended Costs</u>	<u>Apportioned</u>	<u>Transfers between funds</u>	<u>Balances 31.3.18</u>
Home Visiting	-	20,000	(16,803)	(3,489)	292	-
LAN Project 1	1,782	23,000	(21,712)	(4,207)	1,137	-
Pension Delivery Service	2,042	3,824	(5,866)	-	-	-
MS Society	-	8,208	(8,042)	(350)	184	-
EBDX	-	17,100	(14,022)	(3,078)	-	-
Big Energy Savings Week	-	1,000	(925)	(75)	-	-
Other small restricted projects	-	1,466	(4,319)	-	2,853	-
TOTALS	3,824	74,598	(71,689)	(11,199)	4,466	-

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 2018

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.
- **The Local Assistance network (LAN) Project 1**
 - Working with other organisations to support clients since the cessation of the Crisis Loan.
- **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.
- **Energy Best Deal Extra (EBDX)**
 - To assist clients in any energy related matters including, switching fuel providers, negotiating with existing providers, and assisting clients with fuel poverty.
- **Big Energy Savings Week**
 - To have two external events to provide consumers assistance on matters such as energy tariffs, benefits and support available, ways to minimise bills and maximise energy efficiency.
- **Other small restricted projects**
 - Includes small restricted projects (including Domestic Violence Outreach pilot funded by our reserves).

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 Commitments under operating leases

At 31 March 2018 the Company had annual commitments under non-cancellable operating leases as follows:

	Land and buildings 2018	Other 2018
Expiry date:-	£	£
Within one year	30,959	4,766
Between two and five years	93,308	17,915
	<u>124,267</u>	<u>22,681</u>

15 Designated Funds

As at 1st April 2017 there were designated funds of £29,872 in respect of the Chichester premises move. This move took place in July 2017 and the unspent £13,496 amount was transferred back into unrestricted funds.

