

Uttlesford Citizens Advice

Annual Report and Unaudited Financial Statements 2017/2018



UTTLESFORD CITIZENS ADVICE BUREAU

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

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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 2018. 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
Sarah Machale
John Starr
Paul Fuller

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

Jim Elms resigned [11th June] 2018

In accordance with the Articles of Association [John Starr] will retire by rotation at the Annual General Meeting and, being eligible, will seek re-election. [Mark Benfold, Chloe Fiddy and Michael Nelson] having been co-opted as Trustees since the end of the financial year, 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 2018 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 Community Engagement 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 Community Engagement Committee's functions include profile raising and the organisation of fundraising activities. This committee and the Personnel Committee meet as and when required. A decision was reached during the year that the Health and Safety Committee was not required, although the Board continue to ensure that clients, staff and volunteers operate in a safe environment. Day-to-day operation of the Charity is delegated to the Chief Executive. During the financial year, the Trustee Board met 8 times. The Board meetings included a full day strategy and planning meeting in September 2017. A further full day strategy meeting was held after the year end in April 2018.

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 Charity is also a member of the Essex Citizens Advice Consortium.

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

The year can be summarized as testing but rewarding.

- A new Quality of Advice audit mechanism was introduced – resulting in the need to assess and benchmark nationally our performance in terms of quality of advice and the client's journey on a monthly basis.
- A new client management system 'Casebook' was smoothly introduced.
- We took action to address our difficulties in recruiting experienced paid staff by recruiting our first paid adviser – with the stated aim to ensure that they should become a fully trained supervisor within 12 months.
- We successfully recruited two highly trained members of staff after a valued member of the team retired.
- We restructured our appointment system to increase face to face and write up time – this supported improved quality but reduced available appointments.
- We reviewed security within our offices after further incidents of clients becoming angry and agitated.
- We recruited an additional 10 volunteers for new adviser training after adviser numbers dropped following an unprecedented number of people leaving due to increased caring responsibilities or illness.
- We increased work around 'Keeping Warm in Uttlesford' support
- We provided additional training for volunteers and staff and supported clients following the introduction of Universal Credit
- A new leadership assessment was introduced by CitA and the green rating we received for Leadership and Equalities indicated that we are exceeding the standards expected by CitA.

Performance and Service Provision

After two years of continuing pressure and growth in client numbers, we took the difficult decision to reduce the number of appointment slots (from an average of 4 to 3 appointments per day for an adviser). This reflected the need to provide both clients and volunteer advisers with more time to deal with the continuing increase in the complexity and seriousness of people's problems. Pressure on staffing levels and trained volunteer numbers between June and April 2018 also resulted in the need to temporarily reduce our presence at outreach locations in Thaxted and Stansted.

Our debt team continued to target the most vulnerable with face to face support, however we acknowledge that this group is also the most difficult to progress. We continue to call for better support from mental health and social care workers to support clients when they are accessing our help.

'Frontline', a project to deliver a multi-agency signpost and referral service, successfully rolled out over West Essex and supported 86 organizations with 1073 secure referrals and 4442 signposts to 227 different health and wellbeing services.

We also increased our efforts to proactively support people to avoid problems wherever possible, by increasing our presence on social media – by the end of the year we had 1,600 followers on Twitter and our Facebook page had 342 ‘likes’ – our best post on Facebook reached 8,597 people.

The benefit take up project is overwhelmed with appeal work, due to continued poor decision making by the DWP. We delivered 172 home visits, supported 267 benefit applications, 68 reconsiderations, 41 appeals and 13 tribunals. Additional annualized income for residents totaled over £850k.

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

	2017/18	2016/17
Unique client numbers (people using the service one or more times in the year)	2,618	3,056
Issues	11,595	13,144

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. 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. 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 1,983 email contacts with third parties in 2017-18 compared with 1,245 in 2016/17

	Client visits, phone calls and letters	Non client phone calls and letters	Total
Totals	10,254	3,134	13,388

Staff and Volunteers

We currently employ 13 part-time staff working 6.4 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. 75 volunteers work approximately 437 hours a week for the charity which is estimated to be valued at over £334,000. (*Figures at March 2018*) 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.

Quality of Advice Audit

From April 2017 we have been auditing cases on a monthly basis – with our self-assessment then benchmarked nationally on a quarterly basis and adjusted if necessary. The Audit results are measured in three ways – Quality of Advice, Customer Service and Consistency of Scoring. We are pleased to report that we consistently have achieved the best ‘Green’ classification for Quality and Customer Service over the full year. Our Consistency of Scoring against national benchmarking has also been ‘Green’ over the year with the exception of two quarters when measuring consistency related to quality fell to ‘Yellow’ – variations between national and local scoring was reviewed in depth over the periods concerned and understanding of the marking criteria has grown.

Client profile in Uttlesford

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

Ethnic Origin Grouping	2017/18 %	2016/17 %
White	79.4%	81.8%
Mixed Race	0.8%	0.9%
Asian or Asian British	1.4%	1.8%
Black or Black British	0.7%	0.7%
Other	1.1%	1.0%
Not Recorded	16.6%	13.8%
Total	100.0%	100.0%

When asked the question, ‘do you feel you have a disability?’ 45% of the 2,049 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	2017/18	2016/17
0 – 14	0.2%	0.0%
15 – 24	5.9%	5.1%
25 – 34	15.8%	12.8%
35 – 49	27.7%	23.0%
50 – 64	28.1%	24.8%
65 – 74	11.6%	10.5%
75 – 84	7.4%	7.2%
85+	3.3%	3.3%
Not recorded	-	13.3%
Total	100.0%	100.0%

5. Financial Review

Financial Position

Incoming resources in the year were £240,555 (2016/17: £252,612). Of this £53,378 (2016/17: £94,575) related to project restricted activities.

A surplus of £14 was made in the year on the General Fund (2016/17: £10,065 surplus) and a surplus of £3,170 was made on restricted activities (2015/16: £6,833 surplus) before transfers between funds. At 31 March 2018 total reserves were £252,724 (31 March 2017: £249,540) of which £242,181 represented unrestricted funds (31 March 2017: £242,853).

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.

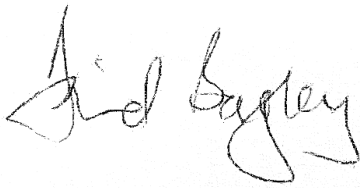
The directors are responsible for ensuring that the Charity maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against material loss or unauthorised use and to prevent and detect fraud and other irregularities.

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 15th October 2018 and signed on their behalf.

A handwritten signature in black ink, appearing to read 'David Bagley', is written over a faint, light-colored rectangular stamp or watermark.

David Bagley
Company Secretary
Uttlesford Citizens Advice Bureau

15th October 2018

Independent examiners' report to the trustees of Uttlesford Citizens Advice Bureau ("the Company")

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2018.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiners' statement

Since the Company's gross income exceeded £250,000 in the year ended 31 March 2018 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland {FRS 102}).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Richard Percy Limited
Chartered Accountants
Sandhills Farm
Wethersfield
Essex CM7 4AG

15th October 2018

UTTLESFORD CITIZENS ADVICE BUREAU

Statement of Financial Activities for the year ending 31 March 2018

	Notes	Unrestricted funds £	Restricted funds £	Total £	Total funds 2017 £
Income					
Donations and legacies		6,878	-	6,878	5,663
Income from investments		464	-	464	808
Income from charitable activities	3	179,715	53,378	233,093	246,081
Other income		<u>120</u>	<u>-</u>	<u>120</u>	<u>60</u>
Total income		<u>187,177</u>	<u>53,378</u>	<u>240,555</u>	<u>252,612</u>
Expenditure					
Expenditure on raising funds		727	-	727	94
Expenditure on charitable activities	4	<u>186,436</u>	<u>50,208</u>	<u>236,644</u>	<u>235,623</u>
Total Expenditure		<u>187,163</u>	<u>50,208</u>	<u>237,371</u>	<u>235,717</u>
Net income		14	3,170	3,184	16,895
Transfers		(686)	686	-	-
Total funds brought forward		<u>242,853</u>	<u>6,687</u>	<u>249,540</u>	<u>232,645</u>
Total funds carried forward		<u>242,181</u>	<u>10,543</u>	<u>252,724</u>	<u>249,540</u>

UTTLESFORD CITIZENS ADVICE BUREAU

Balance Sheet at 31 March 2018

	Notes	£	2018 £	£	2017 £
Fixed assets					
Tangible assets	6		285,251		291,226
Current assets					
Debtors and prepayments	7	478		646	
Cash at bank and in hand		<u>186,738</u>		<u>172,706</u>	
		187,216		173,352	
Creditors					
Amounts falling due within one year	8	<u>(43,299)</u>		<u>(33,232)</u>	
Net current assets			<u>143,917</u>		<u>140,120</u>
Total assets less current liabilities			429,168		431,346
Creditors – amounts falling due after more than one year	10		<u>(176,444)</u>		<u>(181,806)</u>
Net assets	15		<u>252,724</u>		<u>249,540</u>
Capital funds					
Income funds					
Restricted funds			10,543		6,687
Unrestricted funds			<u>242,181</u>		<u>242,853</u>
			<u>252,724</u>		<u>249,540</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
15th October 2018

UTTLESFORD CITIZENS ADVICE BUREAU

Statement of Cash Flows for the year ending 31 March 2018

	Notes	2018 £	2017 £
Cash used in operating activities	16	18,724	32,351
Cash flows from investing activities			
Interest income		464	808
Purchase of tangible fixed assets		<u>-</u>	<u>(35)</u>
Cash provided by/(used in) investing activities		<u>464</u>	<u>773</u>
Cash flows from financing activities			
Borrowing/(Repayment of borrowing)		<u>(5,156)</u>	<u>(4,952)</u>
Cash used in financing activities		<u>(5,156)</u>	<u>(4,952)</u>
Increase/(decrease) in cash and cash equivalents in the year		14,032	28,172
Cash and cash equivalents at the beginning of the year		<u>172,706</u>	<u>144,534</u>
Total cash and cash equivalents at the end of the year		<u>186,738</u>	<u>172,706</u>

UTTLESFORD CITIZENS ADVICE BUREAU

Notes to the Financial Statement for the year ending 31 March 2018

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 2018 £	Restricted funds 2018 £	Total 2018 £	Total 2017 £
Uttlesford District Council	145,000	5,000	150,000	152,487
South Cambs District Council	5,950	-	5,950	5,950
Saffron Walden Town Council	10,000	-	10,000	10,000
Great Dunmow Town council	-	-	-	4,500
Parish Councils	3,090	-	3,090	4,505
Essex County Council	6,864	2,528	9,392	6,864
ECC (ICCF)	-	18,500	18,500	19,200
CITA	-	10,000	10,000	11,000
Hastoe Housing Trust	2,000	-	2,000	2,000
WECCG	-	10,000	10,000	15,000
Essex Community Foundation	-	7,000	7,000	10,000
Sundry grants	<u>6,811</u>	<u>350</u>	<u>7,161</u>	<u>4,575</u>
Total	<u>179,715</u>	<u>53,378</u>	<u>233,093</u>	<u>246,081</u>

A receipt of £5,000 from Great Dunmow Town Council was received just after the year end and so will be included in the 2018/19 accounts.

4. Expenditure on charitable activities

	Unrestricted funds 2018 £	Restricted funds 2018 £	Total 2018 £	Total 2017 £
Amortisation and depreciation	5,975	-	5,975	5,810
Cleaning	3,036	-	3,036	3,008
Equipment rental	1,039	-	1,039	761
Heat, light and water	3,094	-	3,094	3,233
Information services	203	-	203	1,932
Information technology	940	9,944	10,884	21,497
Insurance	2,266	-	2,266	1,377
Membership fees	4,065	-	4,065	4,233
Miscellaneous expenses	1,117	-	1,117	1,517
Mortgage interest	7,334	-	7,334	7,557
Postage, printing, stationery and office sundries	6,037	12	6,049	6,932
Professional Fees	1,835	-	1,835	2,392
Project admin and overheads	-	9,507	9,507	11,232
Publicity	115	632	747	861
Rent and rates	6,085	-	6,085	5,622
Repairs and renewals	6,852	-	6,852	2,300
Salaries, NI and pensions (Note 5)	125,534	27,092	152,626	139,747
Telephone	5,036	-	5,036	4,461
Training and recruitment	626	-	626	1,306
Travel expenses	5,247	3,021	8,268	9,846
TOTAL	<u>186,436</u>	<u>50,208</u>	<u>236,644</u>	<u>235,623</u>

5. Staff Costs

	2018 £	2017 £
Salaries	140,268	127,578
Social security costs	4,701	4,522
Pension contributions	<u>7,657</u>	<u>7,647</u>
	<u>152,626</u>	<u>139,747</u>

Average number of staff employed during the year was:119

The above numbers do not include Directors.

There were no employees with remuneration in excess of £60,000. (2017: Nil)

Directors' emoluments

	2018 £	2017 £
The Directors' emoluments were:	Nil	Nil

One Director received £16 in reimbursement for office supplies (2017 -Nil) in the year. (In 2017 one director received £211 and one director received £105 for travel expenses).

6. Tangible fixed assets

	Freehold land £	Freehold Buildings £	Furniture and Equipment £	Total £
<u>Cost:</u>				
At 1 April 2017	75,000	219,806	28,806	323,612
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2018	<u>75,000</u>	<u>219,806</u>	<u>28,806</u>	<u>323,612</u>
<u>Depreciation:</u>				
At 1 April 2017	-	9,893	22,493	32,386
Charge for the year	-	4,396	1,579	5,975
Disposals	-	-	-	-
At 31 March 2018	-	<u>14,289</u>	<u>24,072</u>	<u>38,361</u>
<u>Net book value:</u>				
At 31 March 2018	<u>75,000</u>	<u>205,517</u>	<u>4,734</u>	<u>285,251</u>
At 31 March 2017	<u>75,000</u>	<u>209,913</u>	<u>6,313</u>	<u>291,226</u>

7. Debtors

	2018 £	2017 £
Due within one year:		
VAT recoverable	<u>478</u>	<u>646</u>
	<u>478</u>	<u>646</u>

8. Creditors

	2018 £	2017 £
Creditors	4,200	3,763
PAYE and national insurance contributions	2,058	1,955
Accrued expenses	2,818	2,497
Grant income received in advance	29,000	20,000
Short term element of mortgage	<u>5,223</u>	<u>5,017</u>
	<u>43,299</u>	<u>33,232</u>

9. Commitments under operating leases

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

	2018 £	2017 £
Operating leases which expire within 5 years	<u>6,229</u>	<u>2,201</u>
Operating leases which expire after five years	<u>Nil</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.

	2018	2017
	£	£
Creditors – amounts falling due after more than one year	<u>176,444</u>	<u>181,806</u>
Total mortgage outstanding	<u>181,667</u>	<u>186,823</u>

11. Secured loans

	2018	2017
	£	£
Creditors – amounts falling due after more than 5 years	<u>153,376</u>	<u>159,649</u>
Total secured loans	<u>181,667</u>	<u>186,823</u>

12. Capital commitments

There were no capital commitments at 31 March 2018 (2017 – 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 2017	Incoming resources	Expenses	Transfers from general	Balance 31 March 2018
	£	£	£	£	£
ICCF Frontline	2,098	33,500	(27,604)	(7,500)	494
Benefit Take Up	-	7,350	(15,536)	8,186	-
Money Doctor	4,589	-	(4,589)	-	-
Winter Resilience	<u>-</u>	<u>12,528</u>	<u>(2,479)</u>	<u>-</u>	<u>10,049</u>
		<u>53,378</u>	<u>(50,208)</u>	<u>686</u>	
	<u>6,687</u>				<u>10,543</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 – Advice and services related to keeping homes warm and residents healthy during the winter.

14. General funds

	Balance 1 April 2017 £	Incoming resources £	Expenses £	Transfers £	Balance 31 March 2018 £
General fund	217,853	187,177	(187,163)	(686)	217,181
Designated fund to research the possible development of the loft space		<u>-</u>	<u>-</u>	<u>-</u>	
	<u>25,000</u>				<u>25,000</u>
Total		<u>187,177</u>	<u>(187,163)</u>	<u>(686)</u>	
	<u>242,853</u>				<u>242,181</u>

15. Analysis of net assets

	General funds £	Restricted funds £	Total funds £
Tangible fixed assets	285,251	-	285,251
Current assets	176,673	10,543	187,216
Current liabilities	(43,299)	-	(43,299)
Long term liabilities	<u>(176,444)</u>	<u>-</u>	<u>(176,444)</u>
	<u>242,181</u>	<u>10,543</u>	<u>252,724</u>

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

	2018 £	2017 £
Net movement in funds	3,184	16,895
Add back depreciation charge	5,975	5,810
Deduct interest income shown in investing activities	(464)	(808)
Decrease/(increase) in debtors	168	(173)
Increase/(decrease) in creditors		<u>10,627</u>
	<u>9,861</u>	
	<u>18,724</u>	<u>32,351</u>