

**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 2019  
for  
BROMLEY CITIZENS ADVICE BUREAUX LTD**

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

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Contents of the Financial Statements  
for the year ended 31 March 2019**

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## **BROMLEY CITIZENS ADVICE BUREAUX LTD**

### **Report of the Trustees for the year ended 31 March 2019**

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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 2019. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

#### **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)  
Terence McGregor (Vice Chair) (appointed on 15 August 2018)  
Vincent Wolf (Treasurer)  
Peter Ayres  
Philip Reynolds  
Catherine Owens  
Jon Bentley (appointed on 15 August 2018)  
Caroline Gomm (appointed on 25 September 2019)  
Alexander Royan (appointed on 24 July 2019)

##### **Independent examiner**

Katie McGhee ACA  
Haines Watts Bromley LLP  
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 2019

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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 2019 the Company had ten members (2018: 11). The Company was established under a Memorandum of Association dated 15 January 1988, as amended by special resolutions on 21 November 2001, 21 May 2003, 18 November 2014 and 18 April 2018 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. Applications are 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 successful selection interviews by both the Chair and CEO, 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 Citizens Advice Bromley's 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.

#### **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 on alternate months to the 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  
Terence McGregor (Vice Chair)  
Vincent Wolf (Treasurer)  
Peter Ayres  
Philip Reynolds  
Catherine Owens  
Jon Bentley  
Robin Saunders (resigned 22 May 2019)  
Godfrey Taylor (resigned 24 July 2019)  
Evelyn Palmer (resigned 24 July 2019)

## BROMLEY CITIZENS ADVICE BUREAUX LTD

### Report of the Trustees for the year ended 31 March 2019

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#### **Management and administration**

Citizens Advice Bromley joined with partner organisations, Age UK Bromley & Greenwich, Bromley Mencap, Bromley, Lewisham & Greenwich Mind & Community Links Bromley to become members of Bromley Third Sector Enterprise CIC (BTSE), a Community Interest Company. The Chief Executive of Citizens Advice Bromley is also a Director of BTSE.

BTSE successfully won the contract for the primary and secondary intervention services, known as Bromley Well. Citizens Advice Bromley is responsible for the Single Point of Access on the Bromley Well project as well as continuing our current services throughout Bromley.

Within Citizens Advice Bromley 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 local office and outreach venues.

The Service Operations Managers 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. They are supported by our Contact Centre Supervisor and our Project Casework Supervisor.

#### **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.

#### **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 2019

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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, is 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 provides high quality services across the London Borough of Bromley by delivering free, independent, confidential and impartial advice 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 objective for the year was the continued development of the Single Point of Access for Bromley Well in addition to 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 a one stop telephone service, supported by referrals to our other partners (pathways) and ourselves through a joined up referral process.
- 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 through our research and campaign work 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 sub contracts, to Age UK Bromley & Greenwich, the forms completion service for people which enables people to be seen in their own homes.

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

Problems with Benefits & Tax Credits once again formed the largest proportion of identifiable codes with a total of 4,464 (2017-18 was 4,303) issues recorded which represented 30% of the advice we gave. This was followed by debt issues which totalled 4,459 (2017-18 was 3,522) and equated to 28% of our enquiries.

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 2019

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#### Objectives and activities

#### How Citizens Advice Bromley provides Advice

##### Partnership Working

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

- Provide a single point of access for people living in the London Borough of Bromley
- Provide co-ordinated provision of services under a single contract
- Enable the BTSE to be a core provider of health and social care services in and around the London Borough of Bromley
- Enable local voluntary sector 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

##### Bromley Well Single Point of Access

In order to access our service patients are encouraged, where possible, to contact Bromley Well. As hosts of the telephone helpline callers are either signposted or referred to one of our pathways as follows:

##### Older People

People with long term health

Carers

People with mental health conditions

People with Learning difficulties

People with physical disabilities

Information, Legal Advice & Guidance

##### 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 and/or casework

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.

##### Bromley Well Dedicated form filling

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

##### Housing Partnerships

In addition, we also work closely with Shelter as well as with Clarion Housing Group 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.

## BROMLEY CITIZENS ADVICE BUREAUX LTD

### Report of the Trustees for the year ended 31 March 2019

#### 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 75 volunteers contributed to over 95,000 hours of work to the Charity during the year. We estimate the value of this help to be over a million pounds a year.

#### Achievement and performance

##### Charitable activities

The Charity handled 15,649 new advice events in 2018-19 (2017-18 - 12,608). The number of client contacts for our service in 2018-19 was 15,985 (2017-18 - 11,200).

#### Financial Outcomes by Advice Area

Category	Benefits & tax credits	Debt	Total
Income gain	£507,843	£2,746	£510,589
Forms completion service	£0	£65,913	£65,913
Debts written off	£0	£354,329	£354,329
Repayments rescheduled	£0	£25,870	£25,870
Re-imburements, services, loans	£0	£3,293	£3,293
	<u>£507,843</u>	<u>£452,151</u>	<u>£959,994</u>

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 2019

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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 2017/18 we had £129,271 the equivalent to 3.4 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 2018/19 means the retention of £143,160, being three months' worth of the annual expenditure of £572,639.

#### Financial Position

Incoming resources in the year were £613,142 (2018 - £432,558).

A surplus of £40,503 was generated in the year (2018 - £18,623 deficit). At 31 March 2019 total reserves were £169,774 (31 March 2018 - £129,271), of which £169,774 represented unrestricted funds and £nil restricted funds.

#### Principal funding sources

The Charity benefited from funding from a variety of sources during 2018/19. Our core funding was from our Bromley Well project funded by Bromley Third Sector Enterprise (BTSE CIC), further donations were received through Citizens Advice for our Help to Claim project, Clarion Housing Group and the London Capitalise Debt Project.

## BROMLEY CITIZENS ADVICE BUREAUX LTD

### Report of the Trustees for the year ended 31 March 2019

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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 £nil.

##### Future developments

The Charity has 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 highest standards of governance.

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

Citizens Advice Bromley was successful in its bid to become to Single Point of Access of the Bromley well Health& wellbeing project which runs alongside our usual advice and casework services. The Bromley Well funding has allowed us to increase our casework in the areas of housing, debt, benefit & employment.

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

Citizens Advice Bromley continues 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. This year we have worked with Bromley College to develop a training programme for students.

#### **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 continue to aim to achieve greater recognition with the public and with Bromley businesses and institutions, become fully integrated into advice and incorporate health and wellbeing into our agenda and develop this among the wider voluntary and community sector in Bromley and last but not least continue to build effective partnerships to promote equality and social inclusion.

Approved by order of the board of trustees on 3 December 2019 and signed on its behalf by:



.....  
I M Dawson  
Chair of Trustees

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

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**Independent examiner's report to the trustees of Bromley Citizens Advice Bureaux Ltd ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2019.

**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 examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of 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

*Haines Watts*

Katie McGhee ACA  
Institute of Chartered Accountants in England and Wales  
Haines Watts  
Chartered Accountants  
Northside House  
69 Tweedy Road  
Bromley  
Kent  
BR1 3WA

Date: 4/12/19

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Statement of Financial Activities  
for the year ended 31 March 2019**

		<b>Unrestricted funds £</b>	<b>Restricted fund £</b>	<b>Total 2019 funds £</b>	<b>Total 2018 funds £</b>
<b>Income and endowments from</b>					
Donations and legacies	2	1,108	-	1,108	829
<b>Charitable activities</b>	3				
Grants and contracts		<u>612,034</u>	<u>-</u>	<u>612,034</u>	<u>431,729</u>
<b>Total</b>		<b>613,142</b>	<b>-</b>	<b>613,142</b>	<b>432,558</b>
 <b>Expenditure on</b>					
Charitable activities		568,732	-	568,732	448,403
Governance costs		<u>3,907</u>	<u>-</u>	<u>3,907</u>	<u>2,778</u>
<b>Total resources expended</b>		<b>572,639</b>	<b>-</b>	<b>572,639</b>	<b>451,181</b>
 <b>Net incoming resources</b>					
		<u>40,503</u>	<u>-</u>	<u>40,503</u>	<u>(18,623)</u>
 <b>Total funds brought forward</b>		<b>129,271</b>	<b>-</b>	<b>129,271</b>	<b>147,894</b>
 <b>Total funds carried forward</b>		<b><u>169,774</u></b>	<b><u>-</u></b>	<b><u>169,774</u></b>	<b><u>129,271</u></b>

The notes form part of these financial statements

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Balance Sheet  
At 31 March 2019**

		Unrestricted funds £	Restricted fund £	Total 2019 funds £	Total 2018 funds £
<b>Current assets</b>					
Debtors	11	45,956	-	45,956	104,404
Cash at bank and in hand		<u>142,940</u>	<u>-</u>	<u>142,940</u>	<u>40,589</u>
		188,896	-	188,896	144,993
<b>Creditors</b>					
Amounts falling due within one year	12	<u>(19,122)</u>	<u>-</u>	<u>(19,122)</u>	<u>(15,722)</u>
<b>Net current assets</b>		<u>169,774</u>	<u>-</u>	<u>169,774</u>	<u>129,271</u>
<b>Total assets less current liabilities</b>		<u>169,774</u>	<u>-</u>	<u>169,774</u>	<u>129,271</u>
<b>Net assets</b>		<u>169,774</u>	<u>-</u>	<u>169,774</u>	<u>129,271</u>
<b>Funds</b>					
Unrestricted funds	13			<u>169,774</u>	<u>129,271</u>
<b>Total funds</b>				<u>169,774</u>	<u>129,271</u>

The notes form part of these financial statements

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Balance Sheet - continued  
At 31 March 2019**

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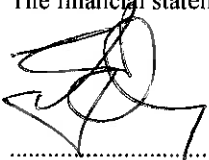
The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2019.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2019 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.

The financial statements were approved by the Board of Trustees on 3 December 2019 and were signed on its behalf by:



.....  
I M Dawson -Trustee

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Cash Flow Statement  
for the year ended 31 March 2019**

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	<b>2019</b>	2018
	<b>£</b>	£
<b>Cash flows from operating activities:</b>		
Net income for the reporting period (as per the statement of financial activities)	<b>40,503</b>	(18,623)
Adjustments for:		
Depreciation charges	-	582
(Increase) / decrease in debtors	<b>58,448</b>	(103,401)
Increase / (decrease) in creditors	<b>3,400</b>	4,795
<b>Net cash provided by / (used in) operating activities</b>	<b>102,351</b>	(116,647)
<b>Change in cash and cash equivalents in the reporting period</b>	<b>102,351</b>	(116,647)
Cash and cash equivalents at the beginning of the reporting period	<b>40,589</b>	157,236
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>142,940</b>	40,589

## BROMLEY CITIZENS ADVICE BUREAUX LTD

### Notes to the Financial Statements for the year ended 31 March 2019

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#### 1. Accounting policies

##### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

##### **Income**

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.

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 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 Report of the Trustees.

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

##### **Expenditure**

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.



**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Notes to the Financial Statements - continued  
for the year ended 31 March 2019**

**1. Accounting policies - continued**

**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.

**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. Donations and legacies**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>2019 Total funds</b>	<b>2018 Total funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Donations	<u>1,108</u>	<u>-</u>	<u>1,108</u>	<u>829</u>

**3. Income from charitable activities**

	<b>Activity</b>	<b>2019 £</b>	<b>2018 £</b>
London Borough of Bromley - advice and information	Grants and contracts	40,445	75,684
Capitalise - debt advice	Grants and contracts	111,891	79,660
London & Quadrant Housing Trust	Grants and contracts	6,540	6,329
BTSE	Grants and contracts	423,146	239,996
Clarion	Grants and contracts	<u>30,012</u>	<u>30,060</u>
		<u>612,034</u>	<u>431,729</u>

**4. Support costs**

	<b>Management £</b>
Other resources expended	<u>100,953</u>

**5. Net income/(expenditure)**

Net income/(expenditure) is stated after charging/(crediting):

	<b>2019 £</b>	<b>2018 £</b>
Depreciation - owned assets	<u>-</u>	<u>346</u>

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Notes to the Financial Statements - continued  
for the year ended 31 March 2019**

**6. Trustees' remuneration and benefits**

No trustee received any remuneration during the year (2016: £nil). No trustee was reimbursed for expenses (2016: £nil).

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2019 nor for the year ended 31 March 2018.

**7. Staff costs**

	<b>2019</b>	2018
	<b>£</b>	£
Wages and salaries	<u><b>427,906</b></u>	<u>319,640</u>

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

<b>2019</b>	2018
<u><b>19</b></u>	<u>11</u>

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

**8. Ex gratia payments**

	<b>2019</b>	2018
Number of employees for whom retirement benefits are accruing	<u><b>17</b></u>	<u>9</u>

**9. Comparatives for the statement of financial activities**

	<b>Unrestricted funds</b>	<b>Restricted fund</b>	<b>Total funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income and endowments from</b>			
Donations and legacies	829	-	829
<b>Charitable activities</b>			
Grants and contracts	<u>431,729</u>	<u>-</u>	<u>431,729</u>
<b>Total</b>	<b>432,558</b>	<b>-</b>	<b>432,558</b>
 <b>Expenditure on</b>			
Charitable activities	448,403	-	448,403
Governance costs	<u>2,778</u>	<u>-</u>	<u>2,778</u>
<b>Total</b>	<u><b>451,181</b></u>	<u><b>-</b></u>	<u><b>451,181</b></u>
 <b>Net income/(expenditure)</b>	<b>(18,623)</b>	<b>-</b>	<b>(18,623)</b>

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Notes to the Financial Statements - continued  
for the year ended 31 March 2019**

<b>9. Comparatives for the statement of financial activities - continued</b>	<b>Unrestricted funds</b>	<b>Restricted fund</b>	<b>Total funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Reconciliation of funds</b>			
<b>Total funds brought forward</b>	<b>147,894</b>	<b>-</b>	<b>147,894</b>
	<hr/>	<hr/>	<hr/>
<b>Total funds carried forward</b>	<b><u>129,271</u></b>	<b><u>-</u></b>	<b><u>129,271</u></b>
<b>10. Tangible fixed assets</b>	<b>Fixtures and fittings</b>	<b>Computer equipment</b>	<b>Totals</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost</b>			
At 1 April 2018	6,608	54,570	61,178
Disposals	<u>(6,608)</u>	<u>(54,570)</u>	<u>(61,178)</u>
At 31 March 2019	<hr/>	<hr/>	<hr/>
<b>Depreciation</b>			
At 1 April 2018	6,608	54,570	61,178
Eliminated on disposal	<u>(6,608)</u>	<u>(54,570)</u>	<u>(61,178)</u>
At 31 March 2019	<hr/>	<hr/>	<hr/>
<b>Net book value</b>			
At 31 March 2019	<hr/>	<hr/>	<hr/>
At 31 March 2018	<hr/>	<hr/>	<hr/>
<b>11. Debtors: amounts falling due within one year</b>			
		<b>2019</b>	<b>2018</b>
		<b>£</b>	<b>£</b>
Prepayments and accrued income		<u><b>45,956</b></u>	<u><b>104,404</b></u>
<b>12. Creditors: amounts falling due within one year</b>			
		<b>2019</b>	<b>2018</b>
		<b>£</b>	<b>£</b>
Social security and other taxes		<b>7,927</b>	8,836
Pension liability		<b>1,240</b>	1,068
Other creditors		<b>1,344</b>	-
Accrued expenses		<u><b>8,611</b></u>	<u>5,818</u>
		<hr/>	<hr/>
		<u><b>19,122</b></u>	<u><b>15,722</b></u>

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Notes to the Financial Statements - continued  
for the year ended 31 March 2019**

**13. Movement in funds**

	At 1.4.18 £	Net movement in funds £	At 31.3.19 £
<b>Unrestricted funds</b>			
General fund	129,271	40,503	169,774
	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	<u>129,271</u>	<u>40,503</u>	<u>169,774</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	613,142	(572,639)	40,503
	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	<u>613,142</u>	<u>(572,639)</u>	<u>40,503</u>

**Comparatives for movement in funds**

	At 1.4.17 £	Net movement in funds £	At 31.3.18 £
<b>Unrestricted Funds</b>			
General fund	147,894	(18,623)	129,271
	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	<u>147,894</u>	<u>(18,623)</u>	<u>129,271</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	432,558	(451,181)	(18,623)
	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	<u>432,558</u>	<u>(451,181)</u>	<u>(18,623)</u>

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Notes to the Financial Statements - continued  
for the year ended 31 March 2019**

**13. Movement in funds - continued**

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.17 £	Net movement in funds £	At 31.3.19 £
<b>Unrestricted funds</b>			
General fund	<u>147,894</u>	<u>21,880</u>	<u>169,774</u>
<b>TOTAL FUNDS</b>	<u>147,894</u>	<u>21,880</u>	<u>169,774</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	<u>1,045,700</u>	<u>(1,023,820)</u>	<u>21,880</u>
<b>TOTAL FUNDS</b>	<u>1,045,700</u>	<u>(1,023,820)</u>	<u>21,880</u>

**14. 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 £7,535 (2018: £3,286). At 31 March 2019 contributions totalling £1,240 were outstanding (2018: £1,068).

**15. Related party disclosures**

There were no related party transactions for the year ended 31 March 2019.

**BROMLEY CITIZENS ADVICE BUREAUX LTD**

**Detailed Statement of Financial Activities  
for the year ended 31 March 2019**

	Unrestricted funds £	Restricted funds £	2019 Total funds £	2018 Total funds £
<b>Income and endowments</b>				
<b>Donations and legacies</b>				
Donations	1,108	-	1,108	829
<b>Charitable activities</b>				
London Borough of Bromley - advice and information	40,445	-	40,445	75,684
Capitalise - debt advice	111,891	-	111,891	79,660
London & Quadrant Housing Trust	6,540	-	6,540	6,329
BTSE	423,146	-	423,146	239,996
Clarion	30,012	-	30,012	30,060
	<u>612,034</u>	-	<u>612,034</u>	<u>431,729</u>
<b>Total incoming resources</b>	<b>613,142</b>	<b>-</b>	<b>613,142</b>	<b>432,558</b>
<b>Expenditure</b>				
<b>Charitable activities</b>				
Wages	371,168	-	371,168	268,207
Staff & volunteer	15,296	-	15,296	12,305
Office	42,673	-	42,673	51,576
Premises	38,642	-	38,642	52,600
	<u>467,779</u>	-	<u>467,779</u>	<u>384,688</u>
<b>Support costs</b>				
<b>Management</b>				
Wages	56,738	-	56,738	51,433
Office	18,145	-	18,145	5,923
Premises	11,186	-	11,186	6,519
Governance & other	18,791	-	18,791	2,618
	<u>104,860</u>	-	<u>104,860</u>	<u>66,493</u>
<b>Total resources expended</b>	<b>572,639</b>	<b>-</b>	<b>572,639</b>	<b>451,181</b>
<b>Net income/(expenditure)</b>	<b><u>40,503</u></b>	<b>-</b>	<b><u>40,503</u></b>	<b><u>(18,623)</u></b>

This page does not form part of the statutory financial statements