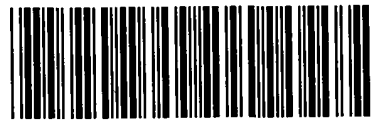


Company Registration No. 3091835 (England and Wales)
Charity Registration No. 1049632

BRENT CITIZENS ADVICE BUREAUX
ANNUAL REPORT AND FINANCIAL STATEMENTS
For the year ended
31 MARCH 2016

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BRENT CITIZENS ADVICE BUREAUX

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

The Trustees, who are also the directors of the Charity for the purposes of the Companies Act, present their report together with the audited financial statements for the year ended 31 March 2016. The financial statements have been prepared in accordance with the accounting policies set out on pages 16 and 17 and comply with the Companies Act and applicable law.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity registration number: 1049632
Company registration number: 3091835
Registered and Principal Office: 270-272 High Road
London NW10 2EY

Trustees

The Trustees (who are also the directors for the purpose of company law) who served during the year were as follows:-

Mary Purcell (resigned 24/12/2015)
Iris Brown
Mabel Sumner
Peter Frank (Vice Chair)
Clive McEwan (resigned 18/05/2015)
David Askwith (Chair from 18/04/2016)
Linda Etgar (resigned 14/01/2016)
John James
David Stevens (resigned 18/01/2016)
Nigel McNeil (Treasurer)
Yoola Buko
Mohamoud Ibrahim

Chief Executive
Jacqueline Carr

Secretary
Sophia Johnson

Auditors
Price Bailey LLP
Chartered Accountants
Tennyson House
Cambridge Business Park
Cambridge
CB4 0WZ

Bankers
National Westminster Bank plc
Park Royal Branch
1 Abbey Road
London
NW10 7RA

BRENT CITIZENS ADVICE BUREAUX

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

1. STRUCTURE, GOVERNANCE AND MANAGEMENT

1.1 Governing Document

Brent Citizens Advice Bureau is a company limited by guarantee governed by its Memorandum and Articles of Association dated December 2007. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can become a member of the Company and there are currently 10 members, each of whom agrees to contribute £1 in the event of the company winding up.

1.2 Appointment of Trustees

Until otherwise determined by the Bureau in General Meeting the number of Trustees shall not be less than nine nor more than twenty being either:

- a) elected at the Annual General Meeting, and who shall hold office from the conclusion of that meeting
- b) nominated by a member organisation
- c) co-opted by the Trustee Board,

provided that the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees.

Each appointment of a co-opted or nominated Trustee shall be made at an ordinary meeting of the Trustee Board and shall take effect immediately unless the appointment is to fill a place which has not yet been vacated in which case the appointment shall run from the date when the post becomes vacant.

All elected Trustees shall retire from office at the third Annual General Meeting (AGM) following the AGM at which they were elected but may be re-elected.

All nominated or co-opted Trustees shall retire from office at the third AGM following the ordinary meeting of the Trustee Board at which they were appointed but may be re-appointed.

At the ordinary meeting of the Trustee Board immediately preceding the AGM, the Trustee Board shall (if applicable):

- review member organisations; and consider any application for representation on the Trustee Board from any member organisation;
- any proposal from a Trustee to offer representation on the Trustee Board to any member organisation.

Any proposal from a Trustee to offer representation to a member organisation can be voted on. If this motion is passed by a majority of at least two-thirds of the Trustees present, the Trustee Board will decide how long the organisation can be represented for and invite it to nominate a representative.

As set out in the Articles of Association the Chair of the Board of Trustees is nominated and elected at the meeting immediately following the AGM. The Honorary Treasurer is similarly nominated and elected. The AGM is held each year in February. The Chair is permitted to serve for a total period of 6 years, but is elected or re-elected at the AGM.

The Trustees seek to ensure that the needs of the community are appropriately reflected through the diversity of the body of Trustees.

To enhance the potential pool of the Trustees, the charity has through selective advertising in the press and attending the AGMs of residents' associations, and networking with local and national companies and organisations, sought to identify people who would be interested in joining the board and using their experience to assist the charity. The charity also encourages former clients to join the board.

In an effort to maintain a broad skill mix, Trustees are requested to provide a list of their skills (and update it each year) and in the event of particular skills being lost due to retirements, individuals are approached to offer themselves for election to the Trustees.

BRENT CITIZENS ADVICE BUREAUX

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

1.3 Induction and Training of Trustees

New Trustees undergo an orientation period to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the board and decision-making processes, the business plan and recent financial performance of the charity. Prior to joining the board they are invited to attend a board meeting and a sub-committee meeting. During the induction period they meet key employees and other Trustees if available. Trustees are also required to attend the induction training event provided by Citizens Advice to inform them about the national bureau service. Trustees are encouraged to attend appropriate external training events where these would facilitate the undertaking of their role. Trustees are also encouraged to attend staff briefings to familiarise themselves with the issues concerning the day to day activities of the organisation.

1.4 Organisation

The Trustees administer the charity. The Board meets 5 times a year and there are sub-committees covering Finance and External Engagement; and Personnel, Health and Safety and Premises, which meet a minimum of 4 times a year. An Executive Committee is charged with strategic planning and an informal Trustee/Staff group (the Innovation and Service Delivery Group) meets to discuss innovation and service delivery. Both the Executive Committee and the Innovation and Service Delivery Group have made important contributions to the running of the Bureau throughout the year.

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by Brent Citizens Advice Bureau during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

1.5 Risk Management

The Trustees pay due attention to risk management and review risks to the organisation at regular intervals. The Board has a risk management strategy which comprises:

- An annual review of the risks the charity may face;
- The establishment of systems and procedures to mitigate those risks identified in the plan;

The implementation of procedures designed to minimise any potential impact on the charity should those risks materialise

The Trustees are concerned that the major source of funding is the London Borough of Brent. As a consequence of austerity, the local authority has had a significant reduction in their funding resulting in the value of the contract with LB Brent won by the bureau from 2016 being financially lower than in previous years. The contract is also of a different nature which poses its own challenges. The Trustees have therefore had to look at the balance between paid staff and volunteers to ensure delivery of the contract. There is a need to make greater use of volunteers but this in itself requires investment of money and time. Many volunteers use the time spent at the bureau as a vehicle into paid employment, and there is therefore a rapid turnover of volunteers.

Whilst there do not appear to be any future major changes to the funding structure for local authorities, and most of the more dramatic cuts appear to have taken place, this is by no means certain. Demand for general advice services is likely to increase both with the continuing roll out of Universal Credit and other welfare reforms, and as LB Brent is ethnically one of the most diverse of all the UK's boroughs, with the effects of Brexit.

We continue to work closely in collaborative arrangements with borough partners including Brent Community Law Centre and Advice4Renters, Age UK Brent, Ashford Place, and CVS Brent. Given that a number of key organizations such as Residential Social Landlords are looking at contracts covering a wider geographical area we continue to explore opportunities for joint work with colleagues in the West London CABx sub-region, consisting of Harrow, Hounslow, Hillingdon and Hammersmith and Fulham Bureaux. By pooling resources with community colleagues we offer funders value for money and clients an integrated, user-friendly service. Further information about the development of joint projects is contained in paragraph 2.7 below.

There is a problem with many of the projects that payment for services received is slow and often can be received months after the work is provided. This could cause cash flow issues and as a consequence there is a robust reserves policy which forms a key part of the risk strategy and is reviewed at regular intervals by the Trustees.

BRENT CITIZENS ADVICE BUREAUX

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

2. OBJECTIVES AND ACTIVITIES

2.1 General objectives

The principle objective of the charity is:

"the promotion of any charitable purposes for the benefit of the community in London by the advancement of education, the protection of health and the relief of poverty, sickness and distress".

The charity has the general aim of contributing to the quality of life of the 311,000 residents of the borough of Brent through the provision of free, independent, impartial and confidential advice. Brent CAB prides itself on being a dynamic, responsive organisation, providing high quality advice and information for the full benefit of Brent residents.

Our advice covers the spectrum of issues facing contemporary society. Our interventions frequently have a significant impact on our clients' lives, for example by assisting clients with chronic health problems appeal against refusal of a disability benefit, or by helping clients overwhelmed by debt not only to avert a crisis but to improve their financial capability. Our aim always is to ensure clients leave our office or outreach sessions with a better understanding of their legal position and greater confidence to assert their rights appropriately in future. Fulfilling this aim has been tested to the full as national social, economic and political change has impacted on the borough. The Trustee Board acknowledges the inherent challenges, but to continue to provide a relevant service in the modern era, we must embrace change, adapt and be alert for fresh opportunities to sustain and develop the vital role we perform.

The rolling out of Universal Credit continues to affect local people and this and other aspects of the Welfare Reforms programme will make an increasing impact. High levels of demand for our service continue, whether delivered at our offices, in the course of outreach sessions across the borough, or at the Civic Centre. One of our tasks is to aggregate anonymised information obtained from individual clients so that it can be used by national Citizens Advice to inform central government of the consequence of legislative, economic and social change for Brent residents in the various categories of advice that we offer.

The challenge to Brent CAB is to maintain a high quality service at a time of rapid change when the competition for funding throughout the voluntary sector continues to increase exponentially. We greatly appreciate the recognition given to our work by the London Borough of Brent since the bureau's inception in 1981. Despite unparalleled pressure on its resources, the Council continues to support and encourage our work. Although facing very substantial cuts to its own budget, Brent Council maintained their grant for the core service in 2015-16 at the same level as the previous year, and also funded an advice worker to work alongside local authority staff at the Civic Centre, helping local people acquire budgeting and money management skills and supporting them with their money and debt problems through the Personal Budget Support service. In February 2016, Brent CAB was awarded a 3 year contract to deliver advice services in the borough starting in April 2016, and is the lead agency for its delivery.

Central to the work of the Bureau is its educational role, both by enabling clients to exercise better control over their lives by easily accessing the information they need; and through the recruitment and training of a team of local volunteers. As a result of the skills acquired by our volunteers, under a rigorous, but supportive training programme, over 85% successfully obtain paid work in a range of different careers. Brent CAB is proud to contribute to the local economy in this way. In the past 12 months 25 new volunteers were recruited.

Further information about Bureau activities is contained in section 2.5 below.

2.2 Category of Enquiries and client base

As in previous years, the demand for advice in welfare benefits, debt and housing was high and accounted for 70% of all enquiries. If employment (the fourth of our top categories) is included, this figure rises to 76%. Financial gains made for clients during the year, including debt write-offs, were over £8.5 million. On average 40% of clients were assessed as needing an appointment after an initial triage. Approximately 50% of these were given an appointment immediately following their preliminary assessment.

The number of people from Black, Asian and minority ethnic backgrounds presenting at the Bureau remains high, standing at 88% of all clients recorded. This includes 36% from Black backgrounds, 23% from Asian backgrounds and 5% from mixed backgrounds. 16% of our clients come from 'Other White background,' which excludes White British (9%) and White Irish (2%). A remarkable 31% of our clients were disabled or had a long-term limiting health problem.

BRENT CITIZENS ADVICE BUREAUX

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

54% of our clients were women. The number of people aged 25 and over approaching the Bureau continued to be high, with 81% aged between 25 and 64. Both the under 25s and the over 64s who consulted us remained low, with under 25s being just 4% (a decrease on last year of 6 percentage points) whilst those over 65 remained steady at 10%.

Our shop-front premises on the Willesden High Road with a bus stop outside the door mean that we are a visible and accessible resource for our clients, a significant proportion of whom live in local wards: Harlesden, Stonebridge, Willesden Green, Kilburn and Dudden Hill.

2.3 Business Plan

Our objectives for 2016-2017 are to:

1. Develop the Bureau as a centre of excellence at a time of social and economic change, offering effective services to the public that appropriately reflect the needs and competences of those who consult us.
2. Develop our premises to become a user-friendly environment for our clients and a fit workplace for our staff and volunteers.
3. Build a highly knowledgeable team of paid staff and volunteers with opportunities for career development through training and in-house guidance and supervision.
4. Secure a mix of funding for both core and other projects to enable us to continue to provide services at the current level.
5. Continue to expand our publicity, via our website, Twitter and Facebook, alongside conventional media.
6. Strengthen partnerships with organisations in the local community from the voluntary and public sectors, and build sustainable partnerships with those in the private sector.
7. Regularly review the scope of our services to ensure we reflect the needs of the people consulting us, in formats that they find easy to access, whether or not they actually attend an advice session or consult us remotely.
8. Be a desirable place to work, both in terms of premises and people.

Fundraising for the long-overdue renovation of the building has been slow. Inevitably, our energy has been focussed on assisting clients in the main categories of our work: benefits, debt, housing because so many of them are in hardship.

The bureau continues to pursue the aims of the Business Plan by fostering collaborative work with other agencies. Further details of our innovative projects are contained in Section 2.5 below. The pattern of short term funding has continued and places additional pressure on organisations sharing grants of finite duration. We continue to liaise closely with the West London CABx sub-region as well as our borough partners.

2.4 Demand for advice and generalist services

The level of demand has continued to be high, as is reflected in the 19,000 clients the Bureau dealt with during the year. The bald figures cannot reflect the complexity of some of the cases we resolved the more challenging for the advice team because of changes to underlying legislation underpinning the government's Welfare Reforms Programme. The Bureau has continued to provide training for paid staff and volunteers in all categories of our work.

Core Service

As gratefully acknowledged above, the core generalist advice service is funded by Brent Council. Their grant of £359,428 enabled us to assist over 19,000 clients, of whom 1,700 consulted us by phone, over 6,000 were seen at the face-to-face drop in service, of which approximately 50% required casework and 10,000 requested information about their issues at the reception service. Experience has shown that investment in our advice

services directly benefits the Council because our early intervention can avert costly expenditure on statutory services further down the line, as is demonstrated by positive outcomes we obtain for local residents, for example by the outreach worker based at the Civic Centre working on the Welfare Reforms Project (further details in para 2.6 below).

BRENT CITIZENS ADVICE BUREAUX

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

This year, Brent Council took a decision to end all advice contracts and commission a single borough wide advice service, as well as one that would develop a network of local advice agencies and an advice website for residents. The tender was published in November 2015 and Brent CAB was selected as the lead agency to run the 3-year contracts with its current partners. The Council's Cabinet announced in February 2016 their intention to award the contracts to Brent CAB with the new services to start in April 2016.

2.5 Projects in the Bureau

We continued to refer clients who are eligible for legal help to Brent Community Law Centre and Advice4Renters on asylum, immigration and housing queries. Both organisations see clients by appointment at the bureau.

Capitalise

This is a pan-London debt service, funded by the Money Advice Service (MAS) with 26 participants; Toynbee Hall is the project lead. The project has enabled the Bureau to extend our services to more local people experiencing problems with debt. In the course of the year we saw 674 clients.

MAS continues in its endeavours to open up more channels for people to seek advice and they are particularly keen for people to access digital information and advice. Participant organisations are therefore directing more people to use the telephone and websites for information. MAS also want to reduce the amount of face to face contact as this is the most expensive delivery model. In our general experience a significant percentage of our clients do not have easy access to digital media, and whilst they may own a mobile phone, it may not be a smartphone and their low income makes them reluctant to resort to the phone except for essential calls.

The Voluntary Sector Initiative Fund (VSIF)

This 3-year grant from the local authority, ended in March 2016. A significant number volunteers from the local community were recruited during the life of the project, all of whom reflect Brent's diverse community. This year, 55 volunteers were recruited to train as face to face gateway assessors, email and telephone gateway assessors, information assistants, case work assistants, receptionists and administrators and social policy officers. Volunteers have included students on placement from the College of North West London.

John Fisher Free Legal Advice Service

This project now in its 15th year, is generously supported by Clyde & Co LLP. This international law firm has been funding a coordinator to service our Honorary Legal Advice (HLA) sessions since the project started in December 2001, and we are indebted to them for their continued support of the project. Our Virtual HLA Employment Advice Clinic continues to thrive, and clients are advised by lawyers from Clyde & Co offices via Skype. There is keen interest in this model of delivery and many lawyers volunteer for this service. Having undertaken a successful recruitment drive, the face to face strand of the service has improved dramatically to encourage more HLAs to attend.

2.6 Outreach projects

Pension Wise

Brent CAB won a significant contract from the Treasury (brokered by Citizens Advice) to deliver guidance to people over the age of 55 regarding their pensions, following the new pension freedoms introduced by the Chancellor in 2015. Starting in April 2015, the Bureau is a Delivery Centre delivering guidance to eligible residents (i.e. aged 50 or over and have a Defined Contribution pension pot) in 6 London boroughs: Brent, Camden, Harrow, Kensington and Chelsea, Barnet and Westminster. The purpose of Pension Wise is to empower users to make informed and confident decisions on how to use their pension pot. This service provides guidance, not regulated financial advice. 4.8 FTE Guiders and 2 FTE project staff were recruited to deliver this ambitious project.

Children's Centres

We continued delivering services on a wide range of topics at 13 children's centres. During the year, we helped 2,174 families, benefiting a total of 3,691 children (2,489 aged under 5). In the year ending 31 March 2016, the bureau:

- gained £2,436,318 million for these users (approximately £1,121 per family)
- attended all 5 of the Locality Advisory Boards and the Children's Centres Strategic Partnership group, in addition to ad hoc meetings in the centres.

BRENT CITIZENS ADVICE BUREAUX

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

Working People Working Places and Personal Budget Support

Another new project that started in May 2015, provides advice and support to people living on the St Raphael's estate and identifies their support needs to return to paid employment.

The second part of the project, referred to above, is borough-wide and aimed at new Claimants of Universal Credit in need of personal budgeting support. These clients are referred to us by JobCentre Plus. Many are in financial difficulty and require help with budgeting and other services. The adviser is based at the Living Room on the St Raphael's Estate 3 days a week and at the Civic Centre 2 days a week, where she delivers money advice and help with budgeting. During the year the adviser obtained £448,681 in financial gains, from 309 outcomes.

Westminster Drug Project (WDP)

Despite its title, this outreach session is in Brent, targeted at people who are affected by drugs and alcohol abuse. WDP had to re-apply for their funding in a commissioning process during the year, and have been re-commissioned to deliver their various projects. However, due to a reduction in the funding received by the organisation, we had to reduce the sessions to once a fortnight when we see WDP users about their benefit problems, and assist them with debt, employment and housing problems. The project is now very well-established and the adviser provides added value by being available and giving support to the professionals who work with users. In the year to 31 March 2016 we gained £94,549 for clients in 36 outcomes.

Brent Advice Service for Independent Living (BAS4IL)

Age UK Brent and Brent Mencap bid for a contract to support and advise older people and disabled people aged 18-60 in the borough. The bureau was sub-contracted to work on the project, providing debt and employment advice, and started delivering sessions from April 2015. The one-year contract ended on 31 March 2016.

2.7 Collaborative work

Working with colleagues from local agencies is now an established part of our culture. There are inherent challenges, for example, some agencies specialise in certain services for a particular category of clients, but overall, we believe that by collaborating with other organisations we offer clients joined up services, and reduce the risk of failed referrals, delays and confusion for clients who may already be desperate for help.

Brent Advice Matters (BAM)

Under the heading of Advice Services Transition Fund, Brent CAB is the lead agency for the Big Lottery funded project. The partnership consists of Brent Community Law Centre, Advice4 Renters, Age UK Brent, Ashford Place, Brent Mencap, and CVS Brent. Funding of £348,612 was secured over 2 years which ended in November 2015. The aim of the BAM project is to streamline advice services in the borough, creating a single website which will be the first port of call for information or advice, on which people will either be able to get the information they need, or be directed to the most appropriate service for their enquiry in 6 advice categories. The website also has a facility to raise enquiries which are picked up and responded to by the most appropriate organisation to deal with the enquiry. This 'networked' service model is based on the recruitment and training of 'volunteers' from statutory and voluntary organisations in Brent who will support the people of Brent to successfully use the BAM advice website to resolve their problems so that people use the most appropriate source/agency first time. Eventually, formal referrals will be made to advice agencies through a common assessment and referral network. Finally, the website will be used as a platform to share and exchange information and to do joint work on social policy campaigns. The project so impressed Brent Council that they used it as the model for the advice contract that they commissioned in November 2015, and which Brent CAB successfully secured as mentioned above.

2.8 Media and promotional work

The Bureau is an avid user of Facebook and Twitter, enabling us to reach new and existing clients, community groups, voluntary organisations, councillors and MPs. Our website enables residents with access to the internet to obtain information about policy and legislative changes of general importance, as well as those that may affect their entitlement to benefits. We also maintain a good relationship with the local press and use posters in the reception area and displays in our windows to alert personal callers to a range of information in the Bureau.

There have been some significant social policy actions in the last year, many of which have been supported by extensive use of social media:

- a) The Bureau took part in the national Volunteers' Week.
- b) Meetings were held with local councillors and council officers about the work of the Bureau.
- c) The Bureau continues to sit on the council's Welfare Reforms Project Network, a group of public sector stakeholders with an interest in welfare reform.

BRENT CITIZENS ADVICE BUREAUX

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

- d) We presented to the Overview and Scrutiny Committee about the impact of the Welfare Reforms, and took part in the launch of the local authority's Financial Inclusion strategy.

We will continue to demonstrate to funders, opinion formers and policy makers the value of our work by presenting statistical outcomes that show the impact of our work.

2.9 Staff development and recruiting volunteers

Our staff is our greatest resource and their development is vital to maintain a quality service to clients. Staff extend their skills by attending formal training sessions, regular team meetings and supervision sessions during which they contribute to the process of reviewing performance and raising standards. The staff team meets regularly to review their work, to discuss progress and to scrutinise practice to ensure consistency, efficiency, innovation and humanity in the delivery of advice.

Volunteers have a vital role in service delivery. We continued to refine our Volunteer Programme to support the recruitment and training of new volunteers. Our Open Days offer local people the chance to learn about what we do and apply to train as advice workers, administrators, reception staff, IT support workers and Information Assistants. Our current volunteers include students on placement from the College of North West London. Brent CAB is proud to contribute to the local economy by offering such excellent experience to our volunteers that a large majority leave us to take up paid work or return to education.

The Trustee Board consists of volunteers who bring a range of skills and experience to the service. Their commitment and contribution is a great asset.

3. FINANCIAL REVIEW

3.1 Financial challenges

In previous years we have reported on the challenges all voluntary sector agencies face in the competition for scarce funds. This did not abate last year. Traditional funders of our service report they are strapped for cash whilst the level and complexity of need of our service users shows no sign of levelling off. Typical grants are offered with a minimal window of opportunity to apply, and on a short-term basis with many strings attached. The Bureau accepted these necessities and rose to the challenge whilst also gearing up to advice clients on the range of available options as the Welfare Reform Programme unrolled, and the consequences of debt and low pay continued to take a toll. The CEO dedicated a significant proportion of her time to identifying and obtaining new income streams. Her skill in promoting the work of the Bureau is reflected in her success in attracting new money to support our work.

Our principle source of funding continued to be from Brent Council, from which we received both core funding and contracts for commissioned work. The report at paragraph 2.7 above concerning our collaborative projects indicates the range of sources for funding. Currently we operate a total of 16 projects, a significant number of which function on an outreach basis.

Set within the above context, we nevertheless report that during the year we made financial gains for our clients, including debt write-offs and benefit claims and appeals of over £8.5 million. It is appropriate again to pay tribute to the teamwork, commitment and skill of our managers, advisers and volunteers who made this success possible.

Income from the local authority and various contracts mentioned above for the year amounts to £1,249,922. Total expenditure for the year relating to all the activities was £1,159,569.

Advice Service Transition Fund reported a deficit for the year, that the project has now completed. The fund over its three year life is in balance.

3.2 Investment powers and policy

The Trustees consider it appropriate to hold excess funds in interest earning instant-access bank accounts as the funds need to be readily accessible throughout the year.

However, under the Memorandum and Articles of Association the charity also has the power to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification.

BRENT CITIZENS ADVICE BUREAUX

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

3.3 Reserves policy

The Trustees have examined the charity's requirements and has established the level of reserves (that is those funds that are freely available) that the charity ought to have in light of the main risks to the organisation. The aim is to ensure that the Bureau retains reserves equivalent to between three and six months of operating expenditure to reflect the Trustees' legal and fiduciary obligations on a going concern basis, for example payment of redundancies or other liabilities; or bridge the funding gaps between spending and receiving resources from funders. They are also held to cover possible emergencies, for example sustaining operations whilst income generating activities are under way, and to meet the working capital requirements of the organization to continue the work of the organization in the event of a significant reduction in funding.

The level of unrestricted reserves at 31st March 2016 were £242,000 (2015: £217,085), which means the bureau is meeting its aims of holding between three and six months' operating expenditure.

The Trustees continue to employ the fundraising strategy, concentrating on raising sums that require a marginal staff cost, which has resulted in bringing our reserves to the current level.

During the year the trustees earmarked £72,000 as designated funds for essential repairs and improvements to the charity's premises.

4. PLANS FOR THE FUTURE

Brent CAB will continue the activities outlined above subject to satisfactory funding arrangements. The major concerns for the charity will be the continuing financial uncertainty, competition from new entrants to advice services that may seek to undercut by sacrificing quality for quantity, the impact on our clients of the welfare reforms, with the full introduction of Universal Credit now affecting local residents, cuts to grants to local authorities by central government and the likely rolling out of competitive tendering for advice services. The diligence of the Chief Executive, who has made a number of successful applications for funding from a variety of sources, has meant that the level of income increased this year. The Trustee Board commends this achievement. One of the difficulties affecting all voluntary sector agencies is that funding is typically short-term. This makes strategic planning a significant challenge, especially when demand continues to increase, as is the experience of Brent CAB. Against this background, we have set ourselves the challenge of raising funds to refurbish our office.

The Trustees are committed to supporting a quality service for our clients, one that reflects a wide range of need in the local community.

The value placed on the contribution of Brent CAB by service users is demonstrated in the high level of satisfaction recorded in our regular surveys of their views.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Brent Citizens' Advice Bureaux for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the profit or loss of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in business.

BRENT CITIZENS ADVICE BUREAUX

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

STATEMENT OF TRUSTEES' RESPONSIBILITIES (CONTINUED)

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charitable Company's transactions and disclose with reasonable accuracy at any time the financial position of the Charitable Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charitable Company and hence for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

STATEMENT OF DISCLOSURE TO AUDITOR

So far as the Trustees are aware, there is no relevant audit information of which the charity's auditors are unaware, and they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

AUDITORS

Price Bailey LLP will be proposed for re-appointment in accordance with Section 485 of the Companies Act 2006.

In preparing this report, the trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

By Order of the Board



Sophia Johnson, Secretary

15 Dec 2016

BRENT CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF BRENT CITIZENS ADVICE BUREAUX

We have audited the financial statements of Brent Citizens Advice Bureaux for the year ended 31 March 2016 which comprise the Statement of Financial Activities, the Balance Sheet, the statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement set out on page 9, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2016, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

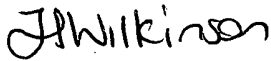
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or

BRENT CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF BRENT CITIZENS ADVICE BUREAUX

- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption from the requirement to prepare a strategic report.



Helena Wilkinson (Senior Statutory Auditor)

for and on behalf of
Price Bailey LLP

Chartered Accountants
Statutory Auditors

Tennyson House
Cambridge Business Park
Cambridge
CB4 0WZ

Date: 19 December 2016

BRENT CITIZENS ADVICE BUREAUX

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2016

	Note	General Funds £	Designated Funds £	Restricted Funds £	Total 2016 £	Total 2015 £
INCOME FROM:						
Income from charitable activities:						
Local Authority Grant	4	359,428	-	-	359,428	359,428
Donations and legacies:						
Donations	5	5,056	-	-	5,056	33
Grants and Contracts	3	<u>29,744</u>	<u>-</u>	<u>855,694</u>	<u>885,438</u>	<u>744,442</u>
		394,228	-	855,694	1,249,922	1,103,903
Investment income	2	736	-	-	736	465
Total Income		<u>394,964</u>	<u>-</u>	<u>855,694</u>	<u>1,250,658</u>	<u>1,104,368</u>
EXPENDITURE ON:						
Charitable activities	10	275,406	-	884,163	1,159,569	994,219
Total Expenditure		<u>275,406</u>	<u>-</u>	<u>884,163</u>	<u>1,159,569</u>	<u>994,219</u>
Net income/(expenditure)	6	119,558	-	(28,469)	91,089	110,149
Transfers between funds		<u>(94,643)</u>	<u>72,000</u>	<u>22,643</u>	<u>-</u>	<u>-</u>
Net movements in funds		24,915	72,000	(5,826)	91,089	110,149
Total funds brought forward		<u>217,085</u>	<u>-</u>	<u>110,085</u>	<u>327,170</u>	<u>217,021</u>
Total funds carried forward		<u>242,000</u>	<u>72,000</u>	<u>104,259</u>	<u>418,259</u>	<u>327,170</u>

- All transactions are derived from continuing activities.
- All recognised gains and losses are included in the Statement of Financial Activities

The notes on pages 16 to 31 form part of these financial statements.

BRENT CITIZENS ADVICE BUREAUX

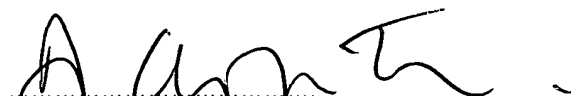
STATEMENT OF FINANCIAL ACTIVITIES BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2016

Company Registration No. 3091835 (England and Wales)

	Note	2016 £	2015 £
FIXED ASSETS			
Tangible assets	12	22,257	13,790
CURRENT ASSETS			
Debtors	13	185,430	93,493
Cash at bank and in hand		485,664	530,596
		671,094	624,089
CREDITORS – Amounts Falling Due Within One Year	14	(123,853)	(152,630)
NET CURRENT ASSETS		<u>547,241</u>	<u>471,459</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		569,498	485,249
PROVISION FOR LIABILITIES AND CHARGES	15	(151,239)	(158,079)
NET ASSETS		<u>418,259</u>	<u>327,170</u>
FUNDS			
Restricted funds	16	104,259	110,085
Unrestricted funds	17	242,000	217,085
Designated funds	17	<u>72,000</u>	<u>-</u>
		<u>418,259</u>	<u>327,170</u>

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

The Financial Statements were approved and authorised for issue by the Board of Trustees on 15.12.16 and signed on its behalf by:-


David Askwith (Chair)

The notes on pages 16 to 31 form part of these financial statements.

BRENT CITIZENS ADVICE BUREAUX

STATEMENT OF CASH FLOWS AS AT 31 MARCH 2016

	Note	2016 £	2015 £
Cash flows from operating activities:			
Net cash (used in)/provided by operating activities	19	<u>(25,300)</u>	<u>236,948</u>
Cash flows from investing activities:			
Dividends, interest and rents from investments		736	465
Purchase of tangible fixed assets		<u>(20,368)</u>	<u>(16,488)</u>
Net cash used in investing activities		<u>(19,632)</u>	<u>(16,023)</u>
Change in cash and cash equivalents in the reporting period		(44,932)	220,945
Cash and cash equivalents at the beginning of the reporting period		<u>530,596</u>	<u>309,651</u>
Cash equivalents at the end of the reporting period	19	<u>485,664</u>	<u>530,596</u>

BRENT CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

1 ACCOUNTING POLICIES

a) Accounting Convention

Basis of preparation

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 and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The financial statements are prepared on a going concern basis and are presented in sterling, which is the functional currency of the charity.

The principal accounting policies adopted in the preparation of the financial statements are set out below.

The Brent Citizens Advice Bureaux meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. The charity has adapted the Companies Act formats to reflect the special nature of the charity's activities.

Reconciliation with previous Generally Accepted Accounting Practice

In preparing these accounts, the Trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 the restatement of comparative items was required. No restatements were required, other than the reclassification of governance and support costs in the prior year.

Going Concern

The charity is dependent on the continued support of funders. The Trustees believe that the charity will continue to receive support and accordingly consider that it is appropriate to prepare financial statements on a going concern basis. If funding was cut the Trustees believe that the charity's activities, and consequently costs, could be reduced accordingly, and with the current level of unrestricted funds they believe that the charity could continue in operation at a lower level of activity for the foreseeable future. The financial statements do not include the adjustments that would result if the charity was unable to continue as a going concern.

The principal accounting policies adopted in the preparation of the financial statements are set below.

b) Funds

Unrestricted funds comprise accumulated surpluses and deficits on general funds which are available for use at the discretion of the trustees, in furtherance of the general charitable objectives.

Restricted funds are subject to specific restricted conditions imposed by the donors.

Designated funds are to be used for the specific purpose which made them designated.

c) Income

Donations and legacies income and *income from charitable activities* received by way of donations and grants is recognised when the charity is legally entitled to the income, certain of receipt and the amount can be quantified with sufficient reliability. Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income is deferred only when the charity has to fulfil conditions or the income relates to future periods.

Investment income arises from interest bearing bank accounts and is recognised on a receivable basis.

BRENT CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

d) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. All expenditure is categorised as expenditure on charitable activities and includes governance costs and support costs. Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.

e) Debtors

Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

Other debtors are recognised at the settlement amount due.

f) Cash and cash equivalents

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

g) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

h) Depreciation

Depreciation is provided on all tangible fixed assets in order to write off their cost (or valuation) by equal annual instalments over their expected useful lives. The rates adopted are as follows:-

Computers, fixtures and fittings	25% per annum straight line
----------------------------------	-----------------------------

Assets are reviewed for any indications of impairment at each balance sheet date.

i) Pensions

Members of staff who joined prior to 31 October 2000 were eligible to join the Charity's defined benefit scheme managed by the National Association of Citizens Advice Bureaux after the completion of a qualifying period of service. The scheme is a multi-employer pension scheme and it is not possible to identify the assets and liabilities of the scheme which are attributable to Brent Citizens Advice Bureaux. In accordance with FRS 102 therefore, the scheme is accounted for as a defined contribution scheme. Contributions to the scheme are charged to the Statement of Financial Activities as they become payable in accordance with the rules of the scheme.

j) Operating lease agreements

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

k) Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method. Fixed assets are recorded at depreciated historical cost and all other assets and liabilities are recorded at cost which is their fair value.

2 INVESTMENT INCOME

All the investment income arises from interest bearing deposit account.

BRENT CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

3 GRANTS AND CONTRACTS

	Total 2016 £	Total 2015 £
Grants & Contracts		
Restricted		
Clyde & Co	24,492	24,492
Brent Housing Partnership	26,216	26,217
Catalyst Brent (formerly Fortunegate Community Housing)	24,960	24,960
Catalyst Ealing (formerly Catalyst Communities Housing Association)	48,450	47,475
Children's Centres	166,250	175,455
Park Royal Centre for Mental Health	13,330	13,330
Capitalise	95,660	86,493
Winter Warmth Project	1,186	1,938
Brent Welfare Reform Project	1,920	50,000
London & Quadrant (L&Q)	10,000	13,500
Pension Wise	277,670	14,587
Advice Service Transition Fund	84,787	174,306
Westminster Drug Project (WDP)	6,000	12,942
Other	-	10,143
Voluntary Sector Initiative Fund (VSIF)	23,900	23,784
Brent Disability Interim Gateway (BDIG)	-	26,498
Health Watch Brent	(1,072)	13,322
Brent Advice Service for Independent Lives (BAS4IL)	5,000	-
Working People Working Places (WPWP)	46,945	-
Total restricted	855,694	742,442
Unrestricted	29,744	2,000
Total Grants & Contracts	<u>885,438</u>	<u>744,442</u>

The income from grants and contracts was £885,438 (2015: £744,442) of which £29,744 (2015: £2,000) was unrestricted and £855,694 (2015: £742,442) restricted.

4 INCOME FROM CHARITABLE ACTIVITIES

	Total 2016 £	Total 2015 £
Unrestricted		
Local Authority Grant:		
London Borough of Brent	359,428	359,428

The charity received the above government grant from Brent Council to fund the care generalist advice service. There were no unfulfilled conditions or other contingencies attached to the grant.

5 DONATIONS

	Total 2016 £	Total 2015 £
Kessler Family Trust	5,000	-
Anonymous	56	33
	<u>5,056</u>	<u>33</u>

BRENT CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

6 NET INCOME/(EXPENDITURE)

This is stated after charging:-

	2016 £	2015 £
Depreciation	11,901	9,504
External auditors' remuneration	9,840	9,100
Operating lease payments	28,600	28,600

7 STAFF COSTS

	Total 2016 £	Total 2015 £
Wages and Salaries	820,172	690,102
Social Security Costs	81,397	71,029
Pension Costs	<u>8,351</u>	<u>84,599</u>
Total	<u>909,920</u>	<u>768,451</u>

No employee earned in excess of £60,000 (2015: £nil).

The charity considers its key management personnel to comprise of one person, the Chief Executive. During the year the total employment benefit was £53,570 (2015: £53,570).

The average weekly number of employees (per activity), excluding agency staff, during the year was:

	2016	2015
General Bureau Services	6	6
Projects	15	9
Support	<u>7</u>	<u>6</u>
	<u>28</u>	<u>21</u>

8 MEMBERS OF THE TRUSTEES' REMUNERATION AND REIMBURSED EXPENSES

Trustees received reimbursement expenses for travel totalling £70 (2015: £261). None of the Trustees received remuneration during the year (2015: £nil).

9 TAXATION

The charity is a registered charity, and as such is entitled to certain tax exemptions on income and surpluses on trading activities carried on in furtherance of the charity's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

BRENT CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

10 ANALYSIS OF EXPENDITURE – CURRENT YEAR

	Staff Costs	Direct Costs	Governance & Support Costs	2016 Total
	£	£	£	£
Charitable activities:				
General Bureau Services	244,998	18,041	12,367	275,406
Projects	<u>664,922</u>	<u>94,118</u>	<u>125,123</u>	<u>884,163</u>
	<u>909,920</u>	<u>112,159</u>	<u>137,490</u>	<u>1,159,569</u>

ANALYSIS OF EXPENDITURE – PRIOR YEAR

	Staff Costs	Direct Costs	Governance & Support Costs	2015 Total
	£	£	£	£
Charitable activities:				
General Bureau Services	221,989	-	17,209	239,198
Projects	<u>546,462</u>	<u>126,441</u>	<u>82,118</u>	<u>755,021</u>
	<u>768,451</u>	<u>126,441</u>	<u>99,327</u>	<u>994,219</u>

Expenditure on charitable activities includes £884,163 (2015: £755,021) spent from restricted funds and £275,406 (2015: £239,198) from unrestricted funds.

The basis in which costs are allocated between General Bureau Services and Projects is staff time. The costs are apportioned in relation to the time spent on general bureaux appointments and projects.

11 ALLOCATION OF SUPPORT COSTS

The charity allocates its support costs as shown below. Support costs are allocated on a basis consistent with the use of resources and may change from year to year. These all relate to charitable activities. All expenditure on support costs is spent from unrestricted funds in 2016 and 2015.

Current year	2016	2015
Support cost analysis	£	£
Staff travel cost	4,987	4,615
Volunteer travel and subsistence cost	2,608	3,467
Printing, postage and stationery	5,937	6,192
Telephone and fax	8,070	7,006
Computer expenses	4,511	11,168
Office sundries	9,207	4,400
Insurance	5,255	6,008
Rent and rates	42,200	23,517
Light and heat	4,433	5,552
Water	399	574
Premises and equipment maintenance	3,722	4,199
Cleaning	2,491	2,557
Training cost	2,165	1,900
Reference material	1,891	2,782
Membership fees	6,066	7,186
Payroll charges	2,820	2,933
Accountancy	-	6,825
Bank charges	612	688
Depreciation	11,901	9,504
Adjustment relating to prior year	-	(24,999)
	<u>119,275</u>	<u>86,074</u>
Governance		
Trustee Board expenses	70	261
Audit	9,840	9,100
Legal fees	<u>8,305</u>	<u>3,892</u>
	<u>18,215</u>	<u>13,253</u>
	<u>137,490</u>	<u>99,327</u>

BRENT CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

12 TANGIBLE FIXED ASSETS

	Computers, Fixtures & Fittings £	Total £
Cost		
At 1 April 2015	38,025	38,025
Additions	<u>20,368</u>	<u>20,368</u>
At 31 March 2016	<u>58,393</u>	<u>58,393</u>
Depreciation		
At 1 April 2015	24,235	24,235
Charge for the year	<u>11,901</u>	<u>11,901</u>
As at 31 March 2016	<u>36,136</u>	<u>36,136</u>
Net Book Value		
At 31 March 2016	<u>22,257</u>	<u>22,257</u>
At 31 March 2015	<u>13,790</u>	<u>13,790</u>

13 DEBTORS

	2016	2015
Prepayments and Accrued Income	185,430	90,649
Other Debtors	<u>-</u>	<u>2,844</u>
	<u>185,430</u>	<u>93,493</u>

14 CREDITORS

	2016 £	2015 £
Amounts Falling Due Within One Year		
Other Taxes and Social Security Costs	21,033	19,744
Accruals and deferred income	<u>102,820</u>	<u>132,886</u>
	<u>123,853</u>	<u>152,630</u>
Accruals and Deferred Income comprises:		
Accruals	44,654	89,136
Deferred income from previous year	43,750	43,901
Deferred income released from previous year	(43,750)	(43,901)
Income deferred in the year	<u>58,166</u>	<u>43,750</u>
	<u>102,820</u>	<u>132,886</u>

Deferred income comprises grant income received in advance for the quarter to 30 June 2016.

BRENT CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

15 PROVISION FOR LIABILITIES AND CHARGES

	2016 £	2015 £
Pension Liability Provision (note 20)	63,239	70,079
Dilapidation Provision	<u>88,000</u>	<u>88,000</u>
	<u>151,239</u>	<u>158,079</u>

16 RESTRICTED FUNDS

The income fund of the charity includes restricted funds comprising the following unexpected balances of donations and grants held on trust to be applied for specific purposes:

Current Year	At 31 March 2015 £	Incoming Resources £	Resources Expended £	Transfers	At 31 March 2016 £
Clyde & Co	(50)	24,492	(25,132)	-	(690)
Children's Centres	7,092	166,250	(165,149)	-	8,193
Brent Housing Partnership	6,778	26,216	(25,015)	-	7,979
Catalyst Housing Brent	17,366	24,960	(24,469)	-	17,857
Catalyst Housing - Ealing	(1,175)	48,450	(47,258)	-	17
Park Royal Centre for Mental Health	7,730	13,330	(13,251)	-	7,809
Capitalise	21,261	95,660	(102,031)	-	14,890
London & Quadrant (L&Q)	350	10,000	(10,323)	-	27
Winter Warmth Project	5,903	1,186	(341)	-	6,748
Brent Welfare Reform Project	2,310	1,920	(1,876)	-	2,354
WPWP		46,945	(45,993)		952
Advice Service Transition Fund	7,392	84,787	(113,500)	21,321	-
WDP	1,931	6,000	(6,237)	-	1,694
BAS4IL		5,000	(4,855)		145
Pension Wise	-	277,670	(275,695)	-	1,975
VSIF	(338)	23,900	(23,038)	-	524
Veolia	5,402	-	-	-	5,402
Other	17,862	-	-	-	17,862
Genesis Community Housing	8,545	-	-	-	8,545
BDIG	1,976	-	-	-	1,976
Health Watch Brent	(250)	(1,072)	-	1,322	-
	<u>110,085</u>	<u>855,694</u>	<u>(884,163)</u>	<u>22,643</u>	<u>104,259</u>

BRENT CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

Prior year	At 31 March 2014 £	Incoming Resources £	Resources Expended £	Transfers	At 31 March 2015 £
Clyde & Co	-	24,492	(24,542)	-	(50)
Children's Centres	7,170	175,455	(175,533)	-	7,092
Brent Housing Partnership	6,507	26,217	(25,946)	-	6,778
Catalyst Housing Brent	17,643	24,960	(25,237)	-	17,366
Catalyst Housing - Ealing	2,310	47,475	(50,960)	-	(1,175)
Park Royal Centre for Mental Health	8,247	13,330	(13,847)	-	7,730
Capitalise	20,382	86,493	(85,614)	-	21,261
L&Q	-	13,500	(13,150)	-	350
Winter Warmth Project	3,965	1,938	-	-	5,903
Brent Welfare Reform Project	1,280	50,000	(48,970)	-	2,310
Genesis Community Housing	8,545	-	-	-	8,545
Advice Service Transition Fund	7,688	174,306	(174,602)	-	7,392
WDP	2,174	12,942	(13,185)	-	1,931
Veolia	5,402	-	-	-	5,402
Pension Wise	-	14,587	(14,587)	-	-
Other	17,599	10,143	(9,880)	-	17,862
VSIF	-	23,784	(24,122)	-	(338)
BDIG	499	29,498	(28,021)	-	1,976
Health Watch Brent	-	13,322	(13,572)	-	(250)
	<u>109,411</u>	<u>742,442</u>	<u>(741,768)</u>	<u>-</u>	<u>110,085</u>

Name of fund	Description, nature and purpose of the fund
Clyde & Co	The provision of free honorary legal advice with the support of Clyde & Co International Law Firm.
Children's Centres	Generalist advice to parents with children aged 5 and under in the London Borough of Brent.
Brent Housing Partnership	The provision of money and debt advice to Brent Council tenants and leaseholders
Catalyst Housing Brent	The provision of money advice to Catalyst Housing tenants and leaseholders living in Brent.
Catalyst Housing Ealing	The provision of money advice to Catalyst Housing tenants and leaseholders living in Ealing.
Park Royal Centre for Mental Health	Welfare benefits and money advice to inpatients of Park Royal Centre for Mental Health.
Capitalise	The provision of specialist debt advice to Brent residents.
London & Quadrant (L&Q)	Provision of money advice to L&Q tenants under their Pound Advice Project
Winter Warmth Project	Provision of financial support to those experiencing fuel poverty through donations made by patrons of the Tricycle Theatre and others.
Brent Welfare Reform Project	The provision of welfare benefits and debt advice to Brent residents directly affected by changes to the welfare benefits system.

BRENT CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

Name of fund	Description, nature and purpose of the fund
WPWP	The provision of legal and welfare benefits advice to residents of the St Raphael's Estate, in addition to supporting them to manage their personal finances successfully, as well as providing advice and to upskilling those living in Brent who are directly affected by the rollout of Universal Credit.
Advice Services Transition Fund	Funding from the Big Lottery Fund to increase access to advice to residents in partnership with 6 other local voluntary sector organisations.
Westminster Drug Project (WDP)	Provision of welfare benefits, employment and housing advice to clients of Westminster Drug Project.
BAS4IL	The provision of debt and employment advice to people aged 18-64 referred to the office by Age UK Brent in order to promote and maximise the independence of Brent's older and disabled people through high quality accessible advice and guidance
Pension Wise	The provision of pension guidance to people aged 55 years and over and help them take control of their finances on retirement
Voluntary Sector Initiative Fund (VSIF)	Funding to improve the employability of local unemployed residents through volunteering.
Brent Disability Interim Gateway (BDIG)	Funding to deliver advice to disabled people and people with long-term limiting health problems.
Veolia	Funding to allow local residents to clear domestic water debts (ended in December 2012).
Health Watch Brent	Funding to deliver telephone information and advice on health and social care issues.
Genesis Community Housing	The provision of money and debt advice to Genesis Community Housing tenants and leaseholders (ended March 2013).

17 UNRESTRICTED FUNDS

	At 1 April 2015 £	Incoming Resources £	Resources Expended £	Transfers £	At 31 March 2016 £
General Fund	217,085	394,964	(275,406)	(94,643)	242,000
Designated Fund					
Repairs reserve	-	-	-	72,000	72,000

During the year the trustees earmarked £72,000 as designated funds for essential repairs and improvements to the Charity's premises.

BRENT CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

18 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds	Designated Funds 2016 £	Restricted Funds 2016 £	Total Funds 2016 £
Current year:				
Tangible Fixed Assets	22,257	-	-	22,257
Net Current Assets	372,957	72,000	102,284	547,241
Provision for Liabilities and Charges	<u>(151,239)</u>	<u>-</u>	<u>-</u>	<u>(151,239)</u>
Total Net Assets	<u>243,975</u>	<u>72,000</u>	<u>102,284</u>	<u>418,259</u>
Prior year:	2015	2015	2015	2015
Tangible Fixed Assets	13,790	-	-	13,790
Net Current Assets	361,374	-	110,085	471,459
Provision for Liabilities and Charges	<u>(158,079)</u>	<u>-</u>	<u>-</u>	<u>(158,079)</u>
Total Net Assets	<u>217,085</u>	<u>-</u>	<u>110,085</u>	<u>327,170</u>

19 STATEMENT OF CASH FLOWS AS AT 31 MARCH 2016

	2016 £	2015 £
Net income for year	91,089	110,149
Adjustments for:		
Depreciation of tangible fixed assets	11,901	9,506
(Increase) / Decrease in debtors	(91,937)	89,098
(Decrease)/Increase in creditors	(28,777)	35,880
Decrease in provisions	(6,840)	(7,200)
Investment Income	<u>(736)</u>	<u>(485)</u>
Net Cash (used in)/provided by Operating Activities	<u>(25,300)</u>	<u>236,948</u>
Analysis of Cash and Cash Equivalent:		
	2016	2015
	£	£
Cash at bank and in Hand	<u>485,664</u>	<u>530,596</u>

BRENT CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

20 PENSION COSTS

Brent Citizens Advice Bureaux participates in the National Association of Citizens Advice Bureaux Pension and Assurance Plan (1991) which is a funded defined benefit arrangement. With effect from 31 March 2008 the scheme closed to future accrual. The note below concerns the scheme as a whole and has been supplied by the actuary used by Citizens Advice.

A full actuarial valuation was carried out at 31 March 2013 and updated to 31 March 2016 by a qualified actuary, independent of the scheme's sponsoring employer.

The best estimate of contributions to be paid by the employers to the scheme for the period beginning after 31 March 2015 is as follows:

a) Contributions in respect of expenses

The principal employer will pay amounts into the scheme in respect of management and administrative costs, including levy payments made by the scheme to the Pension Protection Fund subject to a maximum amount of £300,000 in each scheme year.

b) Contributions by the employers in respect of the shortfall in funding

In accordance with the recovery plan following the 31 March 2013 actuarial valuation, the sponsoring employers will pay total contributions of £1,200,000, of which Brent Citizens Advice Bureau contributes £7,200 per annum.

This will be paid in each of the scheme years until 31 March 2028 by which time the shortfall is expected to be eliminated. Provision has been made for this liability in the accounts for the year ending 31 March 2016, totalling £63,239 (2015 - £70,079).

Present value of scheme liabilities, fair value of assets and surplus (deficit)

	31/03/2016 £'000s £	31/03/2015 £'000s £	31/03/2014 £'000s £
Fair value of scheme assets	72,319	72,635	68,832
Present value of scheme liabilities	121,350	129,110	107,734
Surplus (deficit) in scheme	(49,031)	(56,475)	(38,902)
Asset (liability) to be recognised	(49,031)	(56,475)	(38,902)

Reconciliation of opening and closing balances of the present value of the scheme liabilities

	Period ended 31/03/2016 £'000s £	Period ended 31/03/2015 £'000s £
Scheme liabilities at start of period	129,110	107,734
Expenses	370	243
Interest cost	4,084	4,684
Actuarial losses (gains)	(8,880)	19,257
Benefits paid and expenses	(3,334)	(2,808)
Scheme liabilities at end of period	<u>121,350</u>	<u>129,110</u>

Reconciliation of opening and closing balances of the fair value of scheme assets

BRENT CITIZENS ADVICE BUREAUX

NOTES FOR THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

20 PENSION COSTS (CONTINUED)

Reconciliation of opening and closing balances of the fair value of scheme assets

	Period ended 31/03/2016 £'000s £	Period ended 31/03/2015 £'000s £
Fair value of scheme assets at start of period	72,635	68,832
Expected return on scheme assets	2,963	3,693
Actuarial gains (losses)	(2,443)	1,416
Contributions by the employer	2,498	1,502
Benefits paid and expenses	<u>(3,334)</u>	<u>(2,808)</u>
Fair value of scheme assets at end of period	<u>72,319</u>	<u>72,635</u>

The actual return on the scheme assets over the period ended 31 March 2016 was £520,000

Total expense recognised in profit and loss account

	Period ended 31/03/2016 £'000s £	Period ended 31/03/2015 £'000s £
Current service cost	-	-
Expenses	370	243
Interest cost	4,084	4,684
Expected return on scheme assets	<u>(2,963)</u>	<u>(3,693)</u>
Total expense recognised in profit and loss account	<u>1,491</u>	<u>2,208</u>

Statement of total recognised gains and losses

	Period ended 31/03/2016 £'000s £	Period ended 31/03/2015 £'000s £
Difference between expected and actual return on scheme assets – gain (loss)	(2,443)	1,416
Experience gains and losses arising on the scheme liabilities – gains (loss)	-	-
Effects of changes in the demographic and financial assumptions underlying the present value of the scheme liabilities – gain (loss)	8,880	(19,257)
Total actuarial gains and losses (before restriction due to some of the surplus not being recognisable) – gain (loss)	<u>6,437</u>	<u>(17,841)</u>
Total amount – gain (loss)	<u>6,437</u>	<u>(17,841)</u>

Assets

	31/03/2016 £'000s £	31/03/2015 £'000s £	31/03/2014 £'000s £
Equity	37,003	36,318	38,076
Gifts	9,179	7,439	9,166
Bonds	4,950	13,825	10,212
Cash and other assets	12,585	12,850	10,006
Property	<u>8,602</u>	<u>2,203</u>	<u>1,372</u>
Total assets	<u>72,319</u>	<u>72,635</u>	<u>68,832</u>

None of the fair values of the assets shown above include any direct investments in the employer's own financial instruments or any property occupied by, or other assets used by, the employer.

BRENT CITIZENS ADVICE BUREAUX

NOTES FOR THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

20 PENSION COSTS (CONTINUED)

Assumptions

	31/03/2016 % per annum £	31/03/2015 % per annum £	31/03/2014 % per annum £
Discount rate	3.50	3.20	4.40
Inflation (RPI)	3.10	3.10	3.40
Inflation (CPI)	2.10	2.20	2.50
Allowance for revaluation of deferred pension of CPI or 5% p.a. if less	2.10	2.20	2.50
Allowance for pension in payment increases of RPI or 5% p.a. if less	3.10	3.10	3.40
Allowance for pension in payment increases of RPI or 3% p.a. if less	2.10	2.20	2.50
Allowance for commutation of pension for cash at retirement	75% of post A day	75% of post A day	75% of post A day

The mortality assumptions adopted at 31 March 2016 imply the following life expectancies at age 65 years:

Male retiring in 2016	21.4 years
Female retiring in 2016	23.4 years
Male retiring in 2036	23.1 years
Female retiring in 2036	25.3 years

Expected long-term rates of return

The long-term expected rate of return on cash and other assets is determined by reference to gilt yields at the balance sheet dates. The long-term expected return on gilts and bonds are determined by reference to UK long-dated government and corporate bond yields at the balance sheet date. The long-term expected rate of return on equities and property are based on the rate of return on bonds with an allowance for out-performance.

The expected long term rates of return applicable for each period are as follows:

	Period Commencing 01/04/2015 % per annum £	Period commencing 01/04/2014 % per annum £
Equity	5.60	6.80
Gifts	2.00	3.20
Bonds	3.10	4.30
Cash and other assets	2.00	3.20
Property	5.10	6.30
Overall for scheme	4.10	5.42

Amounts for the current and previous four years

	31/03/2016 £'000s £	31/03/2015 £'000s £	31/03/2014 £'000s £	31/03/2013 £'000s £	31/03/2012 £'000s £
Fair value of scheme assets	72,319	72,635	68,832	69,123	65,073
Presentative value of scheme liabilities	121,350	129,110	107,734	122,142	155,205
Surplus (deficit) in scheme	(49,031)	(56,475)	(38,902)	(53,019)	(50,132)
Experience adjustment on scheme assets	(2,443)	1,416	(2,520)	1,094	(4,470)
Experience adjustment on scheme liabilities	—	—	4,325	286	(1,443)

BRENT CITIZENS ADVICE BUREAUX

NOTES FOR THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

21 FINANCIAL COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

Land and buildings	2016	2015
	£	£
Not later than one year	28,600	28,600
Later than one and not later than five years	114,400	114,400
Later than five years	<u>378,950</u>	<u>407,550</u>
	<u>521,950</u>	<u>550,550</u>

22 LIABILITY OF MEMBERS

The Charitable Company is limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity during the time they are a member, or one year thereafter, as stated in the Memorandum and Articles of Association. There is no one controlling party.

23 RELATED PARTIES

There are no related party transactions which require disclosure.

BRENT CITIZENS ADVICE BUREAUX

COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2015

	General Funds £	Restricted Funds £	Total 2015 £
INCOME FROM:			
Income from charitable activities:			
Local Authority Grant	359,428	-	359,428
Donations and legacies:			
Donations	33	-	33
Grants and Contracts	<u>2,000</u>	<u>742,442</u>	<u>744,442</u>
	361,461	742,442	1,103,903
<i>Investment income</i>	465	-	465
Total Income	<u>361,926</u>	<u>742,442</u>	<u>1,104,368</u>
EXPENDITURE ON:			
Charitable activities	252,451	741,768	994,219
Total Expenditure	<u>252,451</u>	<u>741,768</u>	<u>994,219</u>
Net income being the net movement in funds	109,475	674	110,149
Total funds brought forward	<u>107,610</u>	<u>109,411</u>	<u>217,021</u>
Total funds carried forward	<u>217,085</u>	<u>110,085</u>	<u>327,170</u>

BRENT CITIZENS ADVICE BUREAUX

DETAILED INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2016

	Total 2016 £	Total 2015 £
INCOME		
Local Authority	359,428	359,428
Interest Receivable	736	465
Other Contracts	855,694	742,442
Grants and Donations	<u>34,800</u>	<u>2,033</u>
	<u>1,250,658</u>	<u>1,104,368</u>
	Total 2016 £	Total 2015 £
Staff costs	909,920	768,451
Agency Staff	40,489	-
Staff travel cost	4,987	4,615
Volunteer travel and subsistence cost	2,608	3,467
Management committee expenses	70	261
Printing, postage and stationery	5,937	6,192
Telephone and fax	8,070	7,006
Computer expenses	4,511	11,168
Office sundries	9,207	4,400
Insurances	5,255	6,008
Rent and rates	42,200	23,517
Light and heat	4,433	5,552
Water	399	574
Premises and equipment maintenance	3,722	4,199
Cleaning	2,491	2,557
Training cost	2,165	1,900
Reference material	1,891	2,782
Membership fees	6,066	7,186
Audit	9,840	9,100
Accountancy	-	6,825
Payroll charges	2,820	2,933
Legal fees	8,305	3,892
Bank charges	612	688
Depreciation	11,901	9,504
Winter Warmth Project	341	-
Partners costs for Advice Services Transition Fund	71,329	126,441
Dilapidations Provision	-	-
Adjustments relating to prior years	<u>-</u>	<u>(24,999)</u>
	<u>1,159,569</u>	<u>994,219</u>
Surplus for the year	<u>91,089</u>	<u>110,149</u>