

TUNBRIDGE WELLS & DISTRICT CITIZENS ADVICE BUREAU
COMPANY NO: 04641079
CHARITY NO: 1098603

TUNBRIDGE WELLS & DISTRICT CITIZENS ADVICE BUREAU

– A COMPANY LIMITED BY GUARANTEE

CHARITY NUMBER: 1098603

COMPANY NUMBER: 4641079

REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31st MARCH 2011

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TUNBRIDGE WELLS & DISTRICT CITIZENS ADVICE BUREAU
COMPANY NO: 04641079
CHARITY NO: 1098603

LEGAL AND ADMINISTRATIVE INFORMATION

CONSTITUTION

Tunbridge Wells and District Citizens Advice Bureau is a company limited by guarantee and a registered charity governed by its memorandum and articles of association.

Charity Number: 1098603.

Company Number: 4641079

DIRECTORS, CO-OPTED DIRECTORS, TRUSTEES, AND MEMBERS

The directors and trustees serving during the year and since the year end were as follows:-

Jennifer Cross	Director	
Robert Dixon	Director	Appointed 22.07.10
Alan Goda	Director	
Brian Ferdinando	Director	Resigned 31.03.11
Philip Healey	Director	Resigned 29.06.10
Emma Layton	Company Secretary	
Tony May	Co-opted Director	Resigned 24.03.11
Linda Mortley	Director	
Margaret Sargent	Director	Resigned 24.03.11
Tom Stevens	Director	
Edward Weeks	Director	
June Wong	Director	

For the purposes of these unaudited accounts, the words trustee and director are synonymous.

EMMA LAYTON
Company Secretary

TUNBRIDGE WELLS & DISTRICT CITIZENS ADVICE BUREAU
COMPANY NO: 04641079
CHARITY NO: 1098603

Registered Office:

Tunbridge Wells & District Citizens Advice Bureau
29 – 31 Monson Road
Tunbridge Wells
Kent
TN1 1LS

Accountants:

Brebners
Tubs Hill House
London Road
Sevenoaks
TN13 1BL

Bankers:

CAF Bank Ltd
Kings Hill
West Malling
Kent
ME19 4TA

The Co-operative Bank p.l.c.
1 Balloon Street
Manchester
M60 4EP

Solicitors:

Cripps Harries Hall
11 -13 Mount Ephraim Road
Tunbridge Wells
Kent
TN1 1EN

REPORT OF THE TRUSTEES

The trustees are pleased to present their report together with the unaudited financial statements of the charity for the year ending 31st March 2011.

Legal and administrative information set out on pages 3 & 4 form part of this report. The unaudited financial statements comply with current statutory requirements, the memorandum and articles of association and the Statements of Recommended Practice – Accounting and Reporting by Charities.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Tunbridge Wells and District Citizens Advice Bureau (TWCAB) is a company limited by guarantee, governed by its Memorandum and Articles of Association dated 17th January 2003. It is a registered charity with the Charity Commission. Anyone over the age of 18, who is not a paid worker or volunteer of the Bureau, can become a member of the Company, as well as any corporate body or unincorporated association which is interested in furthering the charity's work.

Appointment of Directors

As set out in the Articles of Association, there must be between four and twelve directors. The directors may be elected at the AGM, or nominated by member organisations, or co-opted by the Board. Appointments of nominated and co-opted Directors must be made at ordinary Board meetings. All elected Directors must retire at the third AGM meeting following their election, but may be re-elected. All nominated and co-opted Directors must retire at the third AGM meeting following the ordinary meeting at which they were appointed, but may be re-appointed.

Director Induction and Training

In 2006/07, an induction and training programme was introduced for new Directors. It briefs on legal obligations, the memorandum and articles of association, the annual budget and recent financial performance of the Bureau. There is a training programme for New Trustees as and when they join the board on an individual basis.

Organisation

The Board of Directors administers the charity. The Board meets at least quarterly. The Head of Bureaux has been appointed by the Directors to manage the day to day operations of the charity. To facilitate effective operations, the Head of Bureaux has delegated authority within terms of delegation approved by the Directors, for operational matters, including finance and employment. Sub-committees have been formed to strengthen the support of the Head of Bureaux.

Related Parties

The charity has a very close relationship with the Friends of Tunbridge Wells Citizens Advice Bureau, who carry out fund raising activities for the charity. Our co-opted Director Alan Goda is also Chair of the Friends of TWCAB.

Risk Management

The directors have a risk management strategy which comprises:-

- An annual review of the risks the charity may face.
- The establishment of systems and procedures to mitigate risks identified.
- The implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

REPORT OF THE TRUSTEES

The key risks identified in the most recent evaluation are:

- The reduction in core funding from Tunbridge Wells Borough Council (TWBC). Alternative funding streams continue to be investigated.
- Costs exceeding income. Comprehensive financial reports are produced on a monthly basis and are presented to Board and Advisory Committee. In addition, a detailed annual budget is produced.

OBJECTIVES AND ACTIVITIES

The objectives of the charity are:

- To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them, or through an inability to express their needs effectively, and equally, to exercise a responsible influence on the development of social policies and services, both locally and national.
- The core activities of the charity continue to be advice on debt, benefits, housing, employment, legal and family relationships.
- In addition to the core activities, the charity is running projects for the LSC (housing, employment, debt and welfare benefits), mental health, youth advice, an advice desk at the County Court and a home visiting project.

ACHIEVEMENTS AND PERFORMANCE

Funding

- This was the second year of a 3 year SLA with TWBC; the grant for the year being £193,000 representing a reduction on the previous year.
- Quarterly SLA meetings have been held between the CAB and TWBC to monitor progress. These meetings are a vital source of information and support and we are grateful to the officers from TWBC.
- The bureau successfully runs an LSC contract across Housing, Welfare Benefits, Employment and Debt.
- With other West Kent Bureaux, Tunbridge Wells Bureaux commenced a telephone advice line service in this year.

Service Delivery

Bureaux staff and volunteers continue to deliver face to face advice and casework in dedicated buildings at Tunbridge Wells, Paddock Wood and Cranbrook.

Additionally 10-minute diagnostic 'Gateway' interviews continue to be held at TWBC Gateway facility (where we opened in November 2008) with hour long appointment interviews being held at the Monson Road offices. The same diagnostic system is used at Cranbrook and Paddock Wood.

This is the second year of the Trailblazer project (started 1st April 2009 which will run for 2 years), funded by a Local Government Grant from TWBC and Rother DC.

The bureau continues to offer Home Visits.

Outreach sessions were held at Pembury & Rusthall Libraries, Bliss Café [a community project in Southborough], Mayfield, alongside Mental Health venues at Brocklehurst ward and Tunbridge Wells Mental Health Resource Centre.

The bureau currently has 145 volunteers performing a range of functions, including advice. The annual benefit of the volunteer hours is calculated at £598,000.

REPORT OF THE TRUSTEES

3 volunteer advisers, 8 gateway assessors, 5 information assistants have joined and been trained during this financial year. These numbers have been somewhat restricted due to the revamping of CitA training in the spring of 2010. We have also taken on and trained 2 new Social Policy Co-ordinators and 2 new volunteer admin workers, together with a volunteer trainer.

Our Training Officer has continued to deliver CASE money courses for CitA to CABx throughout the South East, and has been involved in training Uckfield and Lewes & Seaford CABx in Gateway training for generalist advisers. In addition she has recently been accepted to deliver the new modular adviser and gateway courses for CitA in the East Midlands.

The Court Desk at Tunbridge Wells County Court continues to be funded by the LSC, the bureaux having successfully bid for a new contract.

Governance

Four trustees resigned from the board in this year. The Chair of the Friends of Tunbridge Wells CAB continues to be an active member of this board enhancing communication between the two bodies.

All Trustees have specific areas of responsibility so that the Head of Bureaux can most effectively use their skills.

There is a rota for Trustees to attend Volunteer Advisers Training Meetings.

There is an annual meeting between Trustees and new advisers, and certain advisors regularly attend Advisory Board meetings, which also includes representatives of parish councils, and local business.

Trustees assist the Head of Bureaux with the annual 'Listening Ear Sessions' with paid staff.

Trustees regularly attend external voluntary sector meetings and conferences.

Social Policy

There is a team of three working on Social Policy. A trustee has responsibility for developing links to the social policy unit and been active in the development of the Social Policy Action plan. Key priorities have been raising the profile and highlighting the issues.

A Social Policy training session took place in June 2010 for Bureaux staff. To ensure consistency a 'SP Focus of the week' is sent to Supervisors & advisors every Monday highlighting 'Calls for Evidence' in addition there is a monthly Newsletter distributed to external parties. The Tunbridge Wells Bureaux also work with other Bureaux in the East Kent region in the Social Policy Group.

To develop external relationships the social policy team have developed a relationship with the press office of TWBC and a full-page article appeared in the quarterly Council Magazine that is distributed to all residents. In addition the social policy team represent the bureaux in a range of stakeholder partnerships, notably the TWBC Town Forum, a 'Health & Older People Group' and 'Kent Link', a network for issues relating to health & NHS.

The team are pro-active in highlighting social policy issues and organised a 'Debt Day' in autumn 2010 with the BBC South East & received television coverage featuring Ann Valentine (TW Debt Advisor) & a CAB client. There is an average of 2 stories a month in the local press.

PLANS FOR THE FUTURE

The purchase of a mobile interview facility with funding from Friends of CAB will enable outreach work to villages within the borough.

It is anticipated that increased collaboration and consortia working with West Kent Bureaux and wider Kent may result from the CitA consultation on Network Hubs.

In 2011/12 the bureaux will re-negotiate the service level agreement with TWBC.

TUNBRIDGE WELLS & DISTRICT CITIZENS ADVICE BUREAU
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REPORT OF THE TRUSTEES

FINANCIAL REVIEW

Income

Income for the year of £406,037 was £10,149 less than prior year. The main grant from TWBC was £8,000 less than in 2009/10.

Expenditure

Expenditure increased by £30,935 to £413,872. This was mainly due to increased staff salary costs, premises costs and the depreciation of computer equipment.

Surplus and Reserves

A deficit of £7,835 was recorded for the year, compared with a surplus of £33,249 in the previous year. The Unrestricted Reserves of the Bureau consequently fell from £121,524 to £113,689. This equates to 3.4 months expenditure (2010 3.8 months) which the Directors believe to be adequate to cover contingencies. The Restricted Reserves remained unchanged at £7,850.

The 2011/12 Financial Year

The Trustees have budgeted for a deficit by the end of the current financial year. This reflects a material reduction in income including a lower grant from TWBC and some uncertainty over actual income from the LSC. Although utility bills have increased there has not been any significant increase in expenditure. Fortunately, the level of our reserves allows us to use the current year to review how to take the charity forward without having to resort to taking short term measures now.

INVESTMENT POWERS AND POLICY

Under the memorandum and articles of association, the charity has the powers to make any investment the Directors see fit. The company confirms that the charity trustees have complied with their duty to have due regard to the guidance on public benefit published by the Commission in exercising their powers or duties.

VALUE OF VOLUNTEERS

The financial position does not reflect the value the Bureau contributes to the local community. During the year, we estimate that over 33,764 hours of volunteer time has been invested in giving advice. In total, 5,597 individual clients received assistance relating to 21,527 different issues.

PLANS FOR FUTURE PERIODS

The bureau has prepared a detailed budget for 2011/12. With the TWBC grant reducing by a further £6,000 and LSC funding being uncertain, the challenge remains to identify further sources of income. In recognition that we can not set a deficit budget in future years, we will conduct a detailed review of potential for savings embracing funding, premises and staffing. This will inform our ongoing funding needs as we enter discussions with TWBC for a new SLA and enable us to take such steps as are necessary for 2012/13.

Negotiations are planned with other West Kent Bureaux and wider Kent in relation to the potential for increased collaboration or consortium working.

The board anticipate contributions from The Friends of CAB to increase and applications will continue to be made to funding bodies to sustain and develop the service.

TRUSTEES RESPONSIBILITIES IN RELATION TO THE UNAUDITED FINANCIAL STATEMENTS

The trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

TUNBRIDGE WELLS & DISTRICT CITIZENS ADVICE BUREAU
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REPORT OF THE TRUSTEES

Company law requires the trustees to prepare financial statements that give a true and fair view of the state of affairs of the charity at the end of the financial year and of its surplus or deficit for the financial year. In doing so, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume the charity will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

SMALL COMPANY PROVISION

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Signed by order of the Trustees:-

Linda Mortley (Acting Chair)
28 June 2011

Tom Stevens (Acting Vice Chair)
28 June 2011

TUNBRIDGE WELLS & DISTRICT CITIZENS ADVICE BUREAU
COMPANY NO: 04641079
CHARITY NO: 1098603

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF TUNBRIDGE WELLS & DISTRICT CITIZENS
ADVICE BUREAU FOR THE YEAR ENDED 31ST MARCH 2011**

I report on the accounts of the Trust for the year ended 31st March 2011, which are set out on pages 11 to 19.

Respective responsibilities of trustees and examiner:

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the 1993 Act)) and that an independent examination is needed and I am qualified to undertake the examination being a qualified member of Institute of Chartered Accountants England and Wales.

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

- examine the accounts under section 43 of the 1993 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the 1993 Act); and
- 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 I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

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

(1) Which gives me reasonable cause to believe that in any material respect the requirements

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of section 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

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

PHILIP HEATH

For and on behalf of
BREBNEERS
Chartered Accountants

Tubs Hill House
London Road, Sevenoaks
Kent TN13 1BL

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2011

	Note	Restricted Funds (£'s)			Unrestricted Funds (£'s)	TOTAL	TOTAL
		London House Open Door	Additional Hours Project	Misc Projects			
Incoming Resources							
Donations and other Income	3				29,174	29,174	29,379
Interest Income	7				239	239	304
Grants	4	1,920	0	13,942	360,762	376,624	386,503
TOTAL INCOMING RESOURCES		1,920	0	13,942	390,175	406,037	416,186
Resources Expended							
Charitable Activities	5	1,920	0	13,942	395,747	411,609	380,867
Governance Costs	6				2,263	2,263	2,070
TOTAL RESOURCES EXPENDED		1,920	0	13,942	398,010	413,872	382,937
Net Movement in Funds							
Funds brought forward as at 1st April 2010		0	0	0	(7,835)	(7,835)	33,249
		0	754	7,096	121,524	129,374	96,125
Funds carried forward as at 31st March 2011		0	754	7,096	113,689	121,539	129,374

The notes on Pages 12 to 19 form part of these unaudited financial statements.

BALANCE SHEET AS AT 31ST MARCH 2011

	<u>Note</u>	2011	2010	
			£	£
FIXED ASSETS				
Tangible Assets	10	9,910		13,972
CURRENT ASSETS				
Cash at Bank		116,099	138,574	
Prepayments		11,120	9,369	
Debtors	11	<u>16,510</u>	<u>3,573</u>	
		143,729	151,516	
CURRENT LIABILITIES				
Sundry Creditors	12	<u>32,100</u>	<u>36,114</u>	
NET CURRENT ASSETS		<u>111,629</u>		<u>115,402</u>
TOTAL ASSETS		<u><u>121,539</u></u>		<u><u>129,374</u></u>
FUNDS				
Restricted Funds	13	7,850		7,850
Unrestricted Funds	14	<u>113,689</u>		<u>121,524</u>
TOTAL FUNDS		<u><u>121,539</u></u>		<u><u>129,374</u></u>

The trustees are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The trustees acknowledge their responsibilities for:

- (i) ensuring that the company keeps proper accounting records which comply with section 386 of the Act, and
- (ii) preparing financial statements 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 profit and loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to unaudited financial statements, so far as applicable to the company.

These unaudited financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective January 2008).

Approved by the trustees on the 28th June 2011, and signed on their behalf by:

Linda Mortley (Acting Chair)

Tom Stevens (Acting Vice Chair)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2011

1. ACCOUNTING POLICIES

The unaudited financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005) issued in March 2005, and the Financial Reporting Standard for Smaller Entities (effective January 2008).

Going Concern

The company had net assets of £121,539 including net cash at bank of £116,099 at the balance sheet date.

As a consequence, with these financial resources the trustees believe the company is well placed to manage its business risks successfully despite the current economic outlook.

After making enquiries, the trustees have reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis in preparing the financial statements.

Incoming Resources

Donations and Grants

Income from donations and grants, including capital grants, is included in incoming resources when these are receivable.

When donors specify that donations and grants, including capital grants, are for particular restricted purposes, this income is included in incoming resources or restricted funds when receivable.

Interest Receivable

Interest is included when receivable by the charity.

Tangible Fixed Assets

Tangible Fixed assets are recorded at cost and depreciated on a straight-line basis over their estimated useful lives as follows:-

Computer Equipment - 3 years

Assets are only capitalised when their purchase is £250 or over.

Fund Accounting

Funds held by the charity are either:-

Unrestricted general funds – these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds – these are funds set aside by the trustees out of the unrestricted general funds for specific future purposes or projects.

Restricted funds – these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or grantor or when funds are raised for particular restricted purposes.

Further explanations of the nature and purpose of each fund is included in the notes to the unaudited financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2011

Pension

The company operates a defined contribution scheme for its employees. The pension costs charged represent the amount of the contributions payable to the scheme in respect of the accounting period ending 31st March 2011.

Value Added Tax

Value Added Tax is accounted for under the partial exemption scheme. The irrecoverable Value Added Tax is charged as a cost in the Statement of Financial Activities.

Basis of allocation of costs

The allocation of costs between the various expense categories is on the basis of an overhead allocation model which is geared to the number of hours allocated to each activity. Expenses are also allocated directly based on their nature or based on management experience of the company's operations.

Financial Instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

2. LEGAL STATUS OF THE CHARITY

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of a winding-up is limited to £1.

3. DONATIONS AND OTHER INCOME

	2011	2010
	£	£
Donations from the Friends of TW CAB	15,850	15,697
Client Donations	2,892	1,030
Other Donations	8,011	9,077
Other Income	2,421	3,575
	<u>29,174</u>	<u>29,379</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2011

4. GRANTS

	<u>2011</u>	<u>2010</u>
	£	£
Unrestricted Funds		
Tunbridge Wells Borough Council	199,000	207,000
Benenden Parish Council	300	265
Brenchley Parish Council	400	
Frittenden Parish Council	50	50
Goudhurst Parish Council	300	300
Hawkhurst Parish Council		300
Kent County Council		20,000
Lamberhurst Parish Council		200
Paddock Wood Town Council	2,000	
Speldhurst Parish Council	1,250	500
Legal Service Commission - Main Contract	102,307	80,767
Legal Service Commission - Court Duty Contract	9,451	9,740
Tonbridge & Malling B C - Court Duty		3,000
Tunbridge Wells Borough Council - Youth Advice Project		
Tunbridge Wells Borough Council - Trailblazer Project	23,717	25,438
Kent County Council Social Services - Mental Health Project	14,587	6,588
West Kent NHS & Social Care Trust - Mental Health Project	7,400	8,131
TOTAL GRANTS - Unrestricted Funds	<u><u>360,762</u></u>	<u><u>362,279</u></u>
Restricted Funds		
London House Open Door	1,920	2,000
Miscellaneous Projects	5,875	1,300
CitA - Additional Hours Project	0	13,591
Cranbrook Parish Council	1,500	1,500
Town & Country Housing Group - DAVAP	6,567	5,833
TOTAL GRANTS - Restricted Funds	<u><u>15,862</u></u>	<u><u>24,224</u></u>
TOTAL GRANTS RECEIVED	<u><u>376,624</u></u>	<u><u>386,503</u></u>

5. Resources Expended on Charitable activities

	Restricted Funds (£'s)			Unrestricted Funds (£'s)	TOTAL	TOTAL
	London House Open Door	DAVAP	Misc Projects			
Staff						
Salaries, National Insurance & Pension	1,920	3,567	1,375	274,196	281,058	268,001
Staff Welfare				1,115	1,115	719
Training		340		1,532	1,872	1,818
Travel		1,616		18,084	19,700	14,908
Other				2,380	2,380	175
	1,920	5,523	1,375	297,307	306,125	285,621
Premises Costs						
Rent				44,143	44,143	44,359
Business Rates				0	0	(3067)
Water Rates				1,004	1,004	650
Insurance				1,528	1,528	1,666
Heating, lighting & cleaning				12,441	12,441	7,298
Repairs, equipment & renewal				2,002	2,002	4,330
Other				0	0	(73)
	0	0	0	61,118	61,118	55,163
Management & Administration Costs (inc. support)						
Bank Charges				20	20	96
Computer Equipment & Maintenance (Incl software)			6,000	(2,464)	3,536	5,664
Depreciation of computer equipment				5,144	5,144	326
Information				8,816	8,816	8,498
Insurance - professional liability				1,772	1,772	1,772
LSC Disbursements				85	85	464
Membership Fees				973	973	192
Payroll Service Fees				714	714	566
Postage				2,402	2,402	5,312
Printing and copying				8,390	8,390	7,573
Stationery				1,567	1,567	1,076
Telephones		800		9,005	9,805	8,277
Other		244		898	1,142	267
	0	1,044	6,000	37,322	44,366	40,083
Total Direct Charitable Expenditure	1,920	6,567	7,375	395,747	411,609	380,867

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2011

6. GOVERNANCE COSTS

	2011	2010
	£	£
AGM & Publicity	330	0
Independent Examiner's Fee	1,933	2,070
	<u>2,263</u>	<u>2,070</u>

7. INTEREST INCOME

	2011	2010
	£	£
CAF Bank Limited	<u>239</u>	<u>304</u>
	<u>239</u>	<u>304</u>

8. EMPLOYEE INFORMATION

	2011	2010
	£	£
Gross Salaries	250,378	239,681
National Insurance	16,771	15,881
Pension Contributions	<u>13,909</u>	<u>12,439</u>
	<u>281,058</u>	<u>268,001</u>

The average number of employees during the year was 28 (2010 – 28).

No employee earned £60,000 or more.

No remuneration was paid to any of the directors.

9. RESERVES POLICY

The reserves Policy of the Management Committee is to hold adequate unrestricted funds in support of the ongoing activities of the charity, recognising that employment of staff accounts for around 70% of annual expenditure. The upgrading of computer equipment is an ongoing need.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2011

10. TANGIBLE FIXED ASSETS

	Computer Equipment	
	2011	2010
	£	£
COST		
At 1st April 2010	77,305	64,297
Additions	1,082	13,008
As at 31st March 2011	<u>78,387</u>	<u>77,305</u>
DEPRECIATION		
At 1st April 2010	63,333	63,007
Charge for the Year	5,144	326
As at 31st March 2011	<u>68,477</u>	<u>63,333</u>
NET BOOK VALUE AS AT 31ST MARCH 2011	<u>9,910</u>	<u>13,972</u>

11. DEBTORS

	2011	2010
	£	£
Legal Services Commission - Court Desk	-	1,740
Friends of TWCAB	15,500	-
London House Open Door	520	440
Grant Thornton	490	560
Town and Country Housing Group	-	833
	<u>16,510</u>	<u>3,573</u>

12. CURRENT LIABILITIES

The unaudited financial statements are drawn up on the accruals basis making provision for costs not yet paid by the Bureau and not counting income received in advance which is for the next financial year.

	2011	2010
	£	£
Sundry Creditors:-		
Pension Contributions	13,908	12,466
HMRC PAYE & NIC	8,583	6,395
HMRC VAT	6,539	3,942
Independent Examiner's Fee	1,900	1,900
Littledown Trust	100	
Client Grants	500	140
Other	418	10,560
Income Received in Advance:-		
CitA	152	
LSC - Main Contract	0	711
Total	<u>32,100</u>	<u>36,114</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2011

13. RESTRICTED FUNDS

	2011	2010
Restricted Funds	£	£
Opening Balance as at 1st April 2010	7,850	15,600
(Less)/plus net movement in funds	<u>0</u>	<u>(7,750)</u>
Balance as at 31st March 2011	<u>7,850</u>	<u>7,850</u>

14. UNRESTRICTED FUNDS

	2011	2010
General Funds	£	£
Opening Balance as at 1st April 2010	121,524	80,525
(Less)/plus net movement in funds	<u>(7,835)</u>	<u>40,999</u>
Balance as at 31st March 2011	<u>113,689</u>	<u>121,524</u>

15. RELATED PARTY TRANSACTIONS

Control

No one person or entity had control or ultimate control of the company during the year.

Related Party Transactions

During the year the charity received donations of £15,850 (2010 - £15,697) from the Friends of Tunbridge Wells and District Citizens Advice Bureau, who are a registered charity and whose objectives are to raise money for the charity.

The charity did not pay any donations to the Friends of Tunbridge Wells and District Citizens Advice Bureau.