

The Difference We Make



Uttlesford Citizens Advice
Annual Report and
Unaudited Financial Statements
2016/2017

UTTLESFORD CITIZENS ADVICE BUREAU

A company limited by guarantee and not having a share
capital.

Annual Report and Unaudited Financial Statements 2016/2017

UTTLESFORD CITIZENS ADVICE BUREAU

A company limited by guarantee and not having a share capital.

Report of the Directors and Trustees

The Trustees (who are also the Directors for the purpose of company law) have pleasure in presenting their annual report and unaudited financial statements for the year ended 31st March 2017. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, 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 (FRS 102) (effective 1 January 2015).

1. Reference and Administrative details

Charity Name: **Uttlesford Citizens Advice Bureau**
Charity Registration No: **1078222**
Company Registration No: **3771142**
Registered Office: **Barnard's Yard, Saffron Walden. CB11 4EB**
Chief Executive: **Kate Robson**
Company Secretary: **David Bagley**

Bankers: **Barclays Bank PLC**
12a Market Place, Saffron Walden. CB10 1HR

CAF Bank Ltd
25 Kings Hill Avenue, West Malling, Kent. ME19 4JO

Independent Examiner: **Richard Percy FCA**

The current Trustees are:

Richard Armitage *Chair*
David Bagley *Company Secretary*
Malcolm Jessop *Treasurer*
Jean Burnham
Jill Elms
Sarah Machale
John Starr
Paul Fuller

Those who additionally served during the financial year, with their dates of appointment, retirement or resignation, were:

Roger Turner (Retired 20/9/16)
Diane Drury (Retired 19/12/16)
David Goldspink (Retired 20/5/17)
Refah Ahmed (Appointed 6/2/17, Retired 24/4/17)

In accordance with the Articles of Association Jean Burnham will retire by rotation at the Annual General Meeting and, being eligible, will seek re-election. Paul Fuller having been co-opted as a Trustee will seek election at the Annual General Meeting.

2. Structure, governance and management information

Governing Document

Uttlesford Citizens Advice Bureau ("the Charity") is a registered charity and a company limited by guarantee that does not have a share capital. The maximum liability of each member is limited to one pound. As at 31 March 2017 there were 35 members of the Charity. The Charity was incorporated as a company limited by guarantee on 14 May 1999. It took over the assets and liabilities of the similarly named unincorporated charity that had commenced operations from premises in Saffron Walden in 1983. The Charity is governed by its Memorandum and Articles of Association. Revised Articles of Association were adopted on 7 September 2004 and amended on 31 October 2005.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected from the local community or appointed following nomination by member organisations. During the period under review there were no nominated Trustees. The Trustees keep under review their skills mix and diversity and endeavour to encourage candidates who can make a useful contribution to the running of the Charity to join them. Trustee Board vacancies are advertised as widely as possible in the local community using the Volunteer Centre, newspapers and local organisations. Potential candidates go through a formal recruitment process to assess their suitability for the role and are provided with induction and support during their first year in office. The Trustees, and in particular the Chair, have kept under review the composition of the Trustee Board with a particular emphasis on succession planning. The External Affairs Committee, again appointed by the Trustee Board, has the task of raising the profile of the Charity so that, amongst other things, potential recruits to the Trustee Board may be drawn from the widest possible pool of candidates that reflect the area served by the Charity. The Chair, Vice-Chair (if any) and Treasurer are elected annually from amongst the Trustees.

Organisational Structure

The Trustees are responsible for organisational policy making and planning, financial decision making, and the overall operation of the Charity. They delegate to a number of committees powers to assist in the management of the Charity; these committees report fully to the Trustees, and refer to them any matters properly to be decided by the Trustees acting as such. The Fundraising Committee and External Affairs Committee have recently been merged into a new Community Engagement Committee whose functions include profile raising and the organization of fundraising activities. This committee, the Health and Safety Committee and the Personnel Committee meet as and when required. Day-to-day operation of the Charity is delegated to the Chief Executive. During the financial year, the Trustee Board met 9 times. The Board meetings included a full day strategy and planning meeting in November 2016. A further full day strategy meeting was held after the year end in April 2017.

3. Objectives and Activities

The objects of the Charity are aligned with the principles and objectives of the National Association of Citizens Advice ("CitA"), of which the Charity is a member.

The Citizens Advice service helps people resolve their legal, money and other problems by providing information and advice and by influencing policymakers. Citizens Advice uses evidence of clients' problems anonymously to campaign for improvements in laws and services that affect everyone. The specific objects of the Charity are set out in its Memorandum of Association and its principal object is the promotion of any charitable purposes for the benefit of the community in the area of Essex, Cambridgeshire, Hertfordshire, and Suffolk by the advancement of education, the protection of health, and the relief of poverty, sickness, and distress. To those ends, the Charity is specifically authorised to establish and conduct Citizens Advice as centres to provide a free confidential and impartial service of advice, information, and counsel for the public and this is its principal activity. Other objects permit the Charity to raise funds, and to undertake activities that

support, or are ancillary to, its principal object. The Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties. The following sections describe the activities of the Charity that have been carried out for the public benefit in the last year.

4. Achievements and Performance

Achievements

It's been a challenging year for the staff and trustee board – with a renegotiation of a new membership agreement with the national body of Citizens Advice, a radical change in the management of audit requirements and a loss of a key full time member of staff in the summer. Staff and trustees have responded well to these challenges – although it is recognised that recruiting qualified members of staff on the salaries available will be a growing issue within the service.

Incidents of clients becoming angry and agitated, particularly compounded by mental health issues, continue to concern the Trustee Board – training on reporting and dealing with incidents is now undertaken regularly.

Staff and volunteers continued to support local events that promote the charity's work, including the creation of a willow and tape 'Maze of Life' in Saffron Walden's Maze festival in the summer; additionally stalls were taken at both the Saffron Walden and Great Dunmow Christmas Markets.

The charity actively supported Uttlesford District Council in producing and distributing 'Keeping Warm in Uttlesford' leaflets and was chosen as one of 9 pilots in England to introduce a 'Single Point of Contact' service to support professionals and clients in the navigation of Warm Home support in the district.

We continued to be involved in a number of community based initiatives in the year, including promoting 'uttlesfordfrontline.org.uk' and other a web-based referral tools, to better support joined up working across West Essex.

A significant amount of work was also undertaken by the bureau to increase awareness on the introduction of the National Living Wage and how mobile workers should correctly calculate their salaries.

In February, we were successful in securing funding to upgrade our broadband in our offices in Saffron Walden and Great Dunmow.

Performance and Service Provision

Client demand has continued to increase with unique client numbers growing by 9 % year on year. This increase in demand and the level of vulnerability we regularly encounter means that appointment times are getting longer and there remains pressure on our ability to offer appointments within our 10 day target.

Our debt team continue to target the most vulnerable with face to face help – however these individuals are challenging to support and achieving progress towards a debt free life is time consuming and hard, particularly when clients rarely have access to a support worker to help them through the process.

The benefit take up project is overwhelmed with appeal work, due to continued poor decision making by the DWP. Work on reconsiderations and appeals in the year resulted in successfully overturning 87% of the decisions we helped to appeal.

The following table sets out the numbers of clients and enquiries dealt with in last year:

	2016/17	2015/16
Unique client numbers (people using the service one or more times in the year)	3,056	2,805
Issues	13,144	14,457

Throughout the year we continued to offer generalist advice appointments in Saffron Walden on Mondays, Tuesdays, Thursdays and Fridays; in Great Dunmow on Tuesdays and Thursdays; in Stansted one morning a week and Thaxted one morning a fortnight. Debt appointments were offered in Saffron Walden on Mondays, Tuesdays and Thursdays, and in Great Dunmow on Wednesdays. Our home visit team continued to provide visits across the district and neighbouring villages.

The following table sets out the number of visits, phone calls and letters made to and on behalf of clients, which increased by 4.6 % over the previous year. Email correspondence is not included in these totals but is increasingly becoming a preferred method of communication, particularly when dealing with third party correspondence. There were 437 email contacts with third parties in 2014-15, in 2016-17 this has increased to 1,245.

	Client visits, phone calls and letters	Non client phone calls and letters	Total	2014/15
Totals	15,153	5,320	20,473	19,564

Staff and Volunteers

We currently employ 9 part-time staff working 5.2 full-time equivalent roles. Paid roles cover the management and delivery of the service, the training and quality assurance of the advice provided, supervision of advice sessions, specialist debt and disability benefit work and cleaning. 77 volunteers work approximately 430 hours a week for the charity which is estimated to be valued at over £339,000. Volunteers cover the delivery of generalist advice, assisted information provision, home visit work, fundraising, media work, governance, and financial and strategic control for the charity.

In the summer, we said farewell to Kellie Dorrington – a long standing and valued member of staff. The bureau adapted well to this challenge, with some staff agreeing to take on additional hours. We were also very lucky to encourage a popular and experienced supervisor to re-join the bureau as our Trainer.

In March we said a fond farewell to one of our longest serving volunteers – Peter Clarke who joined Uttlesford Citizens Advice in 1985!

Quality of Advice Audit

In the past, a demanding audit for Quality of Advice from the national body of Citizens Advice was performed every three years – however it was recognised that this frequency hampered bureaux in the way they actively identified trends in advice delivery performance. Over the course of 2016-17 the Board of Uttlesford Citizens Advice and the management team of the bureau have been reviewing and negotiating a new membership agreement with the national body that includes the mechanism to review a fixed number of randomly selected advice cases each month. The Board of Uttlesford Citizens Advice are positive about this development and believe that the quality of advice and our client's journey's through the advice process can only be strengthened by this change.

In March, all our supervisors and money advisers successfully obtained a challenging quality assurance accreditation from the Money Advice Service.

Client profile in Uttlesford

We work hard to ensure that we are accessible to all parts of our community.

Ethnic Origin Grouping	2016/17 %	2015/16 %
White	81.8%	85.2%
Mixed Race	0.9%	0.9%
Asian or Asian British	1.8%	1.7%
Black or Black British	0.7%	0.6%
Other	1.0%	1.0%
Not Recorded	13.8%	10.6%
Total	100.0%	100.0%

When asked the question, 'do you feel you have a disability?' 43.6% of the 2,468 clients who responded stated that they did have a disability or long term health condition. 61% of our clients were female, 39% were male.

Age profile group	2016/17	2015/16
0 – 16	0.0%	0.0%
17 – 24	5.1%	5.7%
25 – 34	12.8%	13.6%
35 – 49	23.0%	24.3%
50 – 64	24.8%	24.1%
65 – 74	10.5%	9.5%
75 – 84	7.2%	8.1%
85+	3.3%	3.8%
Not recorded	13.3%	10.9%
Total	100.0%	100.0%

5. Financial Review

Financial Position

Incoming resources in the year were £252,612 (2015/16: £266,408). Of this £94,575 (2015/16: £102,658) related to project restricted activities.

A surplus of £10,065 was made in the year on the General Fund (2015/16: £31,057 surplus) and a surplus of £6,830 was made on restricted activities (2015/16: £5,434 deficit) before transfers between funds. At 31 March 2017 total reserves were £249,540 (31 March 2016: £232,645) of which £242,853 represented unrestricted funds (31 March 2016: £220,948).

Reserves

It is the policy of the Charity to hold reserves sufficient for the day-to-day needs of the Charity and to cover any known liabilities including an estimate of the possible costs in the event the Charity had to be wound up. The current level of cash reserves less current liabilities would allow the Charity to continue to operate for at least six months if the core funding was withdrawn.

Risk Management

The Trustees review the major risks to which the Charity is exposed and ensure that adequate systems exist to mitigate those risks. A risk assessment policy is used to help manage the risk process. It covers all categories of risks identified and is used throughout the year as a reference point and a formal review of the process is carried out annually. The Trustees also recognise the importance of Information Assurance and adhere to a policy recommended by the national body of Citizens Advice.

6. Statement of Directors' Responsibilities

Company Law and Charity Law require the directors 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 surplus or deficit for that period. In preparing those financial statements the directors are required to:

- (a) select suitable accounting policies and then apply them consistently,
- (b) make judgements and estimates that are reasonable and prudent,
- (c) state whether applicable accounting standards have been followed, subject to any material departure disclosed and explained in the financial statements, and
- (d) prepare financial statements on the going concern basis unless it is inappropriate to assume that the Charity will continue on that basis.

The directors are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and to enable them to ensure that the financial statements comply with the Companies Act 2006.

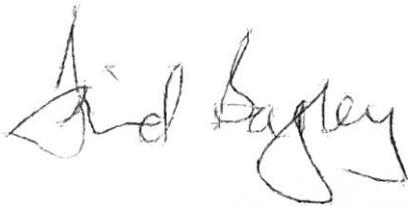
The directors are responsible for ensuring that the Charity maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against material loss or unauthorised use and to prevent and detect fraud and other irregularities.

7. Thanks

The Trustees wish to thank all those people and organisations that have supported the Charity throughout the year. The Trustees are grateful to the members of the Charity for their support for fundraising activities, donations, and their efforts to bring the Charity to the notice of the wider community. The support of other individuals and organisations has enabled the Charity to undertake specific projects that have benefited disadvantaged sections of the community.

The Trustees are particularly grateful for the grants and donations to help fund the Charity's core expenditure received from Uttlesford District Council, Saffron Walden Town Council, Essex County Council, South Cambridgeshire District Council, Hastoe Housing Association, Great Dunmow Town Council, and many of Uttlesford's parish councils. The Trustees would also like to thank the unpaid volunteers and the paid staff, without whose contributions the Charity could not function.

Approved by the Trustees (Board of Directors) at their meeting on 17th October 2017 and signed on their behalf.

A handwritten signature in black ink that reads "David Bagley". The signature is written in a cursive style with a large initial 'D'.

David Bagley
Company Secretary
Uttlesford Citizens Advice Bureau

17th October 2017

Independent examiners' report to the Trustees of Uttlesford Citizens Advice

Bureau

We report on the financial statements of the company for the year ended 31 March 2017 which consist of the Statement of Financial Activities, the Balance Sheet, and Notes to the Financial Statements.

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the financial statements. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied ourselves that the charity is not subject to an audit under company law and is eligible for independent examination, it is our responsibility to:

- examine the financial statements under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charities

Commissions under section 145(5)(b) of the 2011 Act; and

- to state whether particular matters have come to our attention.

Basis of the independent examiners' report

Our examination was carried out in accordance with the general Directions given by the Charities Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners' statement

In connection with our examination, no matter has come to our attention:

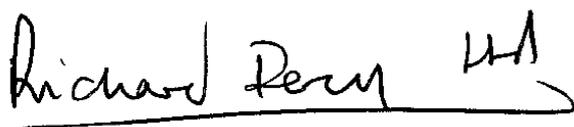
(1) which gives us reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare financial statements which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and

principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

A handwritten signature in black ink that reads "Richard Percy" followed by a stylized flourish or initials "HA". A horizontal line is drawn underneath the signature.

Richard Percy Limited

Chartered Accountants

Sandhills Farm Wethersfield Essex

CM7 4AG

17 October 2017

UTTLESFORD CITIZENS ADVICE BUREAU

Statement of Financial Activities for the year ending 31 March 2017

	Notes	Unrestricted funds £	Restricted funds £	Total £	Total funds 2016 £
Income					
Donations and legacies		5,663	-	5,663	11,056
Income from investments		808	-	808	878
Income from charitable activities	3	151,506	94,575	246,081	251,808
Other income		<u>60</u>	<u>-</u>	<u>60</u>	<u>2,666</u>
Total income		<u>158,037</u>	<u>94,575</u>	<u>252,612</u>	<u>266,408</u>
Expenditure					
Expenditure on raising funds		94	-	94	357
Expenditure on charitable activities	4	<u>147,878</u>	<u>87,745</u>	<u>235,623</u>	<u>240,428</u>
Total Expenditure		<u>147,972</u>	<u>87,745</u>	<u>235,717</u>	<u>240,785</u>
Net income		10,065	6,830	16,895	25,623
Transfers		11,840	(11,840)	-	-
Total funds brought forward		<u>220,948</u>	<u>11,697</u>	<u>232,645</u>	<u>207,022</u>
Total funds carried forward		<u>242,853</u>	<u>6,687</u>	<u>249,540</u>	<u>232,645</u>

UTTLESFORD CITIZENS ADVICE BUREAU

Balance Sheet at 31 March 2017

	Notes	£	2017 £	£	2016 £
Fixed assets					
Tangible assets	6		291,226		297,001
Current assets					
Debtors and prepayments	7	646		473	
Cash at bank and in hand		<u>172,706</u>		<u>144,534</u>	
		173,352		145,007	
Creditors					
Amounts falling due within one year	8	<u>(33,232)</u>		<u>(22,407)</u>	
Net current assets			<u>140,120</u>		<u>122,600</u>
Total assets less current liabilities			431,346		419,601
Creditors – amounts falling due after more than one year	10		<u>(181,806)</u>		<u>(186,956)</u>
Net assets	15		<u>249,540</u>		<u>232,645</u>
Capital funds					
Income funds					
Restricted funds			6,687		11,697
Unrestricted funds			<u>242,853</u>		<u>220,948</u>
			<u>249,540</u>		<u>232,645</u>

The Directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006 and that the members have not required the company to obtain an audit in accordance with section 476 of the Act.

The Directors acknowledge their responsibility for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.



Malcolm G. Jessop FCA
Director
Uttlesford Citizens Advice Bureau
17 October 2017

UTTLESFORD CITIZENS ADVICE BUREAU

Statement of Cash Flows for the year ending 31 March 2017

	Notes	2017 £	2016 £
Cash used in operating activities	16	32,351	24,156
Cash flows from investing activities			
Interest income		808	878
Purchase of tangible fixed assets		<u>(35)</u>	<u>(4,694)</u>
Cash provided by/(used in) investing activities		<u>773</u>	<u>(3,816)</u>
Cash flows from financing activities			
Borrowing/(Repayment of borrowing)		<u>(4,952)</u>	<u>(4,739)</u>
Cash used in financing activities		<u>(4,952)</u>	<u>(4,739)</u>
Increase/(decrease) in cash and cash equivalents in the year		28,172	15,601
Cash and cash equivalents at the beginning of the year		<u>144,534</u>	<u>128,933</u>
Total cash and cash equivalents at the end of the year		<u>172,706</u>	<u>144,534</u>

UTTLESFORD CITIZENS ADVICE BUREAU

Notes to the Financial Statement for the year ending 31 March 2017

1. Accounting policies

- a) The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS 102)) and the Companies Act 2006.
- b) Donations and legacies are received by way of donations and gifts and are included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included.
- c) Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities when they are receivable.
- d) Depreciation is provided to write off the cost of the tangible fixed assets over their estimated useful lives at the following rates:

Freehold land – nil

Freehold buildings – 2% of cost

Equipment – 25% of the reducing balance.

- e) Expenditure is allocated to expense headings on a direct cost basis.
- f) Resources are allocated to Restricted Funds according to the limitations on their use specified by the donors or other providers. Funds received in the direct operation of the Charity are treated as unrestricted income funds. Other resources received without external restriction are designated by the Directors for particular purposes as deemed fit.

2. Company status

The company is limited by guarantee, not having a share capital, and is a registered charity and is not liable to corporation tax.

3. Income from charitable activities

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total 2017 £	Total 2016 £
Uttlesford District Council	117,487	35,000	152,487	127,535
South Cambs District Council	5,950	-	5,950	6,562
Saffron Walden Town Council	10,000	-	10,000	10,000
Great Dunmow Town council	4,500	-	4,500	-
Parish Councils	4,505	-	4,505	4,275
Essex County Council	6,864	-	6,864	6,864
ECC/WECCG (ICCF)	-	34,200	34,200	52,000
CITA	-	11,000	11,000	6,200
Hastoe Housing Trust	2,000	-	2,000	2,000
Big Lottery Grant	-	-	-	14,770
Essex Community Foundation	-	10,000	10,000	15,000
Sundry grants	200	4,375	4,575	6,602
Total	<u>151,506</u>	<u>94,575</u>	<u>246,081</u>	<u>251,808</u>

4. Expenditure on charitable activities

	Unrestricted funds 2017 £	Restricted funds 2017 £	Total 2017 £	Total 2016 £
Amortisation and depreciation	5,810	-	5,810	6,957
Equipment repairs and renewals	2,300	-	2,300	1,713
Cleaning	3,008	-	3,008	2,359
Equipment rental	761	-	761	358
Heat, light and water	3,233	-	3,233	3,036
Information services	1,932	-	1,932	1,039
Information technology	3,647	17,850	21,497	36,309
Insurance	1,377	-	1,377	2,129
Membership fees	4,233	-	4,233	4,465
Miscellaneous expenses	1,517	-	1,517	997
Mortgage interest	7,556	-	7,556	7,752
Postage	298	-	298	1,876
Printing, stationery and office sundries	6,634	-	6,634	4,374
Professional Fees	2,392	-	2,392	1,472
Project admin and overheads	-	11,232	11,232	13,834
Publicity	202	659	861	2,592
Rent and rates	5,622	-	5,622	6,704
Salaries, NI and pensions (Note 5)	84,568	55,179	139,747	129,396
Telephone	4,461	-	4,461	5,173
Training and recruitment	1,306	-	1,306	748
Travel expenses	<u>7,021</u>	<u>2,825</u>	<u>9,846</u>	<u>7,145</u>
TOTAL	<u>147,878</u>	<u>87,745</u>	<u>235,623</u>	<u>240,428</u>

5. Staff Costs

	2017 £	2016 £
Salaries	127,578	118,588
Social security costs	4,522	4,676
Pension contributions	<u>7,647</u>	<u>6,132</u>
	<u>139,747</u>	<u>129,396</u>

Average number of staff employed during the year was: 9

The above numbers do not include Directors.

There were no employees with remuneration in excess of £60,000. (2016: Nil)

Directors' emoluments

	2017 £	2016 £
The Directors' emoluments were:	Nil	Nil

One Director received £ 211 (2016 - £223) in travel expenses in the year and one director received £105 in travel expenses (2016 - £214 in meeting expenses).

6. Tangible fixed assets

	Freehold land £	Freehold Buildings £	Furniture and Equipment £	Total £
<u>Cost:</u>				
At 1 April 2016	75,000	219,806	28,771	323,577
Additions	-	-	35	35
Disposals	-	-	-	-
At 31 March 2017	<u>75,000</u>	<u>219,806</u>	<u>28,806</u>	<u>323,612</u>
<u>Depreciation:</u>				
At 1 April 2016	-	5,496	21,080	26,576
Charge for the year	-	4,397	1,413	5,810
Disposals	-	-	-	-
At 31 March 2017	-	<u>9,893</u>	<u>22,493</u>	<u>32,386</u>
<u>Net book value:</u>				
At 31 March 2017	<u>75,000</u>	<u>209,913</u>	<u>6,313</u>	<u>291,226</u>
At 31 March 2016	<u>75,000</u>	<u>214,310</u>	<u>7,691</u>	<u>297,001</u>

7. Debtors

	2017 £	2016 £
Due within one year:		
VAT recoverable	<u>646</u>	<u>473</u>
	<u>646</u>	<u>473</u>

8. Creditors

	2017 £	2016 £
Creditors	3,763	3,697
Other taxes and social security costs	2,900	2,019
Accrued expenses	1,552	1,872
Grant income received in advance	20,000	10,000
Short term element of mortgage	<u>5,017</u>	<u>4,819</u>
	<u>33,232</u>	<u>22,407</u>

9. Commitments under operating leases

At 31 March the company had aggregate annual commitments under non-cancellable operating leases, as set out below:

	2017 £	2016 £
Operating leases which expire within 5 years	<u>2,201</u>	-
Operating leases which expire after five years	<u>5,200</u>	<u>5,200</u>

10. Creditors – amounts falling due after more than one year

A 25 year mortgage was entered into in December 2014 in order to partially fund the purchase of the freehold premises at Barnards Yard.

	2017	2016
	£	£
Creditors – amounts falling due after more than one year	<u>181,806</u>	<u>186,956</u>
Total mortgage outstanding	<u>186,823</u>	<u>191,775</u>

11. Secured loans

	2017	2016
	£	£
Creditors – amounts falling due after more than 5 years	<u>159,649</u>	<u>165,674</u>
Total secured loans	<u>186,823</u>	<u>191,775</u>

12. Capital commitments

There were no capital commitments at 31 March 2017 (2016 – Nil).

13. Restricted Funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants held on trust to be applied for specific purposes.

	Movement In funds				
	Balance 1 April 2016	Incoming resources	Expenses	Transfers from general	Balance 31 March 2017
	£	£	£	£	£
ICCF Frontline	4,870	34,200	(29,472)	(7,500)	2,098
Benefit Take Up	2,460	11,847	(15,174)	867	-
Money Doctor	4,367	35,000	(26,278)	(8,500)	4,589
Winter Resilience	-	<u>13,528</u>	<u>(16,821)</u>	<u>3,293</u>	-
	<u>11,697</u>	<u>94,575</u>	<u>(87,745)</u>	<u>(11,840)</u>	<u>6,687</u>

Purposes of restricted funds:

ICCF Frontline – ICCF stands for Independent Choice and Control Fund and is an IT project to provide a simple, joined up referral system, to enable citizens and professionals to find their way to support appropriate for their needs.

Benefit Take Up – Fund promotes awareness of the benefits available to disabled persons and to assist in claiming.

Money Doctor – Meeting the financial education needs of people with debt problems.

Winter Resilience – Increasing the awareness, update and access of services that can help people stay warm in winter.

14. General funds

	Balance 1 April 2016 £	Incoming resources £	Expenses £	Transfers £	Balance 31 March 2017 £
General fund	195,948	158,037	(147,972)	11,840	217,853
Designated fund to research the possible development of the loft space	<u>25,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>25,000</u>
Total	<u>220,948</u>	<u>158,037</u>	<u>147,972)</u>	<u>11,840</u>	<u>242,853</u>

15. Analysis of net assets

	General funds £	Restricted funds £	Total funds £
Tangible fixed assets	291,226	-	291,226
Current assets	166,665	6,687	173,352
Current liabilities	(33,232)	-	(33,232)
Long term liabilities	<u>(181,806)</u>	<u>-</u>	<u>(181,806)</u>
	<u>242,853</u>	<u>6,687</u>	<u>249,540</u>

16. Reconciliation of net movement in funds to net cash flow from operating activities

	2017 £	2016 £
Net movement in funds	16,895	25,623
Add back depreciation charge	5,810	6,957
Deduct interest income shown in investing activities	(808)	(878)
Decrease/(increase) in debtors	(173)	(473)
Increase/(decrease) in creditors	<u>10,627</u>	<u>(7,073)</u>
	<u>32,351</u>	<u>24,156</u>