

Charity Registration No. 1080161
Company Registration No. 3931507

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU
(A COMPANY LIMITED BY GUARANTEE)

REPORT AND FINANCIAL STATEMENTS

31 MARCH 2008

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

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HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Charity name High Wycombe & District Citizens' Advice Bureau

Charity registration number 1080161

Company registration number 3931507

Registered office and operational address 8 Easton Street
High Wycombe
Buckinghamshire
HP11 1NJ

Trustee Board

Directors	Ian Philip Shepherd	Chairman
	Robert Graeme McGowan	Treasurer
	John Frederick Bromwich	
	Cllr Suzanne Elizabeth Brown	(appointed 5 September 2007)
	Michael Robert Chadwick	(resigned 31 August 2008)
	Robert Richard Hill	
	Colin Maxwell Hornabrook	
	Dr Jonathan Keyne	(appointed 4 March 2008)
	Peter John Leather	(appointed 30 April 2008)
	Cllr Wendy Janet Mallen	
	Elizabeth Michaela Pawley	
	David Alan Pickering	
	Evelyn Roe	

Company Secretary Colin Maxwell Hornabrook

Auditors Saffery Champness
Fox House
26 Temple End
High Wycombe
Buckinghamshire
HP13 5DR

Bankers HSBC plc
1 Corn Market
High Wycombe
Buckinghamshire
HP11 2AY

REPORT OF THE TRUSTEE BOARD FOR THE YEAR ENDED 31 MARCH 2008

The trustee board has pleasure in presenting its report and the audited financial statements for the year ended 31 March 2008.

Structure, governance and management

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 23 February 2000. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association, which were revised in November 2005. In the event of the company being wound up, members are required to contribute an amount not exceeding £1 each.

Recruitment and appointment of trustee board

The board is composed of a mix of elected, nominated and co-opted trustees, subject to the limits on the proportions in each category and total board size set out in the Articles. Elected trustees are proposed and elected by members at the annual general meeting and serve renewable three year terms. Nominated trustees are representatives of other organisations (including councils) considered to have an interest in, and a contribution to make to the effectiveness of, the charity: the list of nominating organisations is reviewed annually. Co-opted trustees are appointed by the board itself; it is common practice to convert them to elected status at the subsequent annual general meeting.

The directors of the company are also charity trustees for the purposes of charity law and constitute the trustee board. It comprises representatives of Wycombe District Council, other organisations, observer representatives of volunteer advisers and staff together with a maximum of ten elected members.

Representatives of other organisations:	Cllr Mrs W Mallen	Wycombe District Council
	Cllr Mrs S Brown	Marlow Town Council
	Mr D Pickering	Bucks County Council, Trading Standards

Elected members:	Mr J Bromwich, Mr M Chadwick, Mr R Hill, Mr C Hornabrook, Mr R McGowan, Miss E Pawley, Mrs E Roe, Mr I Shepherd
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Co-opted members:	Dr J Keyne, Mr P Leather
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Nominated observer representatives:	Cllr S Bazeley, Ms D Barrans, Mr J Lockyer, Mrs S Moreton
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Policies for induction and training of trustees

Recruitment of trustees takes into account any skills gap identified through periodic audits of the existing board and the objective of having a diverse board that is representative of the community served. A generic role description has been produced setting out the purpose and responsibilities of the role and the commitment level required. New trustees are routinely sought via the local volunteer bureau and the REACH internet site. When specialist skills are required, more targeted recruitment is considered.

Any potential trustee has an early meeting with the trustee board chairman, during which the candidate's interests, availability, expertise, capability and suitability are explored. The responsibilities and obligations of the role (as set out in the trustee role description) are explained and the induction programme described; an outline of the bureau's activities is given, including a short tour of the premises. A pack of written material relating to the bureau and trusteeship generally is supplied, with opportunity given to discuss and ask questions about the content.

Structure, governance and management (continued)

Policies for induction and training of trustees (continued)

Further understanding of the bureau and the CAB service is gained by attending a trustee board meeting as a non-participating observer, receiving training about the service's aims and principles by attending an introductory day or other suitable training event or via in-bureau training (which involves spending one or more sessions in the bureau in the general office, observation of client interviews and reading client case sheets – all subject to strict adherence to rules safeguarding confidentiality).

Newly appointed trustees are encouraged to familiarise themselves with the trustee induction pack in more detail and to access and explore the extensive internet resource provided by our national parent body. Existing trustees are invited to appropriate bureau and regional training activities, which may include ones specifically targeted at trustees, and to spend a session in the bureau (as described above) periodically.

Risk management

The major risks to which the charity is exposed have been identified by the board and management. A risk register has been established and is updated at least annually. A copy of the register has been given to each trustee. Internal risks are minimised by the implementation of appropriate systems or procedures to mitigate those risks.

Organisational structure

The trustee board exercises overall responsibility for the strategic direction, organisational policy and planning, finance and decision making. The bureau manager, advice services manager and representatives nominated by the volunteers attend board meetings in an advisory capacity. Meetings are held sufficiently often (currently eight times a year) to enable all trustees to be kept informed and involved.

The bureau's activity into five operation areas – core, service delivery, finance, human resources and marketing and communications – with a trustee taking lead responsibility for overseeing each area. In addition, a trustee has assumed responsibility for ensuring an appropriate health and safety policy.

For other matters needing more detailed or deeper exploration than the full board can give, working groups with a specific task and finite life are formed. They report their conclusions or recommendations in writing to the board for decision. They include at least one trustee, but may also include other members of the bureau or external people with relevant knowledge.

The manager has delegated responsibility for the overall management of the bureau, of staff and volunteers, day-to-day financial management and maintaining quality of advice, as well as practical implementation of the bureau development plan and other board decisions. The manager delegates responsibility to the advice services manager for the operational management of the service.

Related parties

As a member of Citizens Advice (the National Association of Citizens Advice Bureaux), the charity must abide by the aims and principles of the CAB service (see under Objectives and Activities section) and any binding policies agreed from time to time, and meet its audit standards relating to both the quality of advice and organisation quality.

Additionally, the specialist casework services funded by the Legal Services Commission, covering welfare benefits, debt and housing, are subject to the requirements and standards of the LSC Specialist Quality Mark.

The bureau works in conjunction with other local agencies to improve the provision of advice services by involvement with (among others) the Rent Deposit Guarantee Scheme and the Wycombe Domestic Abuse Forum and Wycombe Race Incident Group.

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

REPORT OF THE TRUSTEE BOARD FOR THE YEAR ENDED 31 MARCH 2008 (continued)

Objectives and activities

The charity's objectives are to promote any charitable purpose for the benefit of the community in High Wycombe and District and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. This is done by the provision of an advice service delivered in accordance with the aims of the Citizens Advice Bureaux nationally, namely:-

- to provide the advice that people need for the problems that they face
- to improve the policies and practices that affect people's lives

and in accordance with the principles of the Citizens Advice Bureaux nationally, namely that the service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The bureau's key objectives (as outlined in its business plan) are to:

- widen access to our generalist advice service, without compromising quality, by improving accessibility to all potential clients
- be aware of future community needs for specialised services and, where appropriate and where funding exists, meet the need
- provide long-term security and continuity of finance and other resources, to enable chosen services to be maintained
- ensure effective and informed governance by the trustee board
- review and enhance the organisation, structure and management of the bureau
- keep volunteers at the heart of the service
- retain, develop and motivate both permanent staff and volunteers to meet the professional needs of the service
- maintain an appropriate level of social policy work and reporting at both local and national levels
- raise the profile of the bureau, making it the primary advice agency in the minds of the people of Wycombe District.

These objectives are progressed by the following activities and initiatives:-

A generalist advice service is provided every weekday from our main office, both by telephone and face-to-face. Sessions are held weekly at the council offices in Princes Risborough and Marlow. Weekly appointment sessions were also held at Tower House GP Surgery in High Wycombe up to the end of March 2008. Clients unable to gain access on the telephone have the option of listening to basic pre-recorded information covering the most common topics. Citizens Advice comprehensive information system enables us to answer most queries but, where appropriate, clients are referred elsewhere.

Objectives and activities (continued)

Specialist casework services are provided in debt, welfare benefits and housing to clients eligible for legal help under a Legal Services Commission contract. A separate housing casework service is provided with direct funding from the Homes and Housing section at Wycombe District Council. Under an agreement with Catalyst Communities Housing Association, a casework service is also provided for tenants with rent arrears referred by them.

A monthly advice column is published in a local free newspaper.

National and local policy and practice is influenced by the gathering of evidence from our clients' experiences and its submission to Citizens Advice (our national parent body) for incorporation in their reports and campaigns, by attending several local partnership and liaison meetings, including WDC Strategic Equalities Group, Wycombe Racial Incidents Group, Domestic Violence Forum, the WDC Homelessness Strategy Group and its countrywide successor, WDC Revenue Services division, and regular meetings with Wycombe MP Paul Goodman. We are represented (jointly on behalf of all Buckinghamshire bureaux) on the steering group for Bucks Compact, an initiative to foster a more effective working relationship between the voluntary and statutory sectors.

A significant proportion of our work is dependent on volunteers; all the advisers providing the generalist advice service are volunteers and volunteers also fulfil many other roles such as receptionists, secretarial and administrative help and trustee board members. In all, we have over sixty volunteers contributing approximately 10,000 hours annually.

The year's achievements, performance and significant events

We dealt with 3,070 unique clients during the year, some of whom returned more than once or required follow up work. The complexity of many client problems is indicated by the total of over 16,000 issues (subject areas) – an average of over five per client. Our performance is broadly in line with last year, but demand (and thus unmet demand) continues to creep upwards – as an example, our current resources only allow us to deal with just over 10% of telephone callers.

We continue to research ways in which we might address this unmet demand within current resources. The Citizens Advice service is rightly renowned for the depth and comprehensiveness of its advice, and the challenge is to retain this depth for those clients who need it, but also to provide a quicker, more concise level of advice and information to those for whom it is suitable, all the while retaining the quality and accuracy of the advice given. Developments at national level within our parent organisation promise to provide the flexibility and tools to evolve in this direction in the near future and, with this in mind, we have started to plan to implement the Access Strategy.

Work has continued on a new two-year service level agreement (commencing in April 2008) with Wycombe District Council. Considerable energy has also been spent in keeping abreast with major changes in the way in which our legal help unit is funded by the Legal Services Commission.

The tighter financial situation, caused by a below inflation increase in grant from Wycombe District Council and the squeeze in Legal Services Commission funding, has meant that all items of expenditure have had to be rigorously controlled.

Efforts have continued to diversify income, but this is proving to be very difficult. We are grateful for contributions from a number of town and parish councils. Buckinghamshire County Council's Bucks Fund again contributed money towards training. Our supporters' charity (Friends of High Wycombe CAB) again made a vital contribution, this time by giving over £2,000 towards capital and revenue IT costs.

In order to publicise our work more widely, we have given presentations to a number of outside organisations and have attended networking events whenever possible. An initiative to foster closer working between Buckinghamshire bureau has begun.

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

REPORT OF THE TRUSTEE BOARD FOR THE YEAR ENDED 31 MARCH 2008 (continued)

The year's achievements, performance and significant events (continued)

Bureau space has been increased with the addition of the top floor of 8 Easton Street. The portakabin temporary accommodation has been removed. We continue to update and improve our IT capabilities and have adopted technology to enable us to use Citizens Advice private network at our outreach locations.

Work has continued to strengthen the performance of the trustee board and its interaction with other parts of the bureau. Maurice Oram has departed as the Marlow town council representative and has been replaced by Suzanne Brown, who takes responsibility for marketing and communications. Mike Chadwick stood down as chairman at the end of 2007 after three successful years implementing board improvements and was succeeded by Ian Shepherd. Simon Bazeley as a Wycombe District councillor became an observer and Jonathan Keyne and Peter Leather were appointed trustees.

Financial review

As is shown in the Statement of Financial Activities on page 11, fund balances grew by £7,587 during the year. The main reasons for this surplus were higher than anticipated interest received and an underspend on travelling costs.

The charity's funds at the year end amounted to £88,575, made up as follows:-

Unrestricted funds	37,534
Designated funds	<u>50,783</u>
	88,317
Restricted fund (Awards for All grant)	<u>258</u>
	<u>£88,575</u>

Reserves policy

The charity maintains designated funds for the following reasons:-

The designated funds consist of the development fund (£5,000) set up to provide for the cost of developments that the trustee board considered to be essential but for which external funding was unavailable, the IT equipment replacement fund (£20,080) set up to provide for the likelihood that future replacements of IT equipment that had previously been donated will have to be paid for, and the reserve fund (£25,703), which provides for the cessation costs (including redundancy payments) that would arise in the event of the bureau's closure.

Efforts are made to maintain unrestricted funds at a level which will buffer fluctuations in income and thus secure stability and continuity of service as far as possible.

Principal funding sources

The principal sources of funding were the grants from Wycombe District Council (£184,542) and the Legal Services Commission contract (£72,933). The remainder of our income consisted of small sundry grants and donations and interest received.

Investment policy

In order to maximise both interest income and accessibility, the majority of liquid funds are held on short term deposit with the Charities Deposit Fund. These funds are transferred to the bank current account as required.

Priorities for the forthcoming year

Funding issues remain key. The modified arrangements with both of our main funders introduce new considerations. In relation to Wycombe District Council, we shall need to perform adequately against the requirements of the service level agreement and to continue to press for a multi-year agreement in line with national guidelines. The new fixed fee per case payment system for the Legal Services Commission contract (introduced from October 2007) will necessitate even more disciplined working methods, close monitoring and the management of any risks that might trigger underperformance. Efforts to diversify funding will continue. It is unrealistic to anticipate wholesale substitution for any reduction from our major funders, but supplementary income can make a vital contribution at the margins.

Equally important is the need to address unmet demand. Over the coming year, we plan to start introducing changes to our service delivery model based on the national Citizens Advice access strategy. Initially, we shall move more resources to the telephone service and introduce telephone gateway interviews to increase the number of clients handled. Associated with this will be a move to an all appointment system. Longer term, we hope to be part of the national single telephone number trials and to introduce other electronic means of access. We shall continue to develop the kiosk assisted information internet access. Additionally, we have increased the capacity of the bureau to train both new and existing staff and volunteers.

Another priority is to continue to build links with neighbouring bureaux in Buckinghamshire and elsewhere and with other compatible organisations operating in the advice sector, in line with the trends favouring partnership work and the organisation of services over larger geographical areas.

We expect that the forthcoming introduction of competitive tendering will have a significant impact upon both funding and service delivery options. This will present new challenges for the bureau and board which we shall need to address over the next year. We shall look at ways in which we may be able to expand our Legal Services contract to provide more client services and improve overall efficiency.

Responsibilities of the trustee board

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of its financial activities for that period. In preparing those financial statements, they are required to:

- select suitable accounting policies and then apply them consistently,
- make judgements and estimates that are reasonable and prudent,
- state whether the policies adopted are in accordance with applicable accounting standards, subject to any material departures disclosed and explained in the financial statements,
- prepare the financial statements on a going concern basis, unless it is inappropriate to assume that the charitable company will continue.

The trustee board is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

REPORT OF THE TRUSTEE BOARD FOR THE YEAR ENDED 31 MARCH 2008 (continued)

Members of the trustee board

Members of the trustee board, who are directors for the purposes of company law and trustees for the purposes of charity law, who served during the year up to the date of this report, are set out on page 1.

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

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

Auditors

In accordance with Section 385 of the Companies Act 1985, a resolution proposing that Saffery Champness be reappointed as auditors of the company will be put to the Annual General Meeting.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small entities.

Approved by the trustee board and signed on their behalf

I P Shepherd

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Chairman

Date: 17 September 2008

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

We have audited the financial statements on pages 11 to 19 which have been prepared in accordance with the accounting policies set out therein.

Respective responsibilities of directors and auditors

The trustees' responsibilities for preparing the annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the trustees report.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

This report is made solely to the charitable company's members, as a body, in accordance with Section 235 of the Companies Act 1985.

Our audit work has been undertaken so that we might state to the 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the Board of Trustees report is not consistent with the financial statements, if the company has not kept proper accounting records, or if we have not received all the information and explanations we require for our audit, or if information specified by law regarding directors' remuneration and transactions with the company is not disclosed.

We read the Board of Trustees report and consider the implications for our report if we become aware of any apparent misstatements within it or material inconsistencies with the financial statements.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charitable company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance as to whether the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS (continued)

Opinion

In our opinion the financial statements give a true and fair view, in accordance with UK Generally Accepted Accounting Practice, of the state of affairs as at 31 March 2008 and of its incoming resources and application of resources, including its income and expenditure, in the year then ended; and

- have been properly prepared in accordance with the Companies Act 1985; and
- the information given in the Trustees' Report is consistent with the financial statements.

Saffery Champness

Chartered Accountants
Registered Auditors

Fox House
26 Temple End
High Wycombe
Buckinghamshire
HP13 5DR

Date: 22 September 2008

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2008

	Unrestricted Note	Designated funds	Restricted funds	Total funds 2008	Total funds 2007
		£	£	£	£
Incoming resources					
Incoming resources from generated funds					
Donations		3,636	-	3,636	3,322
Consultancy fees		-	-	-	2,875
Interest received		9,775	-	9,775	7,655
Incoming resources from charitable activities					
Legal Services Commission Contract		72,933	-	72,933	72,600
Grants	2	189,908	-	192,733	189,747
Total incoming resources		<u>276,252</u>	<u>-</u>	<u>279,077</u>	<u>276,199</u>
Resources expended					
Cost of generating funds		-	-	-	-
Charitable activities					
Legal Services Commission Expenditure	3	78,478	-	78,478	66,629
Other charitable activities	3	182,145	-	184,712	185,396
Governance costs	3	8,300	-	8,300	8,948
Total resources expended	3	<u>268,923</u>	<u>-</u>	<u>271,490</u>	<u>260,973</u>
Net incoming resources	4	7,329	-	7,587	15,226
Transfer between funds		(9,160)	9,160	-	-
Net movement in funds		<u>(1,831)</u>	<u>9,160</u>	<u>7,587</u>	<u>15,226</u>
Reconciliation of funds					
Total funds brought forward		39,365	41,623	80,988	65,762
Total funds carried forward		<u>37,534</u>	<u>50,783</u>	<u>88,575</u>	<u>80,988</u>

The notes on pages 13 to 19 form part of these accounts. The company has no recognised gains or losses other than those dealt with in the statement of financial activities.

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

BALANCE SHEET AS AT 31 MARCH 2008

	Note	2008 £	£	2007 £	£
Fixed assets					
Tangible assets	8		7,164		2,505
Current assets					
Work in Progress (Legal Help Unit)		6,846		-	
Debtors	9	2,612		2,149	
Funds at National Savings Bank		-		22,421	
Short term deposits		101,414		71,185	
Cash at bank and in hand	10	13,225		3,193	
		<u>124,097</u>		<u>98,948</u>	
Creditors: falling due within one year	11	<u>42,686</u>		<u>20,465</u>	
			<u>81,411</u>		<u>78,483</u>
Net assets	14		<u>88,575</u>		<u>80,988</u>
Funds and reserves					
Unrestricted designated funds	12		50,783		41,623
Unrestricted general funds	12		37,534		39,365
Restricted funds	13		<u>258</u>		<u>-</u>
Total Funds			<u>88,575</u>		<u>80,988</u>

The financial statements are prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small entities and with Financial Reporting Standard for Smaller Entities (effective January 2007).

Approved by the Trustee Board on 17 September 2008 and signed on its behalf by

I P Shepherd
.....
Chairman

The notes on pages 13 to 19 form part of these accounts.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008**

1 Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

1.1 Basis of accounting

The financial statements have been prepared under the historical cost convention, in accordance with Financial Reporting for Smaller Entities (effective January 2007), the Companies Act 1985 and follow the recommendations in Accounting and Reporting by Charities Statement of Recommended Practice effective from April 2005.

1.2 Company status

The charity is a company limited by guarantee. 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.

1.3 Fund accounting

- Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general activities of the charity.
- Designated funds are unrestricted funds earmarked by the trustees for particular purposes.
- Where specific provisions imposed by the donor would restrict the use of unspent funds, the income is taken directly to the relevant restricted fund.

1.4 Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to those grants.
- Donated services and facilities are included at the value to the charity where these can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Incoming resources from grants, where related to performance, are accounted for as the charity earns the right to consideration by its performance.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008 (continued)**

1 Accounting policies (continued)

1.5 Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Any VAT which cannot be fully recovered is reported as part of the expenditure to which it relates.

- Charitable expenditure comprises those costs incurred by the charity in the deliverance of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis (as set out in Note 3).
- The charitable company operated a defined contribution scheme for certain employees whereby the company pays contributions to the employees' own personal pension plans. The pension cost charged in the financial statements represents contributions payable by the charitable company during the financial year.

1.6 Fixed assets

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates that are calculated to write off the cost of each asset over its effective useful life, which in all cases is estimated to be five years.

1.7 Work in progress

Work in progress is stated at the lower of cost or market value.

2 Incoming resources from activities to further the charity's objects

	Total Funds 2008 £	Total Funds 2007 £
Grants		
Generalist advice and information		
Wycombe District Council	184,542	184,384
Catalyst Communities	3,000	-
South Buckinghamshire District Council	-	3,000
Bucks Fund	1,600	1,600
Sundry Councils	766	663
Citizens Advice	-	100
Information service (restricted)		
Awards for All	2,825	-
	<u>192,733</u>	<u>189,747</u>

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2008 (continued)

3 Total resources expended

	Basis of allocation	Information Service £	Legal Help Unit £	Advice and Information £	Governance £	Total 2008 £	Total 2007 £
Costs directly allocated to activities							
Staff	Direct	2,545	66,482	114,850	-	183,877	172,001
Travelling	Direct	22	309	12,879	-	13,210	15,797
Training	Direct	-	583	893	-	1,476	1,761
Office and general	Direct	-	2,279	-	-	2,279	2,312
		<u>2,567</u>	<u>69,653</u>	<u>128,622</u>	<u>-</u>	<u>200,842</u>	<u>191,871</u>
Support costs allocated to activities							
Office and general	Usage	-	2,404	8,748	1,225	12,377	12,232
Premises	Floor area	-	6,104	43,339	-	49,443	48,206
Depreciation	Usage	-	317	1,436	-	1,753	1,139
Professional fees	-	-	-	-	7,075	7,075	7,525
		<u>-</u>	<u>8,825</u>	<u>53,523</u>	<u>8,300</u>	<u>70,648</u>	<u>69,102</u>
Total		<u>2,567</u>	<u>78,478</u>	<u>182,145</u>	<u>8,300</u>	<u>271,490</u>	<u>260,973</u>

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2008 (continued)

4 Net incoming resources for the year

	2008 £	2007 £
This is stated after charging		
Depreciation	1,753	1,139
Auditors' remuneration	2,075	2,525

5 Staff costs and numbers

	2008 £	2007 £
Staff costs:		
Salaries	161,455	156,267
Social security costs	12,984	12,325
Pension contributions	9,376	3,374
Staff recruitment	62	35
	183,877	172,001

No employee received emoluments of more than £60,000 (2007: £60,000)

	2008 £	2007 £
The average number of employees (all involved in the provision of advice) was:		
Paid staff	13	14
Volunteers	44	49
	57	63

6 Trustee remuneration and related party transactions

Professional fees include £5,000 (2007: £5,000) payable to Mr C Hornabrook, a trustee and director of the charitable company, in respect of accountancy services provided. Travel costs amounting to £708 (2007: £674) were paid to two members of the trustee board.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2007: Nil).

7 Taxation

As a charity, High Wycombe & District Citizens Advice Bureau is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these apply to its charitable objects. No tax charges have arisen in the charity.

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2008 (continued)

8 Tangible fixed assets

	Portakabin £	Fixtures & fittings £	Total £
Cost			
1 April 2007	11,000	19,985	30,985
Additions	-	7,195	7,195
	11,000	27,180	38,180
Disposals	(11,000)	(4,801)	(15,801)
31 March 2008	-	22,379	22,379
Depreciation			
1 April 2007	11,000	17,480	28,480
Charge for the year	-	2,293	2,293
	11,000	19,773	30,773
On disposals	(11,000)	(4,558)	(15,558)
31 March 2008	-	15,215	15,215
Net book values			
31 March 2008	-	7,164	7,164
31 March 2007	-	2,505	2,505

Depreciation overprovided on disposal of the Portakabin amounted to £782 (2007: Nil) and underprovided on disposal of fixtures and fittings amounted to £243 (2007: £40).

The cost of fixtures and fittings is shown after the deduction of capital grants of £2,202 received from sundry sources and specific donations of £26,731.

9 Debtors

	2008 £	2007 £
Prepayments	2,589	2,049
Other debtors	23	100
	2,612	2,149

10 Cash at bank and in hand

	2008 £	2007 £
HSBC Current Account – general	12,940	2,955
Cash in hand	94	47
	13,034	3,002
HSBC Money Advice Clients' Account	191	191
	13,225	3,193

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2008 (continued)

11 Creditors

	2008 £	2007 £
Amounts falling due within one year:		
Accruals	4,325	3,650
Other creditors	38,170	16,624
	<u>42,495</u>	<u>20,274</u>
Money Advice Client Monies	191	191
	<u>42,686</u>	<u>20,465</u>

Included within creditors is an amount payable of £1,250 (2007: £1,250) to Mr C Hornabrook, a director of the charitable company, in respect to accountancy services provided.

12 Designated and general funds

	2008 £	2007 £
Designated		
Reserve fund	25,703	22,044
Development fund	5,000	5,000
IT Equipment replacement fund	20,080	14,579
	<u>50,783</u>	<u>41,623</u>
General		
Accumulated fund	37,534	39,365

The Reserve Fund was established before 1986 in order to provide for the cessation costs that would arise were Wycombe District Council to withdraw their annual grant. The amount of this fund is calculated each year.

The Development Fund was established in 1995 to provide for the cost of developments that the Trustee Board considered essential but which could not immediately be funded by Wycombe District Council and other funders.

The IT Equipment Replacement Fund was set up in 2004 in order to provide for the likelihood that future replacements for equipment that had previously been donated will have to be paid for.

The Accumulated Fund consists of the excess of past surpluses over deficits and is intended to cushion the charity against future deficits.

13 Restricted funds

	2008 £	2007 £
Information service (from November 2007) funded by Awards for All	258	-

HIGH WYCOMBE & DISTRICT CITIZENS' ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008 (continued)**

14 Analysis of assets between funds

	Tangible Fixed Assets £	Net Current Assets £	Total £
As at 31 March 2008			
Restricted funds	-	258	258
Designated funds	-	50,783	50,783
Unrestricted funds	7,164	30,370	37,534
	<u>7,164</u>	<u>81,411</u>	<u>88,575</u>