

**REGISTERED COMPANY NUMBER: 02210997 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 299762**

**Report of the Trustees and  
Unaudited Financial Statements for the Year Ended  
31 March 2016  
for  
BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Haines Watts  
Chartered Accountants  
Northside House  
69 Tweedy Road  
Bromley  
Kent  
BR1 3WA**

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

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for the year ended 31 March 2016**

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**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Report of the Trustees  
for the year ended 31 March 2016**

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2016. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

The Trustees have pleasure in presenting their report for the year ended 31 March 2016.

**Reference and administrative details**

**Registered Company number**  
02210997 (England and Wales)

**Registered Charity number**  
299762

**Registered office**  
Community House  
South Street  
Bromley  
Kent  
BR1 1RH

**Trustees**

Ian Dawson - Chairman  
Judith Murdoch - Vice Chairman  
John King - Treasurer  
Peter Ayres  
Karen Norwood  
Kevin Fleary  
David McBride  
Vicky Ling

**Independent examiner**

David Dear ACA  
Haines Watts Bromley LLP  
Haines Watts  
Chartered Accountants  
Northside House  
69 Tweedy Road  
Bromley  
Kent  
BR1 3WA

**Bankers**

CAF Bank Limited  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent  
ME19 4JQ

HSBC Bank PLC  
141 High Street  
Beckenham  
Kent  
BR3 1BX

# **BROMLEY CITIZENS ADVICE BUREAUX LTD**

## **Report of the Trustees for the year ended 31 March 2016**

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### **Structure, governance and management**

#### **Governing document**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The Charity is a registered charity and a company limited by guarantee. The Company was incorporated on 15 January 1988 and registered as a charity on 21 December 1988. The Company is also known and referred to as Citizens Advice Bromley. At 31 March 2016 the Company had twelve members (2015 - 25). The Company was established under a Memorandum of Association dated 15 January 1988, as amended by special resolutions on 21 November 2001 and 21 May 2003, which established the objects and powers of the charitable company, and is governed under its Articles of Association. In the event of the Company being wound up members are required to contribute an amount not exceeding £1.

#### **Recruitment and appointment of new trustees**

Trustees (who are also Company Directors and Members) are elected at the annual general meeting. Nominations for the office of Trustee are invited annually from the Company's member organisations. Applications are also welcome from individuals who approach on a personal basis, or who are co-opted by the Trustee Board. All applicants are given an "Introduction to the Board of Trustees" document, outlining some of the key requirements of the role, and are asked to complete an application form and a skills audit. The latter document helps ensure that best use is made of the skills, knowledge and experience that Trustees are willing to offer. Appointments are made following a successful selection interview, conducted by a panel of three existing board members, and subject to satisfactory references.

#### **Induction and training of new trustees**

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Bromley through the provision of training courses and mentoring by established trustees. They are also encouraged to spend at least half a day in the local office in Bromley and at an outreach in order to gain a more detailed understanding of the nature of the work undertaken and challenges faced.

Ongoing training is provided in a variety of ways. Operational updates and presentations given at Board meetings provide further insight into bureaux operations and the issues being presented by clients. In addition there are two Citizens Advice national websites which each have sections aimed specifically at Trustees. They provide detailed reference information and self-help guides on all aspects of Citizens Advice Bromley's governance.

## BROMLEY CITIZENS ADVICE BUREAUX LTD

### Report of the Trustees for the year ended 31 March 2016

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#### **Structure, governance and management**

##### **Organisational structure**

The Charity is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that the Charity satisfies its legal and contractual obligations. The Board meets bi-monthly. The Board is supported by a Resources sub-committee. The Resources sub-committee meets shortly before each Board meeting to discuss the Charity's finances and procedures, and make recommendations to the Board.

The trustees who served during the year were as follows:

Ian Dawson (Chairman)	David McBride
Judith Murdoch (Vice Chairman)	Vicky Ling
John King (Treasurer)	
Karen Norwood (Secretary)	
Kevin Fleary	
Peter Ayres (Former Vice Chairman)	

##### **Management and administration**

The Charity has just had our fourth successful Awayday with all staff and volunteers. The main objective this year was to look at the projects that we were currently working on and the reach within the community. This was successful in providing overall feedback to our staff and volunteers on the successes of the year and allow discussion and contribution as to future development within the service.

For 2015-16 the Trustee Board together with The Chief Executive made the decision to use some of our reserves to fund much needed posts within the office. This allowed for an increase in the management team to include alongside the Chief Executive, the Client Services Manager, Project Manager, the Outreach Co-ordinator and the Training & Development Officer. They meet regularly to undertake any operational planning, implement the action plans within the strategic plan, review activities and discuss any management issues as appropriate, and discuss staffing and training needs.

The Chief Executive is responsible for ensuring that the strategic plans are implemented and for managing the members of the Management Team. The Chief Executive is also responsible for budgeting, financial planning and reporting, developing partnerships and assisting the Board in its strategic decision-making, as well as ensuring there is synergy and consistency across the bureau and outreach venues.

The Client Services Manager, Project Manager and the Outreach Coordinator are responsible for the day-to-day operation of the Local Office and outreaches and for the operational management of the Charity. It is their job to ensure there is adequate cover, provide technical support to the volunteers and caseworkers and manage the practicalities of advice sessions. In addition they also lead on specific projects or pieces of work.

##### **Related parties**

The Charity is a member of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of the Charity in order to fulfil its charitable objectives and comply with the national membership requirements.

The Charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the Trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

## **BROMLEY CITIZENS ADVICE BUREAUX LTD**

### **Report of the Trustees for the year ended 31 March 2016**

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#### **Structure, governance and management**

##### **Risk management**

The Trustees recognise that the major strategic, business and operational risks which the Charity faces need to be regularly reviewed and systems are in place to manage those risks. To that end they regularly monitor risk and take mitigating action as appropriate.

The Charity is largely reliant on a small number of outside, primarily public sector organisations for its funding. The possibility that these sources of income might reduce represents a significant external risk to the Charity. Through implementing the action plan referred to above, the Trustees have ensured the Charity continues to evolve into a revitalised organisation that will continue to attract significant levels of funding for the foreseeable future. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the Charity. These procedures are periodically reviewed to ensure that they still meet the needs of the Charity.

## **BROMLEY CITIZENS ADVICE BUREAUX LTD**

### **Report of the Trustees for the year ended 31 March 2016**

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#### **Objectives and activities**

##### **Objectives**

The object of Bromley Citizens Advice Bureaux Ltd (the Charity), as defined by the Memorandum of Association, are to promote any charitable purpose for the benefit of the community in the London Borough of Bromley by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

##### **Aims, objectives, strategies and activities for the year**

The Charity aims to improve access to high quality services across the London Borough of Bromley by delivering free, independent, confidential and impartial advice and by leading the advice sector in the borough. It values diversity, and promotes equality. It seeks to exercise a responsible influence on the development of social policies and services to enable and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

The main objectives for the year continued to focus on the provision of high quality advisory services to the local community. The strategies employed to assist the Charity to meet these objectives included the following:

Operating an open door policy and telephone service, supported as necessary by booked sessions with an adviser, to provide advice for all citizens who live or work in the London Borough of Bromley.

Continuing the Charity's membership of National Association of Citizens Advice Bureaux (Citizens Advice), to which most Citizens Advice Bureaux offices in England and Wales belong. Citizens Advice sets strict standards for membership that are regularly audited.

Actively seeking to influence social policy at both national and local level. This included participation in Citizens Advice led campaigns, as well as direct liaison with local policy-makers in order to help raise awareness and influence change.

The Charity provides the advice services through its local office in Bromley, and at various outreaches in Beckenham & Penge and Orpington. In addition Citizens Advice Bromley operates a disability forms completion service for people, mainly in their own homes.

The Charity contributed to both national and local social policy work and campaigns during the year.

Some of the issues our clients faced in relation to benefits, debts and housing were, in addition to collecting local evidence we will now be asking our volunteers to provide evidence on national issues in the next quarter and will be focussing on the following:

The negative Impact of the introduction of the Living Wage  
Problems clients experience with opening Basic Bank Accounts  
Problems clients face with rent arrears  
Problems with applying and providing evidence for benefit claims by post

By contributing to national and local research and campaign issues we are able to assist in highlighting and influencing change where hardship occurs.

## **BROMLEY CITIZENS ADVICE BUREAUX LTD**

### **Report of the Trustees for the year ended 31 March 2016**

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#### **Objectives and activities**

##### **How Citizens Advice Bromley provides Advice**

##### **Face-to-face Advice & Outreach**

Personal callers are seen first by a receptionist and then offered a short "gateway interview" to help decide how they can best be advised. Clients will then be offered:

##### **Assisted Information**

An appointment for more in depth advice

Written information

Referral to another agency or signposting

Emergency appointments are provided at Bromley Town and at outreaches in Orpington, St Pauls Cray and Beckenham and Penge.

##### **Telephone advice**

Telephone callers have an introductory interview following which:

Advice will be given

A further appointment will be made for more in depth advice

##### **Dedicated form filling**

Either in the local offices or by home visit, the Charity has a dedicated form filling service to help clients complete application forms for disability living allowance, attendance allowance and similar benefits.

##### **Assisted Information**

Clients may be helped by way of assisted information where it is obvious to the assessor that their enquiry warrants signposting i.e. to see a Solicitor.

##### **Partnership Working**

The Charity works as a partnership under the auspice of Bromley Third Sector Enterprise (BTSE) with Age UK Bromley & Greenwich, Bromley Mencap, Bromley & Lewisham Mind, Carers Bromley & Community Links Bromley. The aims of The Partnership are to:

Provide a single point of access to VCS provision in London Borough of Bromley

Provide co-ordinated provision of services under a single contract

Enable the VCS to be a core provider of health and social care services in and around the London Borough of Bromley

Enable local VCS provider organisations to bid for contracts and other funding that they would be unlikely to secure on their own

Deliver integrated, cost-effective services that deliver the best possible outcomes for people in Bromley and surrounding areas

Ensure that people's needs are seen holistically and addressed by the right person, in the right place and at the right time

##### **Housing Partnerships**

In addition we also work closely with Shelter as well as with Affinity Sutton and London & Quadrant Housing Association (L&Q) to provide advice & casework to their tenants.

##### **Capitalise Debt Partnership**

Citizens Advice Bromley is a partner in the Capitalise Debt Project delivering quality debt advice for our clients. We provide debt casework to our clients under this project.

##### **Energy Best Deal Extra**

Through this project we offer and provide energy advice to residents within the London Borough of Bromley CAB.



## BROMLEY CITIZENS ADVICE BUREAUX LTD

### Report of the Trustees for the year ended 31 March 2016

#### Objectives and activities

##### Contribution of Volunteers

The Charity receives significant help and support in the form of voluntary assistance, both in advising the public and administering the charity. Volunteers are carefully selected and follow a well-defined training programme to enable them to fulfil their role effectively.

Over 70 volunteers contributed to over 40,000 hours of work to the Charity during the year. We estimate the value of this help to be in the region of over a million pounds a year.

##### Achievement and performance

##### Charitable activities

The Charity handled 18,106 new advice events in 2015-16 (2014-15 = 16,595). This equates to a rise of nearly 10%. The number of client contacts for 2015-16 was 13,214 (2014-15 - 11,960). This equates to a rise of over 10%. The number of clients includes those who received help by way of assisted information.

##### Financial Outcomes By Advice Area

Category	Benefits & tax credits	Debt	Total
Income gain	£759,159	£0	£759,159
Forms completion service	£423,142	£0	£423,142
Debts written off	£0	£92,351	92,351
Repayments rescheduled	£0	£135,414	£135,414
Re-imburements, services, loans	£0	£0	£0
	<u>£1,182,301</u>	<u>£227,765</u>	<u>£1,410,066</u>

Each year the Charity undertakes a client satisfaction survey which it uses to inform its planning and to improve services. The survey revealed that 99% of clients would use the service again and 99% of clients would recommend using the Citizens Advice Service to others. In addition we expanded the survey to look at the effect our service had on people's lives. Before coming to the us, 80% of the clients surveyed said that their problems completely or significantly affected their lives. After coming to us this figure reduced significantly to 51%.

Our survey also revealed that 83% of clients surveyed felt that their confidence had been improved by coming to us, 84% felt that coming to us had made a difference to their peace of mind & well-being and 94% felt it had made a difference to their knowledge about how things work and their ability to deal with things.

Citizens Advice Bromley is proud of our strong management team and dedicated group of volunteers and the excellent service that we are able to provide for our clients in what is for a number of them a very difficult time.

We are continuing to work with our funders and with other voluntary organisations to ensure that help and assistance is there for our clients when they need it.

# BROMLEY CITIZENS ADVICE BUREAUX LTD

## Report of the Trustees for the year ended 31 March 2016

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### Financial review

#### Reserves policy

Up until the end of the previous financial year the Charity's long standing reserves policy was to keep at least three months' expenditure in unrestricted funds which satisfied the then guidelines issued by the Charity Commission. Indeed, at the end of 2015/16 we had £166,080 the equivalent to 8.5 months expenditure available.

During the financial year of 2015/16, the Charity Commission issued more detailed guidance in the light of some well publicised incidents involving the reserves, or rather lack of them, in some high profile charities. This guidance proposed that all Charity Trustees should both instigate a full review of their current reserves policy and base any future policy on a worst case scenario of the charity having to close and cease trading, and also give more detail on the planned utilisation of any reserves held over and above that amount so calculated.

The Trustees of Citizens Advice Bromley had both anticipated such revised guidance and in any case had instigated a review of our reserves policy as part of our regular ongoing governance. Accordingly, we visualised and detailed a situation where Citizens Advice Bromley had to close but ensuring that we paid all resulting liabilities due to both staff and creditors. Such detail included all salary, state, pension contribution to staff plus other payments such as rents and utility bills.

We are pleased to report that the total figures reached still came within the previous policy of 'three months' expenditure' with the added benefit of satisfying the new Charity Commission guidelines. Accordingly, the Trustees endorsed the continuation of existing reserves policy which for 2016/17 means the retention of £63,300 being three months worth of the annual expenditure of £253,211.

Additionally, for the coming year of 2016/17, where we correctly anticipated at best a freezing of our major funding grant from LB Bromley, at the same time as the need for our services was increasing, it enabled the Trustees to consider how we might positively utilise any excess cash balances not needed for either reserves as indicated or planned capital expenditure to ensure we could maintain and if possible improve our service to those who either live or work within LB Bromley.

During 2015/16 one of our managers was unfortunately off sick for some time highlighting what we already knew in that we did not have adequate supervisory cover in such an eventuality thereby forcing us to offer a reduced service to clients over the period as well as placing an unfair strain on others within the team. Accordingly, we have used some of our reserves to extend the working time of one of our existing managers, look to recruit another manager on a short term contract and appointed a part time debt counsellor all to be able to maintain the quality of our service at this critical time.

This has meant the Trustee board for the first time approving a deficit budget for 2016/17 to the tune of just over £50,000, but as you can see from the details above and within these accounts, we have the unrestricted funds surplus available to do this.

#### Financial Position

Incoming resources in the year were £254,054 (2015 - £279,346).

A surplus of £843 was generated in the year (2015 - £21,267 surplus). At 31 March 2016 total reserves were £166,080 (31 March 2015 - £165,237), of which £166,080 represented unrestricted accruals (2015 - £165,237) and £nil restricted funds (2015 - £nil).

#### Principal funding sources

The Charity benefited from funding from a variety of sources during 2015-16. The London Borough of Bromley continued to support the delivery of general advice services. Further grants and donations from Affinity Sutton, the Capitalise Debt Project, L&Q and the Energy Best Deal Extra contract with Citizens Advice.

## BROMLEY CITIZENS ADVICE BUREAUX LTD

### Report of the Trustees for the year ended 31 March 2016

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#### Financial review

##### Investment policy and objectives

No long term investments were held at the balance sheet date. Funds not required for use in the short term are kept on deposit with CAF Bank Ltd. The overall return during the year was approximately negligible.

##### Future developments

The Charity has produced a rolling three year action plan aimed at achieving the following strategic objectives:  
To provide a cost effective high quality advice service that meets the needs of Bromley's communities.

The Charity is seeking to maintain quality standards by ensuring that staff are trained and supported, that they have adequate resources, and are guided by a competent Trustee Board committed to the food highest standards of governance.

##### To improve access to services for all communities in Bromley

Citizens Advice Bromley will seek to review our service provision in the light of changing funding and community needs and will work with local partner organisations to meet new needs and improve accessibility, particularly for people with disabilities.


##### To influence policy and practice at local and national levels by involving and using the experiences of our clients

Citizens Advice Bromley will continue to contribute to the effectiveness of Citizens Advice's national research & campaign initiatives and will use evidence collected by the Charity to argue for improvements to services used by people in Bromley. In addition the Charity will continue to ensure that the profile of its volunteers is representative of the population of Bromley.

##### To ensure the continued viability of the Citizens Advice Bromley in Bromley

Obviously no local Citizens Advice can operate without adequate resources. Resources are not always money, but can be people, relationships, or access to new sources of support. We need to maximise all of these in order to deliver the best service we can to people in Bromley. We will aim to achieve greater recognition with the public and with Bromley businesses and institutions, become fully integrated into advice provision and the wider voluntary and community sector in Bromley and last but not least build effective partnerships to promote equality and social inclusion.

Approved by order of the board of trustees on 6 December 2016 and signed on its behalf by:



I M Dawson - Trustee

**Independent Examiner's Report to the Trustees of  
Bromley Citizens Advice Bureaux Ltd**

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I report on the accounts for the year ended 31 March 2016 set out on pages twelve to eighteen.

**Respective responsibilities of trustees and examiner**

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's 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 required. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of Haines Watts Bromley LLP.

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

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

**Basis of the independent examiner's report**

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, 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 accounts present a 'true and fair view' and the report is limited to those matters set out in the statements below.

**Independent examiner's statement**

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

- (1) which gives me reasonable cause to believe that, in any material respect, the requirements
  - to keep accounting records in accordance with Section 386 and 387 of the Companies Act 2006; and
  - to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 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 my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Independent Examiner's Report to the Trustees of  
BROMLEY CITIZENS ADVICE BUREAUX LTD**

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David Dear ACA  
Haines Watts Bromley LLP  
Haines Watts  
Chartered Accountants  
Northside House  
69 Tweedy Road  
Bromley  
Kent  
BR1 3WA

6 December 2016

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Statement of Financial Activities  
for the year ended 31 March 2016**

	Notes	Unrestricted funds £	Restricted fund £	31.3.16 Total funds £	31.3.15 Total funds £
<b>Incoming resources</b>					
<b>Incoming resources from generated funds</b>					
Voluntary income		31,495	-	31,495	30,904
Investment income	2	-	-	-	269
<b>Incoming resources from charitable activities</b>					
Grants and contracts		161,724	60,835	222,559	248,173
<b>Total incoming resources</b>		<b>193,219</b>	<b>60,835</b>	<b>254,054</b>	<b>279,346</b>
<b>Resources expended</b>					
<b>Charitable activities</b>					
Advice (unrestricted)		27,458	-	27,458	42,913
Governance (unrestricted)		26,243	-	26,243	26,946
Governance costs		3,346	-	3,346	2,175
<b>Other resources expended</b>		<b>135,329</b>	<b>60,835</b>	<b>196,164</b>	<b>186,045</b>
<b>Total resources expended</b>		<b>192,376</b>	<b>60,835</b>	<b>253,211</b>	<b>258,079</b>
<b>Net incoming resources</b>		<b>843</b>	<b>-</b>	<b>843</b>	<b>21,267</b>
<b>Reconciliation of funds</b>					
<b>Total funds brought forward</b>		<b>165,237</b>	<b>-</b>	<b>165,237</b>	<b>143,970</b>
<b>Total funds carried forward</b>		<b>166,080</b>	<b>-</b>	<b>166,080</b>	<b>165,237</b>

The notes form part of these financial statements

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Balance Sheet  
At 31 March 2016**

	Notes	Unrestricted funds £	Restricted fund £	31.3.16 Total funds £	31.3.15 Total funds £
<b>Fixed assets</b>					
Tangible assets	7	1,632	-	1,632	5,401
<b>Current assets</b>					
Debtors	8	2,251	-	2,251	1,596
Cash at bank		190,880	-	190,880	164,413
		<u>193,131</u>	<u>-</u>	<u>193,131</u>	<u>166,009</u>
<b>Creditors</b>					
Amounts falling due within one year	9	(28,683)	-	(28,683)	(6,173)
<b>Net current assets</b>		<u>164,448</u>	<u>-</u>	<u>164,448</u>	<u>159,836</u>
<b>Total assets less current liabilities</b>		<u>166,080</u>	<u>-</u>	<u>166,080</u>	<u>165,237</u>
<b>Net assets</b>		<u>166,080</u>	<u>-</u>	<u>166,080</u>	<u>165,237</u>
<b>Funds</b>	10				
Unrestricted funds				166,080	165,237
Restricted funds				-	-
<b>Total funds</b>				<u>166,080</u>	<u>165,237</u>

The notes form part of these financial statements

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Balance Sheet - continued  
At 31 March 2016**

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The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2016.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2016 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

The financial statements were approved by the Board of Trustees on 6 December 2016 and were signed on its behalf by:



I M Dawson -Trustee



## BROMLEY CITIZENS ADVICE BUREAUX LTD

### Notes to the Financial Statements for the year ended 31 March 2016

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#### 1. Accounting policies

##### **Accounting convention**

The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities.

##### **Incoming resources**

Grants receivable - Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Investment Income - Investment Income is included in the Statement of Financial Activities when receivable.

Other income - Provision of services is included in the Statement of Financial Activities in the period to which they relate. Other income, including donations, gifts and covenants are included as they are received.

Gifts and Intangible income - Gifts in kind of fixed assets are included in the Statement of Financial Activities as they are received at the estimated gross value to the charity.

The Charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the charity has been estimated and disclosed in the directors' report.

Deferred income - Grants received in advance of the period in which the funder requires the expenditure to be applied is reflected in deferred income within creditors.

##### **Resources expended**

Liabilities are recognised as resources expended as soon as there is a legal or constructive obligation.

All expenditure is accounted for on an accruals basis. Expenditure includes any VAT which cannot be fully recovered.

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirement of the charity and include the audit fees and costs linked to the strategic management of the charity.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity or support function are allocated directly. Where costs relate to more than one activity or support function, they are apportioned on an appropriate and reasonable basis, predominantly with reference to estimated usage or by full time equivalent staff numbers employed on the charitable activity.

##### **Tangible fixed assets**

Fixed assets are included at cost. Items are capitalised if their value is over £500. Depreciation is charged on a straight line basis on the costs of the assets over their estimated useful lives. All items are estimated to have a useful life of four years, with the exception of reconditioned IT equipment which are estimated to have a useful life of two years.

##### **Taxation**

As a charity, Bromley Citizens Advice Bureaux Limited is exempt from tax on income and gains falling within Section 505 of the Taxes Act 1988 or Section S256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Notes to the Financial Statements - continued  
for the year ended 31 March 2016**

**1. Accounting policies - continued**

**Fund accounting  
Unrestricted funds**

Unrestricted funds are grants and other incoming resources receivable without a specific purpose and available as general funds

**Restricted funds**

Restricted funds are used for specific purposes as laid down by the donors. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

**2. Investment income**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>31.3.16 Total funds</b>	<b>31.3.15 Total funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Interest receivable - trading	<u>-</u>	<u>-</u>	<u>-</u>	<u>269</u>

**3. Net incoming/(outgoing) resources**

Net resources are stated after charging/(crediting):

	<b>31.3.16</b>	<b>31.3.15</b>
	<b>£</b>	<b>£</b>
Depreciation - owned assets	<u>3,769</u>	<u>3,995</u>

**4. Trustees' remuneration and benefits**

No trustee received any remuneration during the year (2015 £nil). No trustee was reimbursed for expenses (2015 £nil).

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2016 nor for the year ended 31 March 2015.

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Notes to the Financial Statements - continued  
for the year ended 31 March 2016**

**5. Staff costs**

	<b>31.3.16</b>	31.3.15
	£	£
Wages and salaries	<u>158,990</u>	<u>156,669</u>

The average monthly number of employees during the year was as follows:

	<b>31.3.16</b>	31.3.15
Charitable purposes	6	8
Management and administration	1	1
	<u>7</u>	<u>9</u>

No employees received emoluments in excess of £60,000.

**6. Ex gratia payments**

	<b>2016</b>	2015
Number of employees for whom retirement benefits are accruing	<u>6</u>	<u>6</u>

**7. Tangible fixed assets**

	Fixtures and fittings £	Computer equipment £	Totals £
<b>Cost</b>			
At 1 April 2015 and 31 March 2016	<u>6,608</u>	<u>54,569</u>	<u>61,177</u>
<b>Depreciation</b>			
At 1 April 2015	6,436	49,340	55,776
Charge for year	172	3,597	3,769
At 31 March 2016	<u>6,608</u>	<u>52,937</u>	<u>59,545</u>
<b>Net book value</b>			
At 31 March 2016	<u>-</u>	<u>1,632</u>	<u>1,632</u>
At 31 March 2015	<u>172</u>	<u>5,229</u>	<u>5,401</u>

**8. Debtors: amounts falling due within one year**

	<b>31.3.16</b>	31.3.15
	£	£
Other debtors	<u>2,251</u>	<u>1,596</u>

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Notes to the Financial Statements - continued  
for the year ended 31 March 2016**

**9. Creditors: amounts falling due within one year**

	<b>31.3.16</b>	31.3.15
	£	£
Taxation and social security	4,074	4,080
Other creditors	24,609	2,093
	<u>28,683</u>	<u>6,173</u>

**10. Movement in funds**

	<b>At 1.4.15</b>	<b>Net movement in</b>	<b>At 31.3.16</b>
	£	<b>funds</b>	£
		£	
<b>Unrestricted funds</b>			
General fund	165,237	843	166,080
	<u>165,237</u>	<u>843</u>	<u>166,080</u>
<b>TOTAL FUNDS</b>	<u>165,237</u>	<u>843</u>	<u>166,080</u>

Net movement in funds, included in the above are as follows:

	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Movement in funds</b>
	£	£	£
<b>Unrestricted funds</b>			
General fund	193,219	(192,376)	843
<b>Restricted funds</b>			
Advice	60,835	(60,835)	-
	<u>254,054</u>	<u>(253,211)</u>	<u>843</u>
<b>TOTAL FUNDS</b>	<u>254,054</u>	<u>(253,211)</u>	<u>843</u>

**11. Pension commitments**

The company operates a defined contributions stakeholder pension scheme and contributes to personal pension plans of certain employees. The assets of the stakeholder scheme are administered by trustees in a fund independent from those of the company. The pension cost charge represents contributions payable by the charitable company and amounted to £5,322 (2015: £5,212). At 31 March 2016 contributions totalling £987 were outstanding (2015: £877).

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Detailed Statement of Financial Activities  
for the year ended 31 March 2016**

	Unrestricted funds £	Restricted funds £	31.3.16 Total funds £	31.3.15 Total funds £
<b>Incoming resources</b>				
<b>Voluntary income</b>				
Donations	31,495	-	31,495	30,904
<b>Investment income</b>				
Interest receivable - trading	-	-	-	269
<b>Incoming resources from charitable activities</b>				
London Borough of Bromley - advice and information	161,724	-	161,724	183,190
Bromley advice partnership	-	26,978	26,978	40,801
Capitalise - debt advice	-	27,332	27,332	17,882
London & Quadrant Housing Trust	-	6,525	6,525	6,300
	<u>161,724</u>	<u>60,835</u>	<u>222,559</u>	<u>248,173</u>
<b>Total incoming resources</b>	<b>193,219</b>	<b>60,835</b>	<b>254,054</b>	<b>279,346</b>
<b>Resources expended</b>				
<b>Governance costs</b>				
Wages	14	-	14	13
Office	452	-	452	17
Governance & other	2,880	-	2,880	2,145
	<u>3,346</u>	<u>-</u>	<u>3,346</u>	<u>2,175</u>
<b>Other resources expended</b>				
Wages	64,772	48,196	112,968	99,994
Staff & volunteer	4,467	54	4,521	4,247
Office	36,145	6,984	43,129	44,538
Premises	29,945	5,601	35,546	37,266
	<u>135,329</u>	<u>60,835</u>	<u>196,164</u>	<u>186,045</u>
<b>Support costs</b>				
<b>Management</b>				
Wages	46,008	-	46,008	56,662
Office	2,949	-	2,949	2,850
Premises	3,986	-	3,986	5,274
Governance & other	758	-	758	5,073
	<u>53,701</u>	<u>-</u>	<u>53,701</u>	<u>69,859</u>
<b>Total resources expended</b>	<b>192,376</b>	<b>60,835</b>	<b>253,211</b>	<b>258,079</b>

This page does not form part of the statutory financial statements

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Detailed Statement of Financial Activities  
for the year ended 31 March 2016**

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	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>31.3.16 Total funds £</b>	<b>31.3.15 Total funds £</b>
<b>Net income</b>	<u>843</u>	<u>-</u>	<u>843</u>	<u>21,267</u>

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