



Plummer Parsons
Chartered Accountants

CITIZENS ADVICE EASTBOURNE
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2019

Company Registration No. 04171801 (England and Wales)

Charity Registration No. 1086163

CITIZENS ADVICE EASTBOURNE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees P Barrow
D Turner
S Holt
M Frayne
R Bedford
R. Speight (resigned 4.6.18)
A. Walker (resigned 19.7.18)

Secretary A Bruzon

Charity number 1086163

Company number 04171801

Principal address Unit 6, Highlight House
8 St Leonards Road
Eastbourne
East Sussex
BN21 3UH

Registered office Unit 6, Highlight House
8 St Leonards Road
Eastbourne
East Sussex
BN21 3UH

Independent examiner Nicholas Brown FCA DChA
18 Hyde Gardens
Eastbourne
East Sussex
BN21 4PT

Bankers CAF Cash Limited
PO Box 289
West Malling
Kent
ME19 4TA

CITIZENS ADVICE EASTBOURNE

CONTENTS

Page

Trustees report

Independent examiner's report

Statement of financial activities

Balance sheet

Statement of cash flows

Notes to the accounts

CITIZENS ADVICE EASTBOURNE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2019

The trustees present their report and accounts for the year ended 31 March 2019.

The accounts comply with the charity's memorandum and articles of association, the Companies Act 2006, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102).

Structure, governance and management

Eastbourne Citizens Advice Bureau (also known as Citizens Advice Eastbourne) was incorporated on 2 March 2001, company number 04171801, and is registered with the Charity Commission in England and Wales, registration number 1086163. It is governed by its memorandum and articles of association. Further details of the charity including its registered office, principal address and details of professional advisors can be found on the second page of the accounts headed 'Legal and administrative information'.

The charity's objectives are to promote any charitable purpose for the benefit of the community in East Sussex by advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The trustees, who are also the directors of the company for the purpose of company law, who served during the year, were:

M Frayne

S Holt

D Turner

R Bedford

P. Barrow

R. Speight (resigned 4.6.18)

A. Walker (resigned 19.7.18)

Trustees are elected from the local community and either reside or work in Eastbourne or the surrounding area.

New trustees are appointed by the Trustee Board in accordance with the charitable company's memorandum and articles of association.

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Eastbourne through the provision of training courses and mentoring by established trustees.

Citizens Advice Eastbourne 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 Citizens Advice Eastbourne and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public

CITIZENS ADVICE EASTBOURNE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2019

Day to day responsibility for the activities of the bureau is delegated to the Chief Executive Officer, Mr A. Bruzon.

None of the trustees has any beneficial interest in the company.

None of the trustees receive remuneration or other benefits for their work with the Charity.

All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

At 31st March 2018 Eastbourne Citizens Advice had 12 members.

The trustees are not aware of any contractual relationship with a related party and no related party transactions have been reported in the current year.

Citizens Advice Eastbourne is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards.

Operating, risk, governance and fundraising policies are independently determined by the Trustee Board of Citizens Advice Eastbourne in order to fulfil its charitable objects 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.

Major Risks

The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and measures put in place to mitigate those risks. To that end the Trustees maintain a corporate risk register which is reviewed and updated regularly. Citizens Advice Eastbourne is continually monitoring and managing its risk and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding from our traditional sources. The effects of this have been reduced by the procedures in place, which have resulted in funding also being obtained from other sources. The charity continues to seek to diversify its funding sources.

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 charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Objectives

Citizens Advice Eastbourne aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively

CITIZENS ADVICE EASTBOURNE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2019

Public Benefit

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

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

[54 volunteers contributed approximately 20,228 hours of work to Eastbourne Citizens Advice during the year. We estimate the value of this help to be in excess of £314,864 in respect of the current year, an increase from the figure of the previous year which was estimated at £315,000.]

Achievements and Performance

The principal activity of Citizens Advice Eastbourne is the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. We provide advice to anyone who seeks it, regardless of race, ethnicity, gender, disability, age, religion or sexual orientation.

In addition to generalist advice the following specialist advisory services were provided:

- i) Debt advice for people suffering with long term health or mental health problems
- ii) Specialist Welfare Benefit and Debt provision
- iii) Advice on Money Management

Advisory services are provided through face-to-face consultations, telephone advice lines and email.

In addition clients have access to an internet based advice guide.

We have helped 3,264 people during the year and most clients present with more than one problem. In total we helped with 11,221 new problems.

The major problem areas identified during the course of the year were as follows:

	<u>2018-2019</u>		<u>2017-2018</u>	
Benefits & tax credits	2,775	25%	2,732	31%
Benefits Universal Credit	1,318	12%	356	4%
Consumer goods & services	373	3%	257	3%
Debt	1,678	15%	1,572	18%
Discrimination	76	1%	32	0%
Education	43	0%	27	0%
Employment	979	9%	769	9%

CITIZENS ADVICE EASTBOURNE
TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2019

Financial services & capability	108	1%	107	1%
Health & community care	153	1%	141	2%
Housing	1,165	10%	847	10%
Immigration & asylum	243	2%	184	2%
Legal	472	4%	407	5%
Other	817	7%	584	7%
Relationships & family	675	6%	539	6%
Tax	85	1%	81	1%
Travel & transport	134	1%	72	1%
Utilities & communications	127	1%	74	1%
Grand Total	11,221		8,761	

There has been no significant change in the split of problems which have required our assistance. Benefits and debt continue to account for over 50% of all problems.

Citizens Advice uses an external Treasury-approved model that allows us to put a financial value on a handful of key areas where we can evidence the value we create locally through our advice provision and from working with volunteers. This estimates that, in 2018/2019, for every £1 invested in our service, 4.66 is returned in fiscal benefits savings to the government, £22.25 in public benefit through wider economic and social benefits to the local community, and £27.09 directly to individuals.

We have been actively involved in identifying issues that affect the community and have made representation to the appropriate organisations.

Current key issues revolve around eligibility for Sickness and Disability Benefits, Universal Credit (which was introduced into Eastbourne during the year), standards of temporary accommodation and homelessness in Eastbourne.

Fundraising Activities

Total income for the year was £255,186, an increase of £5,062 on 2017/2018.

The Fundraising Committee was extremely active during the course of the year. As a result of their activity we received further grants of £5,000 from the Sussex Community Foundation. We are grateful to these organisations for their continuing support. We also received significant support from the Rotary Clubs of Eastbourne.

As referred to in last year's report, Eastbourne, Seaford & Hailsham CCG have continued their support of the Money Advice service.

In addition, members of the Fundraising Committee either organised or undertook fundraising activities in the form of sponsored walks and local collections. The support given by the local community through participation in such activities forms a very important part of our funding.

Investment Activity

The charity does not currently hold material investments.

CITIZENS ADVICE EASTBOURNE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2019

Financial Position

There was an overall surplus of £1,241 for the year (2017/18 surplus of £17,691). At 31 March 2019 total reserves were £95,783 of which £84,898 represented unrestricted funds, £9,000 designated reserves and £1,885 related to restricted funds.

Reserves Policy

Citizens Advice Eastbourne is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. Citizens Advice Eastbourne maintains a projection of income for 3 years ahead and tries to ensure that this continues to be derived from as wide a variety of sources possible. We take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams (apart from funding received from Eastbourne Borough Council) to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

The trustees therefore consider that it is prudent to maintain an amount equivalent to three months of operating expenditure in respect of the core activity. This requires reserves of approximately £45,000 based on the current year.

In addition the trustees review every year the amount required to cover potential staff and other liabilities which could be payable in the event of closure of Eastbourne Citizens Advice; this is estimated at approximately £40,000.

Eastbourne Borough Council is our major funder. We have a three-year agreement with EBC ending in March 2022 but their continued funding is contingent on no significant change in the level of support they receive from central government.

Principal Funding Sources

The Trustees extend their gratitude to Eastbourne Borough Council who continued to provide the majority of support for the core operating capacity of the charity.

Eastbourne Borough Council have also provided additional funding to assist in the introduction of Universal Credit and to provide budgeting assistance to clients.

Other significant funders specifically for project work include Eastbourne, Seaford & Hailsham CCG and Sussex Community Foundation.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Funds in Deficit

CITIZENS ADVICE EASTBOURNE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2019

If at the end of a project the fund is in deficit that deficit is written off against general reserves. Any surpluses are transferred to general reserves.

Investment Policy

As required in its Memorandum paragraph 3.19 in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

Plans For The Future

We continue to keep our funding and service offering under review. Local authority funding remains highly constrained and this potentially affects the level of support they can provide.

Eastbourne Borough Council continues to be the major supporter of our core activity, however this support is not sufficient to cover all of our core costs and we try to find project funding which can run alongside our core activity and provide a contribution towards those costs. We also undertake local fundraising activities.

During 2018/2019 we were successful in raising sufficient funds to generate a surplus for the year, and we have sufficient free reserves to cover reasonable contingencies. However, with the start of each new financial year we have to generate new and hopefully continuing sources of income in order that we can maintain our current services. We expect to be able to do so in the coming year.

We meet regularly with EBC and keep them fully aware of our financial position. They are also invited to attend our trustee board meetings.

The trustees, staff and volunteers are all working together to try and generate additional funding. Our financial position is kept under constant review.

Since the end of the year under review, Eastbourne Seaford & Hailsham CCG have withdrawn from funding our Money Advisor service but, at present, continue to fund our specialist Welfare Benefits service. Fortunately, we have been successful in obtaining significant support from Henry Smith Charity, which has guaranteed that we can continue providing some form of both Money Advice and Welfare Benefit services for the next three years. We are very grateful to Henry Smith for their support.

We have no major plans to change our service offering in the short term. We do, however, regularly monitor the service we provide, and its accessibility to all parts of our community, and it is likely that this will lead to further evolution of our service over time.

Our organisation is dependent on the continued support of our volunteers who give of their time so generously. The trustees would like to thank all our volunteers, as well as our small team of paid staff, for their continued support.

Directors' Responsibilities

Company Law and Charity Law require the directors to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of Citizens Advice Eastbourne and of the surplus or deficit for that period. In preparing those financial statements, the directors are required to:

- (a) select appropriate accounting policies and then apply them consistently

CITIZENS ADVICE EASTBOURNE
TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2019

- (b) observe the methods and principles in the Charities SORP
- (c) make judgements and estimates that are reasonable and prudent,
- (d) state whether applicable accounting standards have been followed, and explain where they haven't been followed, and
- (e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The directors are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of Citizens Advice Eastbourne and to enable them to ensure that the financial statements comply with the Companies Acts 1985 to 2006.

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

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant information of which the company's examiners are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant information and to establish that the charity's examiners are aware of that information.

Basis of Preparation

This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102)..

Approved on behalf of the Board of Trustees on
Peter Barrow

Trustee

CITIZENS ADVICE EASTBOURNE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE EASTBOURNE

I report on the accounts of the charity for the year ended 31 March 2019, which are set out on pages 9 to 23.

Respective responsibilities of trustees and examiner

The trustees, who are also the directors of Eastbourne Citizens Advice Bureau for the purposes of company law, are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination being a qualified Chartered Accountant.

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

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

Basis of independent examiner's report

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

Independent examiner's statement

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

- (a) which gives me reasonable cause to believe that in any material respect the requirements:
 - (i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - (ii) to prepare accounts which accord with the accounting records, comply with the accounting requirements of 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;have not been met or
- (b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Nicholas Brown FCA DChA

Chartered Accountant
18 Hyde Gardens
Eastbourne
East Sussex
BN21 4PT

Dated:

CITIZENS ADVICE EASTBOURNE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	Unrestricted funds general £	Unrestricted funds Designated £	Restricted funds £	Total 2019 £	Total 2018 £
<u>Income and endowments from:</u>						
Donations and legacies	3	16020	-	-	16020	13796
Income Resources from Charitable Activities	5	154372	-	71707	226079	223296
Investments	4	10087	-	-	10087	10032
Other income	6	3000	-	-	3000	3000
Total income and endowments		183479	-	71707	255186	250124
<u>Expenditure on:</u>						
Charitable activities	7	177041	-	76904	253945	232433
Net (outgoing)/incoming resources before transfers		6438	-	-5197	1241	17691
Gross transfers between funds		0	0	0	0	0
Net (expenditure)/income for the year/ Net movement in funds		6438	0	-5197	1241	17691
Fund balances at 1 April 2017		78460	9000	7082	94542	76851
Fund balances at 31 March 2018		84898	9000	1885	95783	94542

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE EASTBOURNE

BALANCE SHEET

AS AT 31 MARCH 2019

	Notes	2019 £	£	2018 £	£
Current assets					
Debtors	12	48464		35937	
Cash at bank and in hand		52650		64087	
		<u>101114</u>		<u>100024</u>	
Creditors: amounts falling due within one year	13	<u>-5331</u>		<u>-5482</u>	
Net current assets			<u>95783</u>		<u>94542</u>
Income funds					
Restricted funds	14		1885		7082
<u>Unrestricted funds - general</u>					
Designated funds	15	9000		9000	
General unrestricted funds		<u>84898</u>		<u>78460</u>	
			<u>93898</u>		<u>87460</u>
			<u>95783</u>		<u>94542</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2019. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these accounts.

The trustees responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 accounts, so far as applicable to the company.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The accounts were approved by the Trustees on ????

P Barrow
Trustee

M Frayne
Trustee

Company Registration No. 04171801

CITIZENS ADVICE EASTBOURNE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 £	£	2018 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	18		-21524		-7044
Investing activities					
Income from investments		10087		10032	
Net cash generated from investing activities			-11437		2988
Net increase/(decrease) in cash and cash equivalents			-11437		2988
Cash and cash equivalents at beginning of year			64087		61099
Cash and cash equivalents at end of year			52650		64087

CITIZENS ADVICE EASTBOURNE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

Company information

Eastbourne Citizens Advice Bureau, also known as Citizens Advice Eastbourne, is a private company limited by guarantee incorporated in England and Wales. The registered office is Unit 6, Highlight House, 8 St Leonards Road, Eastbourne, East Sussex, BN21 3UH.

1.1 Accounting convention

These accounts have been prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102"), "Accounting and Reporting by Charities" the Statement of Recommended Practice for charities applying FRS 102, the Companies Act 2006 and UK Generally Accepted Accounting Practice as it applies from 1 January 2015. The charity is a Public Benefit Entity as defined by FRS 102.

The accounts are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the accounts.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the accounts.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Grants receivable are accounted for in the period to which they relate.

CITIZENS ADVICE EASTBOURNE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

1.5 Resources expended

All expenditure is inclusive of VAT, accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category.

Where costs cannot be directly attributable to particular headings they have been allocated to activities on a basis consistent with the use of the resources.

Support costs are those incurred directly in support of expenditure on the objects of the charity and include governance costs. Governance costs are those costs associated with meeting the statutory requirements of the charity, and include independent examination fees and costs linked to the strategic management of the charity.

Any expenditure on equipment and assets exceeding £1,000 is capitalised.

1.6 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

CITIZENS ADVICE EASTBOURNE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.8 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.9 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.10 Leases

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

CITIZENS ADVICE EASTBOURNE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

3 Donations and legacies

	2019	2018
	£	£
Donations and gifts	16020	13796
Grants Receivable for core activities	154372	151788
	<u>170392</u>	<u>165584</u>
Grants receivable for core activities		
Eastbourne Borough Council	115,000	115,000
DWP Grant		2970
CAES	9154	9403
Sussex Community Foundation	5000	5000
Citizens Advice	0	0
East Sussex County Council	0	0
Room Hire	0	1500
EBC Budget Support	12609	10956
EBC Digital Services	12609	
Community Fund	0	1500
Lucy Trust	0	459
J. Jackson Foundation	0	5000
	<u>154372</u>	<u>151788</u>

4 Investment Income

	2019	2018
	£	£
Rental income	10000	10000
Interest receivable	87	32
	<u>10087</u>	<u>10032</u>

CITIZENS ADVICE EASTBOURNE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

5 Income Resources from Charitable Activities

	2019	2018
	£	£
Project Funds	<u>71707</u>	<u>71508</u>
Performance related grants		
ESCC General Benefits	33972	33786
Money Advice	37735	37722
	<u>71707</u>	<u>71508</u>

6 Other Incoming Resources

	2019	2018
	£	£
Other income	<u>3000</u>	<u>3000</u>

CITIZENS ADVICE EASTBOURNE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

7 Total Charitable Expenditure

	Advisory services £	Project costs £	Total 2019 £	Total 2018 £
Staff costs	125539	63036	188575	169419
Travel & Subsistence	2499	361	2860	3265
Training	722	512	1234	755
Telephone	4300	0	4300	3721
Postage, Printing & Photocopying	4946	1735	6681	4616
Computer Expenses	1445	15	1460	1986
Subscriptions	0	0	0	50
Legal & Professional Fees	10412	245	10637	7364
CAES Administration Costs	1500	0	1500	1620
Bank Charges	60	0	60	60
Office Equipment	119	0	119	158
Sundry Expenses	1723	0	1723	3412
Management fees	-6500	6500	0	0
	<u>146765</u>	<u>72404</u>	<u>219169</u>	<u>196426</u>
Grant funding of activities (see note 8)				
Share of support costs (see note 9)	28226	4500	32726	34293
Share of governance costs (see note 9)	2050	0	2050	1714
	<u>30276</u>	<u>4500</u>	<u>34776</u>	<u>36007</u>
Analysis by fund				
Unrestricted funds - general	177041	0	177041	
Restricted funds	0	76904	76904	
	<u>177041</u>	<u>76904</u>	<u>253945</u>	
For the year ended 31 March 2018				
Unrestricted funds - general	165613			165613
Restricted funds		66820		66820
	<u>177041</u>	<u>66820</u>		<u>232433</u>

CITIZENS ADVICE EASTBOURNE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

8 Support costs

	Support costs	Support Costs	2019	2018
	£	£	£	£
Rent and rates	15744	3500	19244	19244
Insurance	1822	0	1822	1792
Light and heat	8095	1000	9095	9094
Cleaning	1999	0	1999	2195
Repairs and renewals	566	0	566	1968
Independent Examination	2050	0	2050	1714
Taxation services	0	0	0	0
	<u>30276</u>	<u>4500</u>	<u>34776</u>	<u>36007</u>

Support costs have been allocated to the charitable activities on a basis consistent with the use of the resources.

Governance costs for the year include payments to the independent examiner's firm of £2050 (2018 £1714) for the independent examination.

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

CITIZENS ADVICE EASTBOURNE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

10 Employees

Number of employees

The average monthly number employees during the year was:

	2019 Number	2018 Number
Charitable activities	6	6

Employment costs

	2019 £	2018 £
Wages and salaries	185045	166821
Other pension costs	3530	2598
	<u>188575</u>	<u>169419</u>

Remuneration paid to key management personnel during the year was £ XXX (2018 £32616).

No redundancy payments were paid in the year.

Payments into defined contribution pension schemes during the year amounted to £3530 (2018: £2598).

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. XX volunteers contributed approximately ???hours of work to the charity during the year. We estimate the value of this help to be in excess of £??? in respect of the current year.

There were no employees whose annual remuneration was £60,000 or more.

11 Financial instruments	2019 £	2018 £
Carrying amount of financial assets		
Debt instruments measured at amortised cost	18110	6656
Carrying amount of financial liabilities		
Measured at amortised cost	5331	5482

12 Debtors

Amounts falling due within one year:	2019 £	2018 £
Trade debtors	18111	6656
Prepayments and accrued income	30353	29281
	<u>48464</u>	<u>35937</u>

CITIZENS ADVICE EASTBOURNE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

13 Creditors: amounts falling due within one year

	2019 £	2018 £
Other taxation and social security	0	0
Trade creditors	3081	2632
Accruals and deferred income	2250	2850
	<u>5331</u>	<u>5482</u>

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				
	Balance at 1 April 2018	Incoming resources	Expended	Transfers	Balance at 31 March 2019
	£	£	£	£	£
Homeless Fund	1,360	0	0	0	1,360
Awards for All	92	0	0	0	92
Surviving Winter	270	0	0	0	270
ESCC General Benefits	6227	33972	-37806	0	2393
Money Advice	-867	37735	-39098	0	-2330
	<u>7082</u>	<u>71707</u>	<u>-76904</u>	<u>0</u>	<u>1885</u>

The Homeless Fund is monies held to pay for the expenses and short stay accommodation of homeless people.

The Awards for All Fund is a Lottery grant to upgrade IT systems.

The Surviving Winter Fund is a specific fund administered on behalf of the Sussex Community Foundation to support individuals in financial need with heating costs during the winter months.

The ESCC General Benefits Fund is to increase capacity in the area of general advice.

Money Advice provides information and assistance to clients with financial problems.

Eastbourne Citizen's Advice manages these independently funded schemes within the main offices and receives contributions from the funds towards its infrastructure costs.

CITIZENS ADVICE EASTBOURNE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

15 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				Balance at 31 March 2019 £
	Balance at 1 April 2018 £	Incoming resources £	Expended £	Transfers £	
Property Dilapidations	4,000	-	-	-	4,000
Archiving	2,000	-	-	-	2,000
Refurbishment	3,000	-	-	-	3,000
	<u>12,000</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>9,000</u>

The Property Dilapidations Reserve is set aside for potential renovations to the offices at Highlight House.

The archiving reserve is to digitalise paper records.

The Refurbishment Reserve is set aside to allow for refurbishment or renewal of furniture and fittings.

The Computer Upgrade Reserve was set aside for upgrading software systems. However, funding was received from elsewhere and so these funds have been transferred back to general funds.

16 Analysis of net assets between funds

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Fund balances at 31 March 2019 are represented by:				
Current assets/(liabilities)	84898	9000	1885	95783
	<u>84898</u>	<u>9000</u>	<u>1885</u>	<u>95783</u>

17 Related parties and control

There were no related party transactions during the year.

The charitable company was under the control of the trustees throughout the year.

CITIZENS ADVICE EASTBOURNE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

18 Cash generated from operations	2019 £	2018 £
(Deficit)/surplus for the year	1241	17691
Adjustments for:		
Investment income recognised in profit or loss	-10087	-10032
Movements in working capital:		
Decrease/(increase) in debtors	-12527	-8343
(Decrease) in creditors	-151	-6360
Cash generated from/(absorbed by) operations	<u>-21524</u>	<u>-7044</u>

19 Operating Lease Commitments

The current lease ends at 31.3.2020. There are no break points between now and the end of the lease. We have not been made aware of any increase to the current lease payments of £19,244 per annum.