



# **ANNUAL REPORT**

**2018-2019**

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

Even though the volunteers role can be very demanding and at times stressful. 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

#### Littlehampton Hub

Littlehampton Library  
Maltravers Road  
Littlehampton  
BN17 5NA

Opening Times

Wednesday & Friday  
10.30am - 3.30pm

#### Littlehampton Hub

Chilgrove House Community  
Centre  
Chilgrove House, Kimberry  
Wick, Littlehampton  
BN17 7JD

Opening Times

Tuesday & Thursday  
10.30am - 3.30pm

#### Bognor Regis Advice Centre

Town Hall  
Clarence Road  
Bognor Regis  
PO21 1LD

Opening Times

Monday—Friday  
10:00am - 4:30pm

#### Chichester Advice Centre

East Pallant House  
1 East Pallant  
Chichester  
PO19 1TY

Opening Times

Monday—Friday  
10.00am - 4:30pm

### Advice by phone

**Advice Line:** 0344 477 1171

**Mobile phone Advice Line:** 03003 300650

**Website:** [www.arunchichestercab.org.uk](http://www.arunchichestercab.org.uk)

**Administration Line:** 01243 866233

## Our core service

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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 deal with a wide range of matters including debt, benefit issues, employment, consumer, housing, immigration and relationship breakdown.

**Our open door, 'drop-in' service** enables the client to access face-to-face advice on the next steps 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 more complex or arrange for the client to see a specialist adviser.

**During 2018/2019 Arun and Chichester Citizens Advice saw 8307 clients with 22,707 issues.**



## 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

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Citizens Advice has provided an important service in the Arun and Chichester districts for many years. Whether dealing with a single issue or a more complex set of problems requiring specialist support, we have given free, confidential and impartial advice to more than 8307 clients with 22,707 issues in 2018-19 through face-to-face sessions, the telephone advice line, email and webchat. This is thanks to the remarkable efforts of our 25 paid staff and more than 120 volunteers, without whom the service wouldn't exist. Their professionalism and commitment to their fellow citizens is exceptional and we owe them all a huge debt of gratitude

The reach and scale of our advice service gives us data on the real-life issues faced by members of the local community which, together with our targeted research, enables us to influence policy-making at both local and national level.

A key role of the Trustee Board is to make sure that we are financially solvent. During the previous two financial years, in 2016-17 and 2017-18, we used up some of our financial reserves to invest in new services and office relocation. As a result, we budgeted for, and reported, an accounting loss in each of these years with the intention of achieving a break-even budget in 2018-19. I'm pleased to let you know that we exceeded this objective and that the 2018-19 accounts show a surplus, due to additional project funding and tight cost control which also enabled us to make a substantial IT investment during the year. The Finance Manager's report provides further details.

Like all local Citizens Advice organisations, we are a charity and are critically dependent upon our funders. Our core funding contract with the county and district councils, which we hold with our partner Citizens Advice organization in West Sussex, provides more than 50% of our total funding and expired at the end of March 2019. I'm pleased to report that a new contract for core services has been agreed for the next 3 years with the funding reviewed annually during that period.

This has relieved the immediate financial pressure and we are again targeting to achieve a financial break-even in 2019-20.

Going forward, we will need to continue to remodel the service to achieve even greater efficiencies while continuing to meet the advice needs of the local community and we are confident that we are up to that challenge. This year is the 80<sup>th</sup> anniversary of the opening of the first Citizens Advice bureaux in the UK and we have been running a number of events locally to celebrate this. The service has evolved substantially during the past 80 years while keeping the same basic aims and objectives and we know that we will need to continue to evolve so that we are still here in 80 years' time.

I would like to conclude with a big thank you to all of our funders and supporters, to Luca and the leadership team, and to all of our staff and volunteers for your dedication and commitment. Without you we wouldn't be here and the thousands of local people who use our service would find it harder, and impossible in some cases, to get the help they need. You are the Citizens Advice service, you are all champions for fairness and equality, and the local community is a better place because of you.



**Geoff Palmer**  
**Chairman**

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



**See page 11  
to find out about  
volunteering**

## CEO's message

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In my first year in post it became immediately apparent that it was essential that we had to strengthen our financial position in order to develop and be able to deliver the service the residents of our community deserve. In order to achieve our goal, we also had to have a strong management team dealing with the day to day demands, a workforce prepared and motivated for change and very supportive volunteers. Luckily for me most of this was already there.

What have we been able to achieve during 2018-2019?

We have achieved the highest score in all areas of Citizens Advice performance quality framework. This is very important to us as it gives our funders, stakeholders and clients confidence in the service.

Last year we reported that our research and campaign work ultimately led to the District Councils sub-contracting us to deliver a Universal Credit Support Service for UC claimants that are unable to budget and needed digital assistance in submitting their on-line claim. This service continued until 31st March 2019. However, national Citizens Advice secured funding to deliver a new Universal Credit Help to Claim service post 31st March 2019 and chose us to test, between 1st November 2018 and 31st March 2019, the new service. This enabled us to influence the way the service would be delivered from 1st April 2019.

Addressing local fuel poverty levels is a priority for us and following an Arun District Council funded three-month pilot to deliver a home visiting service to the fuel poor we managed to secure more funding and were able to continue this service during all the 2018-2019 period. This brought a total financial benefit to the community of £201,837.

In order to address fuel poverty levels, we have also increased our Energy Best Deal Extra service targets and brought a further £80,784 of financial benefit to the community. We also received a gold award funding level to deliver 5 events focused on raising awareness of the need to compare energy prices, switching and saving money to consumers. We ended up running 6 events (one of these was attended by a local MP) where we helped consumers make £4561.07 in energy-related savings. We also raise awareness of the events through 6 articles in local newspapers, numerous tweets and facebook posts.

For the last few years we tested various services at the local Domestic Abuse refuge and this year we managed to secure some funding to pilot a "coaching service" to frontline workers of domestic abuse services.

Thanks to a grant from Chichester District Council we have been able to continue to manage the day to day running of the Chichester Law Clinic. Due to the cuts in legal aid this is an essential service to the residents of our communities and must continue and develop.

We were also able to learn from our Westcourt Medical Centre pilot and take steps towards delivering a social prescribing service within our communities.

We continued to deliver the home visiting service, the service to people with MS, Hastoe's tenants and our Local Assistance Network crisis support service.

As you have probably noticed from our financial 2018-2019 accounts, we have managed to achieve our goal and we are now in a much stronger financial position.

However, it is important that I highlight that increased demand and continued threats of funding cuts make these times tough for the charitable sector. We already know that our Local Assistance Network funding will be halved next year and that many more will need help and assistance with dealing with a crisis.



**Luca Badioli**

**Chief Executive**



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## 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 Experience survey 2018-19

Summary - April 2018 to March 2019	Positive Responses
Please rate your overall experience of the service	88.5%
How easy or difficult did you find it to access the service?	84.4%
To what extent did the service help you to find a way forward?	83.3%
To what extent is your problem now resolved?	77.7%
How likely would you be to recommend the service?	87.9%

## Finance Manager's message

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We are really pleased that for the first time since 2015/2016 we can report on a surplus rather than a loss at year end.

Obtaining funding, as always, has been challenging and whilst this is still the case, we were extremely fortunate during 18/19 to be successful in obtaining additional project funding to support our core service.

We also continued to closely monitor our expenditure so that wherever possible we were able to make savings whilst being mindful that any changes made, did not impact negatively on the service we provide to our clients.

As indicated last year, we invested money into improving our IT system so that it can cope with the multi-channel approach that our clients liaise with us. Plans are also in progress to improve on our telephone system during 2019. These improvements will make it easier for us to communicate with each other in our centres, thus improving our clients experience, and will save us money.

A direct result of receiving the additional project income this year is that it has allowed us to apportion our central overheads such as premises and office costs thereby reducing the deficit that we face if we do not receive this additional income.

In the past we have invested some of our reserves in piloting projects where we see a local need. This has enabled us to show to potential funders where our services are required over and above our core advice service. This approach has led us to being successful in gaining additional funding.

Going forward, we have invested some of our reserves to work with local G.P's to provide a Social Prescribing service which has also resulted in additional funding for us so that we can develop the service over the coming years.

During 2019/2020 we will continue to work on cost savings where appropriate and secure funding so that we can ensure our service is accessible to everyone whatever their circumstances.

As always we are grateful to all our volunteers and paid staff for the support and dedication they give us as without them, none of the success over the past year would have been possible.



**Tracy Rablin**

**Finance Manager**

# Volunteers

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Volunteers account for around 80% of the Citizens Advice service. Arun & Chichester Citizens Advice is fortunate to have the services of around **120 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](http://www.arunchichestercab.org.uk/volunteer/volunteering)

## Volunteer story

I came across a volunteering opportunity at Citizens Advice on their website while I was looking for ways to become further involved in the charity sector. Initially I was interested in becoming a volunteer to help people who weren't sure how to help themselves or had exhausted all possible avenues. I anticipated that in gaining experience as an adviser and picking up valuable knowledge along the way, I would be in a position to challenge future landlords and employers that may get in my way! Shortly after joining as a volunteer, I successfully applied for a part-time paid position and eventually this led to a full-time paid position the following April. I'm yet to find a need to challenge my employer!

However, in the ever changing world of Citizens Advice, just as I fully settled into my paid role, another job opportunity arose as a Trainee Supervisor. While the challenge originally seemed one beyond my capability and I was unsure whether I could rise to it, the management team, much like Paul Hollywood, turned on the charm to the max and now I am finding my way through yet another exciting and new venture.

If not for the feeling of loveliness you get from helping someone vulnerable, who feels alone in their struggle, or for the potential career progression, volunteering is worth it for the copious amounts of coffee and crunchy biscuits that are available to you. Is it always easy? Nope. Is it always fun? Nope. Will you forever have GDPR singed into your memory, even after leaving the organisation? 100% (coincidentally the score I got in my GDPR assessment ... just saying). Is there a sense of fulfilment? Absolutely and that's not really up for debate. In all seriousness, you are the people clients turn to when there's no one else to help them and that's when you're reminded how important the Citizens Advice service is to a lot of people. I've used it, I've promoted it and I'm happy to be a part of the team.

(I now also eagerly await the day my neighbour challenges me in regards to our party fence - Bring it on!)

## Operation Manager's message - Danni Colclough

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During 2018 we were lucky enough to successfully apply to be a pilot centre for the new Universal Support service. As a pilot centre we had to move very quickly to train, and support our teams to deliver a good quality service and our results and client experience has shown that the team have achieved this.

Our volunteer team have also supported the service to ensure we can provide support for those claiming Universal Credit and gaining their first correct payment. We have worked closely with our local Jobcentres to ensure we are providing a consistent service across both Arun and Chichester. We have had some success stories as well as some challenges throughout delivering the service, some of the challenges have created additional demand on the core service, such as assisting clients with habitual residence tests and personal budgeting due to monthly payments.

We have continued to look at the service to see how this can be improved, using some of the lessons learned to improve our core service, such as looking at a 'no wrong door policy' and taking clients into full advice on initial contact and we continue to monitor and learn.

As always, everything we do would not be possible without both our volunteer teams and our employees. We are particularly fortunate to have volunteers who give their time to us, not just in an advice capacity but provide help with fundraising, administration, research, campaigning, greeting clients and much more.

Despite the pressures of advice giving, each year we see more commitment and passion from our volunteers for the work they do and we thank them for this.



**Danni Colclough**  
**Operations Manager**

# Projects

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## Fuel Poverty Pilot project— March 2018-March 2019

### Introduction and purpose

The project initially began in March 2018 as a 3-month pilot funded through Arun District Council. After this initial phase, the funding continued through Rampion (Sussex Community Foundation) for the remainder of the pilot.

The aim of the project was to identify clients who were in, or at risk of, fuel poverty and assist them in maximising their income, reducing their expenditure, improve their ability to budget and look at debt solutions if appropriate, thus reducing the number of people in fuel poverty. The agreed approach was through home visits so that vulnerable clients would be included, and the cases would be referred by the Wellbeing Team as they had access to a different client base and could identify fuel poverty as part of their routine visit.

### What the service looked like

The funding allowed for 1 member of staff to work 1 day per week. It was agreed that the Arun Wellbeing Home Energy Advisers would refer 1 case per week. This allowed the home visitor to complete 2 appointments a day with casework.

It was anticipated that the clients would need support with casework and so there would be repeat clients. Additionally, we maintained our commitment to looking at clients holistically, so dealt with issues beyond financial capability when appropriate.

### Summary

- 22 clients were assisted throughout the project with some additional referrals for clients that did not engage.
- 12 unique advice areas with 260 queries .
- Financial gain of £201,837, averaging an annual gain of £9,174 per client .
- Other outcomes included improved financial capability skills, improved accommodation conditions and equipment to help live independently .

### Who did we help?



Clients ranged from 36-74 with an average age of 56. 11 clients were male and 11 were female. This is important as some home visiting services are restricted to pension age and above but there is a clear need for services for people of working age too.

## Projects

### Fuel Poverty—Continued

14 of the 22 clients disclosed that they were either disabled or had a long-term health condition. Of this group, 5 disclosed that this was linked to mental health. This suggests we reached a particularly vulnerable group of people who may not have otherwise been able to access our services.

#### What did we help with?

As the focus of the project was fuel poverty, it was expected that the top issues would include debt, financial capability and utilities. However, benefits was actually the most common issue, with clients either not claiming benefits they were entitled to or receiving incorrect rates. By ensuring all benefits they were entitled to were received, the risk of fuel poverty can be reduced.

Issue	Number
Benefits and tax credits	66
Benefits - Universal Credit	25
Consumer	4
Debt	53
Employment	1
Financial Services & Capability	51
Health & Community Care	7
Housing	6
Relationships & Family	12
Travel & Transport	2
Utilities and Communications	26
Other	7

Type	Amount
Income gain	£121,014
Re-imbursments, services, loans	£4,745
Debts written off	£44,000
Repayments rescheduled	£360
Other	£31,718
<b>Total</b>	<b>£201,837</b>

#### Outcomes

Most of the financial gain seen is from new or increased benefit awards. Additionally, included are debts managed or reduced. 'Other' includes savings on household bills and grants for household repairs. These are just the financial gains for one year. Ongoing benefit awards mean that £121,014 will continue for the next 3-5 years from benefits such as PIP.

The non-financial gains were equally as important for these clients.

These included being able to live well in their own homes by having correct heating and insulation installed and having their property adapted to suit their needs, such as through grab rails.

Social needs were also recognised as many of the clients were isolated both geographically and socially.

Suggestions were made on how they could get support, through accessing NHS or CVS services.

# Projects

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## Home Visiting Project April 2018-March 2019

### Overview

We are now in the 6<sup>th</sup> year of the Home Visiting project and continue to support older disabled housebound clients, those with caring responsibilities or live in rural areas with access to benefits. We know from statistics\* that every year £3.6 bn of pension credit and housing benefit goes unclaimed by older people. It is apparent that many older people are not aware of entitlement to benefits either to top up their pension income or to help with disabilities.

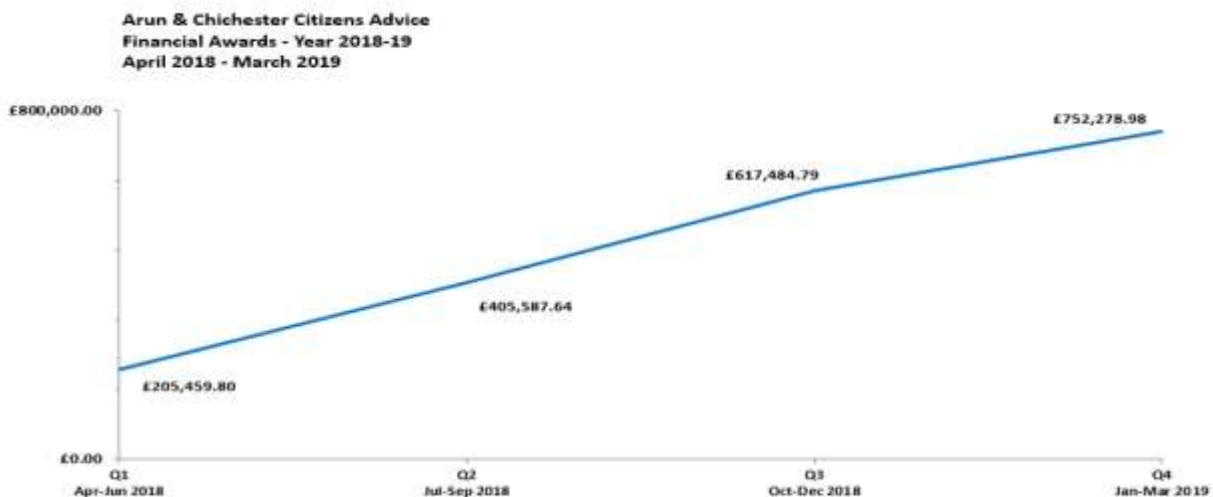
\*Age UK 2018

### Service Delivery

The Home Visiting service covers the Arun and Chichester area. Our home visiting caseworker Carole provides clients advice and practical help through benefit checks, form filling and casework for appeals up to First Tier Tribunal. Clients are referred into the service by other agencies such as Carer's support, the discharge nurse at Chichester hospital, GP surgeries and the Citizens Advice core service. The Home visitor also advises on and refers to other agencies such as social services for care needs assessments as appropriate.

**The support provided by the Home Visiting service prevents escalation of local health, care and housing needs; reducing the need for more intensive and costlier crisis support.**

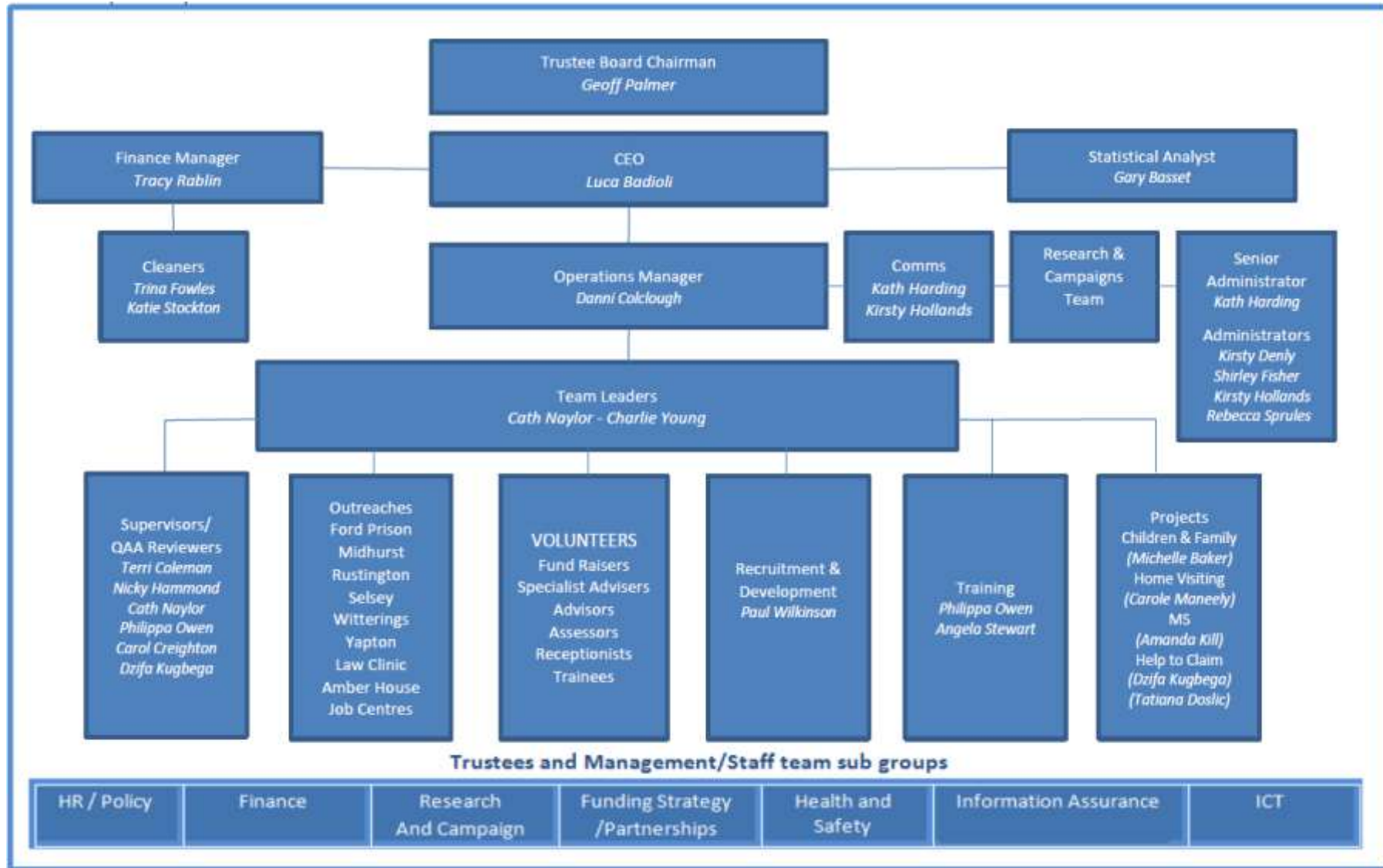
### Financial Awards



The Home Visiting project has made a financial gain of **£752,279** in new benefit income for clients. The project is privately funded and means for every £1 of funding £37.61 has been generated going back into the community. Since its inception the home visiting project has seen a steady increase in benefit income and the total gains to date are in excess of **6 million pounds**.

Organisational Chart

Lines of responsibility



Arun and Chichester citizens Advice

April 2019

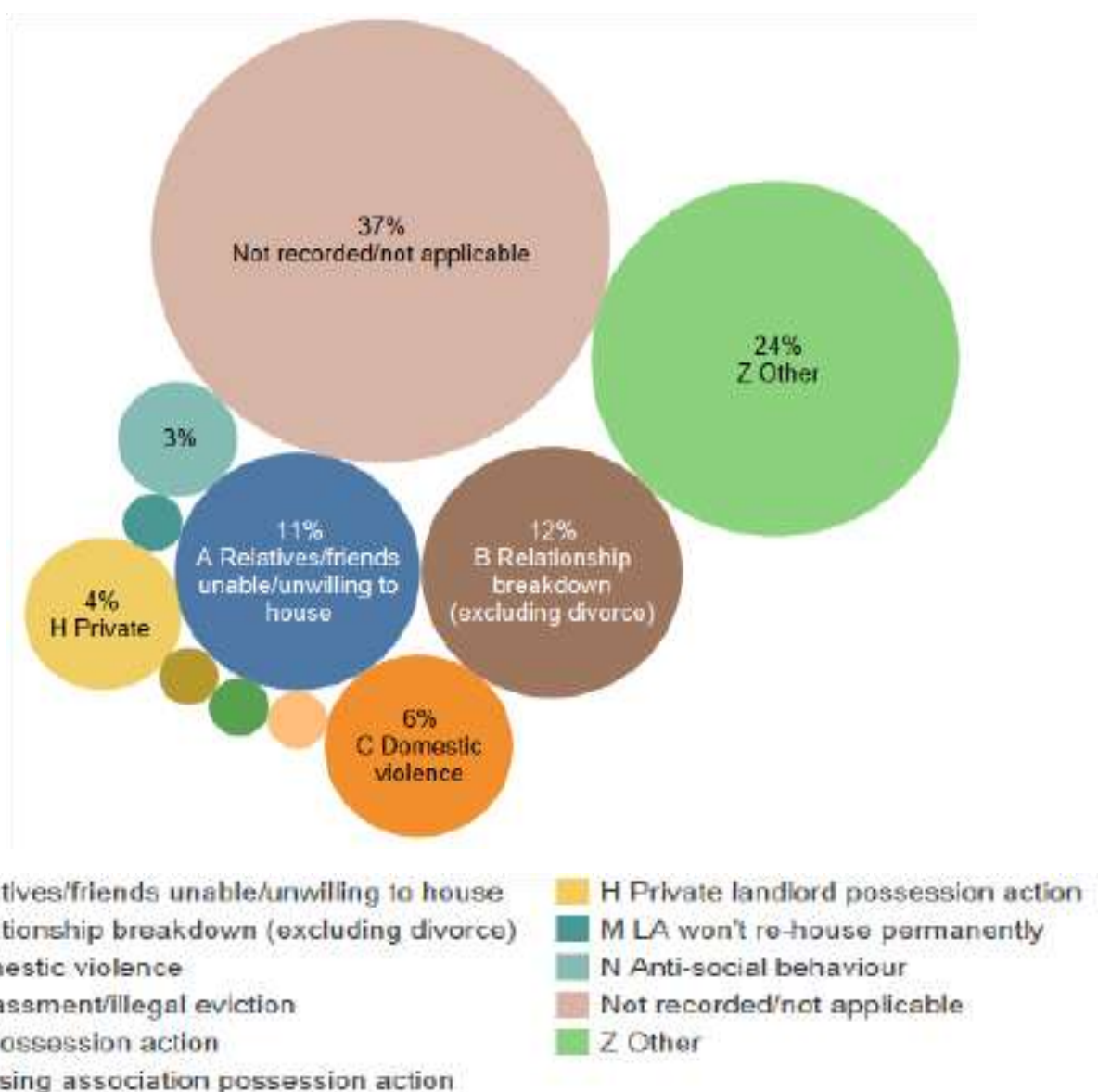


# Arun and Chichester Citizens Advice Key Statistics 2018-2019



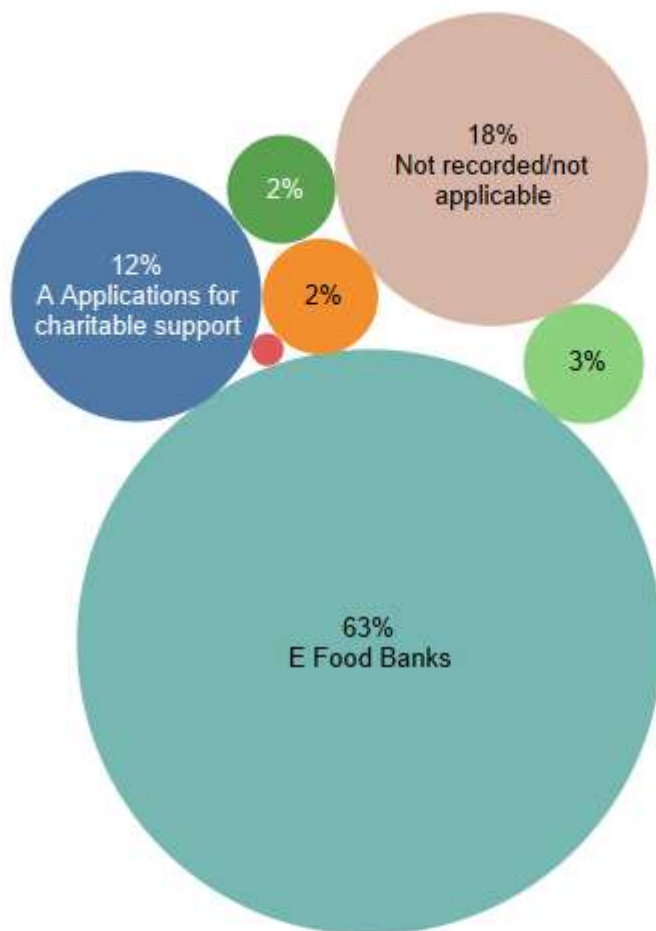
## Arun and Chichester Citizens Advice Vulnerable Client Report 2018-2019

Housing	Q1			Q2			Q3			Q4			Grand Total
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	
Actual Homelessness	20	10	12	7	11	12	13	12	5	10	8	13	133
Threatened Homelessness	20	17	18	21	23	21	14	28	17	20	21	15	235
Grand Total	40	27	30	28	34	33	27	40	22	30	29	26	368



## Arun and Chichester Citizens Advice Vulnerable Client Report 2018-2019

Charitable Support	Q1			Q2			Q3			Q4			Grand Total
	Apr	May	Jun	Jul	Aug	Sep t	Oct	Nov	Dec	Jan	Feb	Mar ch	
2018-2019	90	87	112	85	117	70	80	107	70	68	92	69	<b>1047</b>



- A Applications for charitable support
- B Receipt of charitable support
- D Macmillan grant application
- E Food Banks
- F Support in kind (clothes, furniture, etc)
- Not recorded/not applicable
- Z Other

# 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 team that, with the support of the whole organization, has become very effective. 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.

## Our research

### Universal Credit

During 2018-2019 we researched UC sanctions as DWP data indicated that West Sussex Sanction rate is 6% higher than all other regions in England. Citizens Advice data for Arun and Chichester showed that over 10% of the clients seeking advice about Universal Credit have had a sanction applied in 2018.



Our report was shared with the DWP Partner Manager who engaged positively with our concern about the level of Sanctions and we both agreed to monitor such levels and meet a report.

We continued to monitor and report until we were satisfied that the February 2019 DWP Stat-Xplore database confirmed that sanctions applied across the Job Centre Plus locations in West Sussex has continued to decrease and indeed are now consistently across centres lower than the national average.

# Research and Campaigns

## Universal Credit– continued

We continued to monitor the implementation of Universal Credit. Paying particular attention to the application process, delays in access and how the availability of internet access is not only causing financial losses through delays but also causing additional debt and stress.

We also begun to look at how the habitual residence test is impacting on EU nationals when applying for Universal credit. We discovered cases where clients had waited for anything up to 9 months for payment.

## Scam awareness

During the 2018 Scams Awareness Month - Don't miss a trick - Be scam aware, we have been extremely active and we run events at 3 local supermarkets where we spoke to over 400 people, extensive social media coverage through Twitter/Facebook, six different press articles in the local media, radio interview on Spirit FM and of course for the first time a true partnership with the West Sussex Mobile Library Service from Bognor Library. The public continued to be concerned about Internet Scams and uninvited nuisance calls and we took action to raise further awareness.

We held one further event in partnership with West Sussex County Council and Citizens Advice West Sussex (North, East and West). The theme for the event was Stay Safe Online and avoiding fraudsters and scammers. The aim was to raise awareness of how to be safe online and to equip organisations who support vulnerable people to recognise the signs of someone being scammed. The event was a success, with 40 people attending, resulting in a potential reach of more than 10,000 people.

## Big Energy Saving Week

This year we ran 6 events in January, trialling some new approaches and new partnerships including a new charity we had not worked with before. The aim of the week is to get people to **Check, Switch and Save**. We raised awareness of how to switch energy supplier or tariff to get the best deal, access discounts and grants, and make homes energy efficient.



### Outcomes

£4561.07 in energy-related savings (switching tariff/supplier or receiving a Warm Home Discount) - that means an average of £134 per person.

£22,003 gained overall (annually) through direct contact (inclusive of benefit outcomes)



# Helping people with benefit problems

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## Case study

### How we helped the client.

The client is Lithuanian and has lived in the UK since 2005. She has worked since then and ceased work in 2017 (health reasons and more recently was pregnant). She has a Polish partner of 5 years. She applied for Universal Credit in **October 2018** and was rejected in November as they stated she was not a qualified person or a family member of one. She approached us in November for help with challenging this. She wrote her own mandatory reconsideration but as it did not cover her full work history we supported this with a letter stating that she had worked for 11 years (in excess of the 5 required) and so should be eligible for UC. We suggested at this time that the DWP check the NIC records.

The DWP rejected the mandatory reconsideration in January as they felt a NIC record does not provide proof of 5 continuous years. Our adviser requested the NIC records (which showed 13 qualifying years) and an appeal was lodged with this record in support. In March, the DWP requested a full employment history list. The client could not provide this due to working for agencies, some of which had now gone out of business. She offered to show the Jobcentre+ her bank statements but they refused this. In May, the client required food vouchers to live on and had had her baby. She also made a new claim for UC in the hope this may be successful.

Her appeal was heard in June 2019 and our adviser attended. A Russian translator was due to attend but due to an "admin error", they did not attend and the judge proposed that the appeal was adjourned. Our adviser refuted this and suggested the case was heard based on the strength of the evidence. The appeal was heard and was successful. The court agreed that the NI records demonstrated clients eligibility for UC.

She ultimately received back payment in **July 2019**.

## Our Aims and Principles

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Our service aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives.

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

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

<b>Chair</b>	Geoff Palmer - Elected
<b>Vice Chair</b>	Rodney Clare - Elected
<b>Treasurer</b>	Louise Martin - Co-opted 28/1/19 David Willis- (Resigned 30/1/19)
<b>Vice Treasurer</b>	Alice McMillan - (Resigned 1/10/18)
<b>Company Sec.</b>	Ken Poupart - (Resigned 26/3/19)
<b>Trustees</b>	Claire Armstrong - Elected Hugh Finlay - Co-opted 28/1/19 Andrew Hall - Co-opted Winnie Man - Co-opted 24/9/18 David McTaggart -(Resigned 25/3/19) Jack Wheale - Co-opted

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## 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 Chichester Law Clinic pro-bono solicitors

The London Legal Support Trust

Private Donor supporting our Home Visiting Outreach

Our public, clients and staff for their generous donations



**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 2019**

**Company No. 04787378**

**Registered Charity No.  
1099640**

**ARUN AND CHICHESTER CITIZENS ADVICE  
BUREAU  
"The Company"  
ANNUAL REPORT 2018/2019**

### **Trustees' Report**

The Trustees present their report together with the audited financial statements for the year ended 31 March 2019. 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 2019 the Bureau had 8 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 2019, the Company held reserves of £230,906 (2018:£200,199) of which £230,906 (2018: £200,199) 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 four months' (£160,000) 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.

### **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 13th September 2019

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 2019 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 2019, 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 draw attention to the going concern policy in accounting policy under note 1 in the financial statements, which indicates the charities core funding is reliant on successful future tenders and also states the tender for the next three years has been successful. The charity is reliant on this source income as it amounts to a significant amount of the charities income. As stated in the going concern accounting policy in note 1, should the funding be lost or cut considerably, a material uncertainty would arise that may cast a significant doubt on the Charities ability to continue as a going concern. Our opinion is not modified in respect of this matter.

### **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:

## **INDEPENDENT AUDITOR'S REPORT**

### **TO THE MEMBERS OF ARUN AND CHICHESTER CITIZENS ADVICE BUREAU**

- 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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditors' Report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditors' Report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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

**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**

**Worthing Office**

**Date:** 3rd October 2019

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 2019**

	Note	Unrestricted Accumulated Fund £	Restricted Funds £	2018/19 Total £	2017/18 Total £
<b>Income and endowments from: -</b>					
	<b>2</b>				
Donations and legacies		4,898	-	4,898	3,051
Charitable activities		350,955	182,312	533,267	430,865
Investments		994	-	994	1,022
Other Trading Activities		2,684	-	2,684	21,132
		<u>359,531</u>	<u>182,312</u>	<u>541,843</u>	<u>456,070</u>
<b>Total Income</b>					
	<b>3</b>				
<b>Expenditure on</b>					
Charitable activities		328,209	182,927	511,136	528,045
		<u>328,209</u>	<u>182,927</u>	<u>511,136</u>	<u>528,045</u>
<b>Total Expenditure</b>					
		<u>31,322</u>	<u>(615)</u>	<u>30,707</u>	<u>(71,975)</u>
<b>Net Income/(Expenditure)</b>					
<b>Transfers between Funds</b>	<b>12</b>	<b>(615)</b>	<b>615</b>	-	-
<b>Net movement in funds</b>		<u>30,707</u>	-	<u>30,707</u>	<u>(71,975)</u>
Reconciliation of funds:					
<b>Fund Balances brought forward</b>					
<b>At 1 April 2018</b>	<b>10</b>	<u>200,199</u>	-	<u>200,199</u>	<u>272,174</u>
<b>Fund Balances carried forward</b>					
<b>At 31 March 2019</b>	<b>10</b>	<u>230,906</u>	-	<u>230,906</u>	<u>200,199</u>

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 2019**

	<b>Notes</b>	<b>2019</b> <b>£</b>	<b>2018</b> <b>£</b>
Current assets			
Debtors and prepayments	<b>8</b>	20,153	11,799
Cash at bank and in hand		246,557	218,842
		<hr/>	<hr/>
		266,710	230,641
Creditors: amounts falling due <b>within one year</b>	<b>9</b>	35,804	30,442
		<hr/>	<hr/>
<b>Net current assets</b>		230,906	200,199
		<hr/>	<hr/>
<b>Net assets</b>		<b>230,906</b>	<b>200,199</b>
		<hr/> <hr/>	<hr/> <hr/>
<b>Funds</b>			
Unrestricted accumulated fund			
General Fund		230,906	200,199
		<hr/>	<hr/>
Total unrestricted funds		230,906	200,199
Restricted funds	<b>12</b>	-	-
		<hr/>	<hr/>
		<b>230,906</b>	<b>200,199</b>
		<hr/> <hr/>	<hr/> <hr/>

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 2019 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 13th September 2019 and signed on behalf of the board by:

Geoff Palmer - Trustee

Louise Martin - Trustee



**ARUN AND CHICHESTER CITIZENS ADVICE BUREAU**  
**Company registration no. 04787378**

**CASH FLOW STATEMENT**  
**AS AT 31 MARCH 2019**

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
<b>Cash flows from Operating activities (note 1)</b>		
<b>Cash flows from financing activities:</b>	26,721	(80,046)
Bank interest	994	1,022
	<hr/>	<hr/>
<b>Net cash provided by financing activities.</b>	994	1,022
Change in cash and cash equivalents in the year	27,715	(79,024)
Cash and cash equivalents at the beginning of the year	218,842	297,866
	<hr/>	<hr/>
<b>Cash and cash equivalents at the end of the year</b>	<b>246,557</b>	<b>218,842</b>
	<hr/> <hr/>	<hr/> <hr/>

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

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Net Surplus / (deficit) (as per the Statement of Financial Activities)	30,707	(71,975)
Bank interest	(994)	(1,022)
Increase/(Decrease) in debtors	(8,354)	228
Increase/(Decrease) in creditors	5,362	(7,277)
	<hr/>	<hr/>
Net cash provided by operating activities	<b>26,721</b>	<b>(80,046)</b>
	<hr/> <hr/>	<hr/> <hr/>

**ARUN AND CHICHESTER CITIZENS ADVICE BUREAU  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2019**

**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.

***Going Concern***

The financial statements have been prepared on a going concern basis. The Trustees are pleased to have secured funding for the 2019/20 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. The core funding in 2018/19 amounted to £304,792, which is 56% of the charities income. A Core funding contract is in place for the next three years covering until 2022 on a 1+1+1 basis. This basis means the funder will review annually and confirm the following years funding by the end of each calendar year.

***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.

***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

***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.

**ARUN AND CHICHESTER CITIZENS ADVICE BUREAU  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2019**

**1 Accounting Policies continued**

***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.

	2018/19			2017/18
	Unrestricted	Restricted	Total	Total
	£	£	£	£
<u>Donations and legacies</u>	4,898	-	4,898	3,051
<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 (Community Initiative)	-	1,800	1,800	-
WSCC LAN Project	-	23,000	23,000	23,000
Arun District Council	117,020	-	117,020	117,020
Arun District Council (DWP – Universal Credit)	-	12,798	12,798	-
Arun District Council (Warm Home Pilot)	-	1,912	1,912	174
Chichester District Council	74,000	-	74,000	74,000
Chichester District Council (DWP – Universal Credit)	-	3,835	3,835	-
Chichester District Council (Law Clinic)	-	2,083	2,083	-
Wickbourne Outreach	-	-	-	4,209
City, Town and Parish	14,790	-	14,790	15,195
Notional Rents - Benefit in Kind	26,000	-	26,000	26,000
	345,582	45,428	391,010	373,370
Grants:-				
Other small grants –	5,373	1,850	7,223	6,071
Big Lottery	-	8,708	8,708	792
Citizens Advice (EBDX & BESW)	-	21,321	21,321	18,100
Citizens Advice (Universal Support)	-	63,923	63,923	-
Home visiting	-	20,000	20,000	20,000
M S Society	-	6,488	6,488	8,708
Pension Delivery Service	-	-	-	3,824
Rampion	-	9,869	9,869	-
Sussex Community Foundation	-	4,725	4,725	-
Total Charitable activities	350,955	182,312	533,267	430,865
<u>Investments</u>	994	-	994	1,022
<u>Other Trading Activities:</u>				
Healthwatch re VAT	-	-	-	17,903
Rent and room hire	1,600	-	1,600	-
Salary Secondment	548	-	548	3,229
Student Placements	536	-	536	-
	2,684	-	2,684	21,132
<b>Total Income</b>	<b>359,531</b>	<b>182,312</b>	<b>541,843</b>	<b>456,070</b>

Where appropriate, the rent and grant income figures include the value of free or subsidised accommodation. The only restricted income in 2018/19 is in respect of charitable activities and this totalled £182,312. In 2017/2018 the only restricted income related to charitable activities and totalled £74,598

**ARUN AND CHICHESTER CITIZENS ADVICE BUREAU  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2019**

<b>3 Expenditure on</b>	<b>Unrestricted</b>	<b>Restricted</b>	<b>2018/19</b>	<b>2017/18</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<u>Charitable activities</u>				
Salaries, NI and Empr's Pension contribution	195,531	137,621	333,152	346,618
Staff and volunteer costs	28,371	-	28,371	27,067
Office plus premises expenses	71,003	45,306	116,309	119,691
Nominal Rent	26,000	-	26,000	26,000
Governance costs (note 4)	6,627	-	6,627	8,669
Publicity & Promotional	677	-	677	-
	<u>328,209</u>	<u>182,927</u>	<u>511,136</u>	<u>528,045</u>

Restricted expenditure for 17/18 totalled £82,888, (unrestricted £445,157).

<b>4 Governance costs</b>	<b>2018/19</b>	<b>2017/18</b>
	<b>£</b>	<b>£</b>
Audit fees	5,430	6,255
Other	424	722
Bank Charges	246	246
Legal and Professional fees	389	1376
Trustee Expenses (detailed below)	138	70
Total	<u>6,627</u>	<u>8,669</u>

Trustee Expenses:- Travel costs £138 (2018: £70)

<b>5 Staff Costs</b>	<b>2018/19</b>	<b>2017/18</b>
	<b>£</b>	<b>£</b>
Wages and salaries	311,343	321,709
Social security costs	17,134	21,581
Pension costs	4,675	3,328
	<u>333,152</u>	<u>346,618</u>

Staff costs include Salaries, Employers National Insurance Contributions and Employers Pension Contributions. The average monthly number of employees during the year:

	<b>Full time equivalent</b>		<b>Total staff number</b>	
	<b>2018/19</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2017/18</b>
	<b>Number</b>	<b>Number</b>	<b>Number</b>	<b>Number</b>
General /Admin Staff	0.8	9.11	10	19
Home Visiting	0.46	0.46	2	2
LAN 1	0.58	0.74	2	2
Energy Projects	1.35	0	2	0
Universal Support	5.30	0	7	0
Other small projects	0.50	0	2	0

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, and Operations Manager. The total employment benefits including employer pension contributions of the key management personnel were £108,217 (2018 £150,657). No employees had employee benefits in excess of £60,000 (2018:none).

**ARUN AND CHICHESTER CITIZENS ADVICE BUREAU  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2019**

<b>6</b>	<b>Net income/(expenditure) for the year</b>	<b>2018/19</b>	<b>2017/18</b>
		<b>£</b>	<b>£</b>
	Audit fees	(5,430)	(6,255)
	Bank interest	994	1,022
	Operating leases - equipment	(15,780)	(22,681)
		<u>          </u>	<u>          </u>

**7 Pension Commitments**

An auto Enrolment Workplace Pension with NEST is provided for all eligible employees. The pension cost shown in note 5 to the accounts for the period represents contributions payable by the company and amounts to £4,675 (2017/8 £3,328).

<b>8</b>	<b>Debtors and prepayments</b>	<b>2018/19</b>	<b>2017/18</b>
		<b>£</b>	<b>£</b>
	Debtors	16,680	8,151
	Prepayments	3,473	3,648
		<u>          </u>	<u>          </u>
		20,153	11,799
		<u>          </u>	<u>          </u>

<b>9</b>	<b>Creditors: Amounts falling due within one-year</b>	<b>2018/19</b>	<b>2017/18</b>
		<b>£</b>	<b>£</b>
	Trade creditors	6,360	3,041
	Accruals	5,700	6,000
	Taxation and social security costs	6,575	5,299
	Deferred Income	17,169	16,102
		<u>          </u>	<u>          </u>
		35,804	30,442
		<u>          </u>	<u>          </u>

<b>Deferred Income</b>	<b>£</b>
As at 1 <sup>st</sup> April 2018	16,102
Amounts released from previous years	(16,102)
Resources deferred during the year	17,169
	<u>          </u>
At 31 <sup>st</sup> March 2019	17,169
	<u>          </u>

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

<b>10</b>	<b>Funds</b>	<b>Unrestricted Accumulated Funds</b>	<b>Restricted Funds</b>
		<b>£</b>	<b>£</b>
	As at 1 April 2018	200,199	-
	Net movement in funds	30,707	-
		<u>          </u>	<u>          </u>
	At 31 March 2019	230,906	-
		<u>          </u>	<u>          </u>

**11 Analysis of net assets between funds**

	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Current assets	266,710	-	266,710
Creditors: amounts falling due within one year	(35,804)	-	(35,804)
	<u>          </u>	<u>          </u>	<u>          </u>
	230,906	-	230,906
	<u>          </u>	<u>          </u>	<u>          </u>

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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>2018/2019</u>	<u>Balances</u> <u>01.04.18</u>	<u>Incoming</u> <u>Funds</u>	<u>Expended</u> <u>Costs</u>	<u>Apportioned</u>	<u>Transfers</u> <u>between</u>	<u>Balances</u> <u>31.3.19</u>
Home Visiting	-	20,000	(14,754)	(5,306)	60	-
LAN Project 1	-	23,000	(18,402)	(4,627)	29	-
Universal Support (CitA)	-	63,923	(49,329)	(14,620)	26	-
Universal Credit (DWP)	-	16,633	(13,504)	(3,246)	117	-
MS Society	-	6,488	(6,145)	(350)	7	-
EBDX	-	17,321	(13,644)	(3,861)	184	-
Big Energy Savings Week	-	4,000	(3,539)	(474)	13	-
Energy Projects	-	11,781	(9,692)	(2,116)	27	-
Domestic Violence	-	15,233	(12,435)	(2,867)	69	-
Other small restricted projects	-	3,933	(3,211)	(805)	83	-
<b>TOTALS</b>	-	<b>182,312</b>	<b>(144,655)</b>	<b>(38,272)</b>	<b>615</b>	-

<u>Movement in Funds</u> <u>2017/2018</u>	<u>Balances</u> <u>01.04.17</u>	<u>Incoming</u> <u>Funds</u>	<u>Expended</u> <u>Costs</u>	<u>Apportioned</u>	<u>Transfers</u> <u>between</u>	<u>Balances</u> <u>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	-
<b>TOTALS</b>	<b>3,824</b>	<b>74,598</b>	<b>(71,689)</b>	<b>(11,199)</b>	<b>4,466</b>	-

**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.

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**12 Restricted funds (continued)**

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.
- **Universal Support**  
Providing a face to face and telephone service to help clients claim Universal Credit.
- **Universal Credit**  
Providing digital coaching, financial capability support including budgeting advice to clients during transition from the previous benefit system onto Universal Credit.
- **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 hold external events to provide consumers assistance on matters such as energy tariffs, benefits and support available, ways to minimise bills and maximise energy efficiency.
- **Energy Projects**  
Includes assisting clients on energy related matters such as switching fuel providers, negotiating with existing suppliers and helping those in fuel poverty.
- **Domestic Violence Outreach**  
Providing Advice services at Amber House, Littlehampton.
- **Other small restricted projects**
  - **Retrofit Works** – A Department for Business, Energy and Industrial Strategy funded project bringing together various organisations as a cooperative to improve home energy efficiency in the can pay market and reduce carbon emissions.
  - **Law Clinic** - Contribution to provision of administrative support to referrals made to the Law Clinic for residents in the Chichester district.

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**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 2019 the Company had annual commitments under non-cancellable operating leases as follows:

	<b>Land and buildings</b>	<b>Other</b>
	<b>2019</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Expiry date:-		
Within one year	29,629	4,712
Between two and five years	72,113	11,068
	<u>101,742</u>	<u>15,780</u>
	<u><u>101,742</u></u>	<u><u>15,780</u></u>

**15 Related Party Transactions**

There are no related party transactions which require disclosure under FRS102 SORP 2015.