

CAMDEN CITIZENS ADVICE BUREAUX SERVICE

OPERATING AS

CITIZENS ADVICE CAMDEN

A company limited by guarantee

FINANCIAL STATEMENTS

For the year ended 31st March 2017

**Company Registration No. 01909828
Charity Registration No. 291955**

Directors' Report for the year ended 31st March 2017

The Board of Directors are pleased to submit their report and audited financial statements for the year ended 31st March 2017.

Reference and Administrative Information

Citizens Advice Camden is an operating name of Camden Citizens Advice Bureaux Service, a registered charity (number 291955) and is constituted as a company limited by guarantee (number 01909828). Its objects, powers and other constitutional matters are set out in its Memorandum and Articles of Association. These financial statements comply with current statutory Memorandum and Articles of Association and the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Registered Office Head Office
88-91 Troutbeck
Albany Street
London NW1 4EJ

Directors

The directors of the company are its trustees for the purpose of charity law but throughout this report are collectively referred to as the directors.

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

L Barclay	Resigned 25th July 2017	
A Dollia		
S Ganesarajah	Appointed 9th May 2016	
A Hyland	Resigned 31st August 2016	
O Keady		
H Macfarlane	Appointed 8th March 2017	
G Oppenheim	Resigned 25th July 2017	
L Phillips	Appointed 8th March 2017	Resigned 16th September 2017
C Richardson	Appointed 9th May 2016	
L Rigby	Appointed 9th May 2016	Resigned 17th August 2016
C Townsend	Appointed 25th July 2017	
C Williams	Resigned 13th February 2017	

Key executives and other professional advisers

The Chief Executive Officer

M Butler

Company Secretary

M Butler

Directors' Report for the year ended 31st March 2017 (continued)

Auditors

Moore Stephens LLP
150 Aldersgate Street
London
EC1A 4AB

Bankers

The Co-operative Bank plc
1 Islington High Street
London
N1 9TR

Investment Managers

CCLA Investment Management Ltd
COIF Charity Funds
80 Cheapside
London
EC2V 6DZ

Directors' Report for the year ended 31st March 2017 (continued)

Objects, Aims and Principal Activities

The twin aims of Citizens Advice Camden are:-

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect people's lives

Principal charitable activities

The principal charitable activity of Citizens Advice Camden in seeking to meet the above twin aims is the provision of independent, confidential and free advice and information services to people who live, work or study in the London Borough of Camden. We exist to make sure people have the information, advice and confidence they need to make informed decisions about issues that affect them directly, and take positive and independent action to improve their own lives.

For over 78 years Citizens Advice Camden has been providing residents with advice and guidance on issues such as debt, welfare benefits, housing and employment. The advice and support we offer can be reached through face to face sessions with or without an appointment, our telephone Adviceline or via our website www.camdencabservice.org.uk.

We deliver our services five days a week through telephone advice and at our offices in Regents Park ward (Albany), and Kentish Town. Additional access is provided to young people through the Hive Youth Hub and to families through a partnership with Elfrida Rathbone. We also provide specialist advice services in health settings across Camden including seven GP surgeries, two health centres, Hampstead Women's Centre and the St Pancras and Sommers Town Living Centre, Great Ormond Street Hospital for Children, the Royal Free Hospital oncology clinic and renal clinic as well as a weekly sessions at Camden Health Improvement Project and Mortimer Market and Ian Charleson Day Centre HIV clinics.

Our social policy work seeks to address legislation and service delivery that negatively impacts on our clients and the local community. This year we produced a report on the Local Welfare Fund and its future. This is currently being used by Camden Council as they review the future of their Local Welfare Fund in 2017. The report provided invaluable mapping of local charities who provide individual grants and this work has been used to support increased collaboration between these local charities and the advice providers in Camden.

Public Benefit

Citizens Advice Camden carries out a wide range of activities as detailed in pursuance of its charitable aims. In setting our work programme each year the Trustees have regard to the Charity Commission's guidance on public benefit and ensure activities we undertake are in line with our charitable objectives and aims.

Review of achievements and performance

In the year ending 31 March 2017 Citizens Advice Camden assisted 9,204 clients and dealt with 22,500 new client issues. Welfare benefits still remain the largest area with 48% of enquiries, followed by 13% for debt and 12% of total enquiries about housing issues.

Directors' Report for the year ended 31st March 2017 (continued)

We have expanded the ways in which clients can reach us and whilst over 49% receive face to face advice, 28% were helped through the telephone and 23% by email or letter.

Citizens Advice Camden has helped to generate £6,004,398 in increased income for clients, of which £5,782,795 was extra welfare benefits income.

We provided 1,959 appointments in GP surgeries and health centres that generated £549,151 in additional benefits. We helped 573 families at Great Ormond Street Hospital for Children and assisted over 600 patients at the Royal Free Hospital.

Our clients come from the poorest wards in Camden. 72% of our clients are resident in the 10 most deprived wards. 52% of our clients have a disability or long term health problem. 48% of our clients are white and 52% are from black and ethnic minority communities.

Citizens Advice Camden is privileged to be supported by more than 180 volunteers and 38 paid staff. The volunteers ages range from 19 to 79 and they undertake a huge variety of roles including Adviceline assessors, administrative support, welfare benefit form fillers, reception and back office support, book keeping as well as Honorary Legal Advisers from local law firms. Our volunteers come from diverse backgrounds and last year contributed over 39,000 volunteer hours. During the year 17 volunteers moved into paid employment.

Financial Results

During the year ended 31st March 2017 Citizens Advice Camden made a surplus of £3,005 of which £2,037 was a deficit on the unrestricted funds and £5,042 was a surplus on the restricted funds (2015/16 a surplus of £88,876, of which £7,784 was a deficit on the unrestricted funds and £96,660 was a surplus on the restricted funds). After debiting £61,000 in respect of adjustments for pension finance and salary costs out of unrestricted funds, the balance was transferred to the charity's unrestricted reserves. Total reserves before the pension scheme contingent liability referred to in Note 6 was £614,847, comprising £380,000 designated funds and £234,847 of unrestricted funds.

At the year end, any deficits made on contracts during the financial year have been covered by the charity's unrestricted funds. These transfers have been detailed in Note 9.

The Albany and Troutbeck (and Holborn until we vacated the premises in April 2016) office spaces and related amenities are provided to Citizens Advice Camden by means of a separate grant from the London Borough of Camden deducted at source. For the year ended 31st March 2017 the sum was £28,038. This rent relief grant ended on 31st December 2016. However, the local authority will be offering transitional support, which for the year from 1st January 2017 is 60% of the full cost, i.e. £5,362 for the period January to March 2017.

Structure, Governance and Management

Governance

Citizens Advice Camden is a member of Citizens Advice (the national association of Citizens Advice organisations) which, via its Membership Scheme, provides the framework that oversees all direct charitable activities that are delivered to service users. Citizens Advice sets defined quality standards, applicable to all services, for advice and casework management as well as for reviewing the company's performance in meeting these standards.

Directors' Report for the year ended 31st March 2017 (continued)

Responsible governance of the company is exercised through the Board of Trustees who are all directors of the company ('the Board'). The Board, which is made up of volunteers, is responsible for the conduct of Citizens Advice Camden and for ensuring that it satisfies all legal and contractual obligations. The directors are volunteers and are not remunerated for their time. The Board is ultimately accountable for how effectively the company meets the defined aims through direct charitable activity. The Board employs executive, administrative and operational staff to engage in activities related to governance as defined by SORP (FRS102) such as strategic planning and direct charitable activities such as advice services to service users.

The Board meets at least four times a year and met on 5 occasions in the last financial year. The Board delegates day to day responsibility to the Chief Executive who is required to attend Board meetings and to report on all operational and financial matters including staff matters and service delivery.

The company pays a premium for professional indemnity insurance for its Trustees which is included within the total insurance premium payable each year.

Trustee Investment powers

Investment powers are governed by the Memorandum and Articles of Association. There are no restrictions on Citizens Advice Camden's absolute powers of investment to the extent that any retained funds that arise are dealt with by depositing surpluses into the COIF Charities Deposit Fund or with authorised banks.

Trustee recruitment, induction and training

The Board endeavours to make sure Trustees are broadly representative of the local community. Citizens Advice Camden recruits Trustees through advertising in local and national media and local VCS organisations. The Board are committed to encouraging applicants from BME communities and those with disabilities. The Trustees and CEO interview suitable candidates looking for experience identified by the Board. Candidates attend one meeting and if suitable are appointed by election thereafter.

New Trustees are taken through a period of induction and provided with relevant governance documents to help them understand their role and the services provided by Citizens Advice Camden. This includes an observation of the advice services. Board members are also encouraged to take part in conferences and training offered by other bodies including Citizens Advice.

Organisational Management

The Management Team consists of the Chief Executive, the Senior Manager and the Health Services Manager. The Chief Executive and the Management Team are responsible for putting into effect the strategies and objectives of the Board as expressed in the company's Business Plan.

The Trustees have in place arrangements for setting the pay and remuneration of the charity's key management personnel. The remuneration of the CEO is reviewed annually and the Trustees benchmark against pay levels of charities of a similar size. The remaining managers pay is reviewed with that of the staff group and an increase may be awarded after a benchmarking against other London Citizens Advice organisations and if judged to be affordable.

Directors' Report for the year ended 31st March 2017 (continued)

All trustees give of their time freely and no trustee received remuneration in the year. Details of Trustees expenses and related party transactions are disclosed in the notes to the accounts.

Principal Risks and Uncertainties

The Board, through the Chief Executive, monitors the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity. The Board reviews the level of key risks and the impact those would have on the charity if they were realised. This review helps to identify the measures the charity needs to take to eliminate the risks as far as possible, or in the event that they do occur, of minimising any impact they may have.

The principal risks identified by the Trustees and mitigating actions are as follows:

Local Government Pension Scheme liability

Trustees continue to strive to manage the pension deficit so it has no impact on service delivery. In March 2017 Trustees reached a three year payment schedule with LB Camden Pension Fund to manage the pension deficit.

Loss or reduction of income

Regular liaison meetings and monitoring reports to funders and stakeholders. Regular fundraising activity to establish new funding streams and this activity is reviewed each quarter by the Finance Sub Committee.

Inability to demonstrate performance and impact of our services

Case monitoring system produces regular reports on outputs and outcomes shared with funders. Undertake annual client feedback of services and now commissioning detailed independent impact reports for funders and stakeholders.

Reserves policy

Citizens Advice Camden's policy is only to enter into contracts with funders that generate a surplus after planned costs in order to grow our reserves. When contracts are completed and where the contract permits, any unspent funds become free reserves and are transferred to unrestricted funds. Each year there is a review of the charity's reserves where funds are identified as free or restricted. Amounts may be designated or committed for a period and an explanation will be provided as to the purpose of these funds and the likely timing of the expenditure. The amount of free reserves will be identified. The Trustees will also compare the level of reserves with the reserves policy and explain any steps necessary to bring the two in line. The free reserves target for Citizens Advice Camden is to hold a minimum of six months' annual budgeted total costs. These reserves are intended to ensure that in the event of unexpected financial or service problems Citizens Advice Camden's services can be managed effectively so as to minimise disruption to service users and to enable Citizens Advice Camden to meet its employment obligations to staff.

Citizens Advice Camden has total reserves of £614,847 at 31st March 2017. All of the reserves are unrestricted reserves. Included in the unrestricted reserves is a designated fund of £380,000 which has been set aside for investment in IT, infrastructure and communications service delivery projects to help Citizens Advice Camden develop a sustainable future. This will leave free reserves of £234,847 at 31 March 2017.

Directors' Report for the year ended 31st March 2017 (continued)

The balance sheet for the year reflects the long term liability on Citizens Advice Camden of the Local Government final salary pension scheme, the LGPS. The liability (valued by actuaries on behalf of Camden Council) has increased in the year by £548,000. The actuaries carry out triennial valuations and recommend changes to contributions where appropriate which are administered over the following three years.

Citizens Advice Camden has reduced the growth in pension liabilities by closing the LGPS to new joiners and the number of active members is now 1. Those staff with investments in the LGPS retain the value of these contributions even though they have become inactive members of the Scheme. All other Citizens Advice Camden employees are invited to join a Defined Contribution pension scheme through which Citizens Advice Camden will match their contributions up to 6.5%. Citizens Advice Camden's auto-enrolment staging date was 1st August 2015 and all eligible staff not in a pension scheme were auto-enrolled.

It should be noted that under the terms of the LGPS, the London Borough of Camden is obliged to take on any liabilities of the member in the event that Citizens Advice Camden, or indeed any admitted body to the LGPS, is unable to do so.

Plans for future periods

Our key objectives for the next three years are to:

- Provide accessible multi-channel services that reaches more Camden residents
- Maximise the impact and value of our services
- Be a stronger more sustainable organisation
- Be more influential and contribute to local and national campaigns
- Work with other organisations to better achieve better outcomes for Camden residents

Activities planned to achieve these objectives:

- We will improve access to our telephone advice service
- We will maintain our face to face advice service
- We will develop our ability to support clients to get on-line and be supported in the community through new volunteer roles and digital support
- We will continually review the cost of operations and seek to achieve greater efficiencies through shared operations with other local Citizens Advice organisations
- We will demonstrate the impact and outcomes of our work in supporting and assisting local vulnerable people to better health and well-being

Directors' Report for the year ended 31st March 2017 (continued)

Statement as to Disclosure of Information to Auditor

Each of the persons who are directors at the time when this report is approved confirms that:

(a) So far as each director is aware, there is no relevant audit information of which the company's auditor is unaware; and

(b) to the best of their knowledge and belief, each director has taken all the steps that ought to have been taken as a director, including making appropriate enquiries of fellow directors and of the company's auditor for that purpose, in order to make themselves aware of any information needed by the company's auditor in connection with preparing its report and to establish that the company's auditor is aware of that information.

Auditors

A resolution to re-appoint Moore Stephens LLP as the company's auditor will be put forward to the forthcoming Annual General Meeting.

The directors have prepared this report in accordance with the special provisions relating to small companies within part 15 of the Companies Act 2006.



A Dollia
Treasurer

Date: 07 Nov 2017

Directors' Report for the year ended 31st March 2017 (continued)

Statement of Trustees' responsibilities

The Trustees (who are also the Directors of Citizens Advice Camden for the purposes of company law) are responsible for preparing the Directors' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 the incoming resources and application of resources, including the income or expenditure, of the charitable company for that period.

In preparing these accounts, the Trustees are required to:

- select suitable accounting policies and apply them consistently
- observe the methods and principles in the Charities SORP
- make judgements and accounting estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

The Trustees are responsible for keeping proper and adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Auditor's Report to the Members of Camden Citizens Advice Bureaux Service

We have audited the financial statements of Camden Citizens Advice Bureaux Service for the year ended 31 March 2017 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flow and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

Respective responsibilities of trustees and auditor

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

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

Scope of the audit of the financial statements

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

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Independent Auditor's Report to the Members of Camden Citizens Advice Bureaux Service

Opinion on other matter prescribed by the Companies Act 2006

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

Matters on which we are required to report by exception

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Directors were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies exemption in preparing the Directors' Annual Report and take advantage of the small companies' exemption from the requirement to prepare a Strategic Report.



Nicholas Simkins (FCA)

For and on behalf of Moore Stephens LLP, Statutory Auditor
150 Aldersgate Street
London
EC1A 4AB

Date:

15/11/2017

Statement of financial activities for the year ended 31st March 2017
(incorporating an income and expenditure account)

	Note	Unrestricted funds	Restricted funds	Total funds 2017	Total funds 2016
		£	£	£	£
Income from:	1				
Donations		1,247	-	1,247	720
Charitable activities		500,000	806,066	1,306,066	1,519,767
Investments					
Bank interest		2,681	-	2,681	2,444
Other income		88	-	88	189
Total income	3	504,016	806,066	1,310,082	1,523,120
Expenditure on:					
Charitable activities		(506,053)	(801,024)	(1,307,077)	(1,434,244)
Total expenditure	4	(506,053)	(801,024)	(1,307,077)	(1,434,244)
Net income/(expenditure)		(2,037)	5,042	3,005	88,876
Transfers between funds	9	106,713	(106,713)	-	-
		104,676	(101,671)	3,005	88,876
Other recognised gains/(losses)					
Actuarial gain/(loss) on defined benefit pension scheme		(487,000)	-	(487,000)	303,000
Net movement in funds		(382,324)	(101,671)	(483,995)	391,876
Reconciliation of funds					
Funds b/f 1.4.16		(1,671,829)	101,671	(1,570,158)	(1,962,034)
Funds c/f 31.3.17		(2,054,153)	-	(2,054,153)	(1,570,158)

The notes on pages 15 to 27 form part of these financial statements.

Balance Sheet as at 31st March 2017

	Note	2017	2016
		£	£
Current assets			
Debtors	7	64,833	62,510
Cash at bank and in hand		705,583	657,174
Total current assets		770,416	719,684
Creditors: amounts due within one year	8	(155,569)	(168,842)
Total assets less current liabilities	10	614,847	550,842
Defined benefit pension scheme liability	6	2,669,000	2,121,000
The funds of the charity	9		
Restricted income funds			
Balance b/f	101,671	-	
Surplus for the year	5,042	96,660	
	106,713	96,660	
Transfer to unrestricted funds	(106,713)	-	101,671
Unrestricted funds			
Balance b/f	169,171	151,966	
Surplus / (deficit) for the year	(2,037)	(7,784)	
Transfer (to)/from pension scheme	61,000	70,000	
	228,134	214,182	
Transfer from restricted funds	106,713	(5,011)	
Transfer (to)/from designated fund	(100,000)	(40,000)	
	234,847	169,171	
Designated fund b/f	280,000	240,000	
Transfer (to)/from unrestricted funds	100,000	40,000	
	380,000	280,000	449,171
Contingent liability from pension fund	6	(2,669,000)	(2,121,000)
Total unrestricted funds		(2,054,153)	(1,671,829)
Total funds		(2,054,153)	(1,570,158)
Total		614,847	550,842

The notes on pages 15 to 27 form part of these financial statements.

These accounts have been prepared in accordance with the provisions relating to small companies within Part 15 of the Companies Act 2006.

These financial statements were approved by the Board of Trustees on 07 Nov 2017


A Dollia, Treasurer

Statement of cash flows as at 31st March 2017

	Note	2017	2016
		£	£
Cash flows from operating activities			
Net cash provided by operating activities	11	45,728	36,630
Cash flows from investing activities			
Bank interest		2,681	2,444
Net cash provided by investing activities		2,681	2,444
Change in cash and cash equivalents in the reporting period		48,409	39,074
Cash and cash equivalents at 1st April 2016		657,174	618,100
Cash and cash equivalents at 31st March 2017		705,583	657,174

Notes to the financial statements for the year ended 31st March 2017 (continued)

1 Accounting policies

a. General information

Camden Citizens Advice Bureaux Service is a public benefit entity and a company limited by guarantee, company number 01909828, registered in England. Camden Citizens Advice Bureaux Service is also a charity, registered with the Charity Commission (charity registration number 291955). The registered office and its principal place of business is 88-91 Troutbeck, Albany Street, London NW1 4EJ.

Camden Citizens Advice Bureaux Service operates as Citizens Advice Camden. The charity aims to provide the advice people need for the problems they face, and to improve the policies and practices that affect people's lives.

b. Going concern

The trustees confirm that at the time of approving the financial statements, there are no material uncertainties regarding the Charity's ability to continue in operational existence for the foreseeable future. In arriving at this conclusion the Trustees have taken account of current and anticipated financial performance in the current economic conditions, its business plan and its reserves position. For this reason, the going concern basis continues to be adopted in the preparation of the Charity's financial statements.

c. Basis for preparation

The financial statements have been prepared under the historic cost convention unless otherwise stated in the relevant accounting policy notes and in accordance with Accounting and Reporting by Charities; Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1st January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The principal accounting policies that have been applied to all years presented in these financial statements are set out below.

The preparation of financial statements requires the use of certain critical accounting estimates. It also requires Trustees to exercise their judgement in the process of applying the accounting policies. Use of available information and application of judgement are inherent in the formation of estimates. Actual outcomes in the future could differ from such estimates. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed in Note 2.

d. Fixed assets

Fixed assets are written off in the year in which commitment for expenditure is made.

e. Amenities

The space and certain amenities at the premises are provided free of charge by Camden Council. These have been included in the financial statements. See Note 12.

f. Fund accounting

The nature and purpose of each fund is explained in Note 9 to the financial statements.

Notes to the financial statements for the year ended 31st March 2017 (continued)

g. Financial instruments

The only financial instruments held by the company are debtors and creditors. These are categorised as 'basic' in accordance with Section 11 of FRS 102 and are initially recognised at transaction price. These are subsequently measured at their transaction price less any impairment.

h. Income

Income is recognised when the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

The following specific policies are applied to particular categories of income:

Donations and grants are split between restricted and unrestricted funds in accordance with the terms of the grant or donation.

Donations and gifts are recognised in the statement of financial activities when receivable.

Income from government and other grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts. However, their value to the charity has been estimated and disclosed in the Report of the Directors' Report and we are grateful for their contribution.

Bank interest is recognised on an accrual basis.

j. Expenditure

Expenditure, including redundancy and termination payments is included in the statement of financial activities on an accruals basis, inclusive of any VAT that cannot be recovered. It is recognised when there is a legal or constructive obligation to pay for it. Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs, which are attributable to more than one activity, are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff or resources used on those activities.

k. Defined benefit pension scheme

The charity operates a defined benefit scheme on behalf of its employees. The assets of the scheme are held separately from those of the charity in an independently administered scheme.

Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit credit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The amounts charged to operating surplus are the current service costs and the costs of scheme introductions, benefit changes, settlements and curtailments. They are included as part of staff costs as incurred. Net interest on the net defined benefit liability/asset is also recognised in the Statement of Financial Activities and comprises the interest cost on the defined benefit obligation and interest income on the scheme assets,

Notes to the financial statements for the year ended 31st March 2017 (continued)

calculated by multiplying the fair value of the scheme assets at the beginning of the period by the rate used to discount the benefit obligations. The difference between the interest income on the scheme assets and the actual return on the scheme assets is recognised in other recognised gains and losses.

Actuarial gains and losses are recognised immediately in other recognised gains and losses.

In addition, the deficit on the scheme, representing the shortfall of the value of the scheme assets below the present value of the scheme liabilities is recognised as a liability on the balance sheet to the extent that the employer charity has a legal or constructive obligation for the liability. A corresponding pension reserve is included within total unrestricted funds.

l. Defined contribution pension scheme

The charity operates a defined contribution scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

m. Leases

Rentals applicable to operating leases are charged to the statement of financial activities over the period they are incurred. The properties are all held under licence to occupy and details can be found in Note 12.

2 Critical judgements and estimates

No critical judgements have been made by management in applying the charity's accounting policies.

Critical accounting estimates and assumptions

The present value of the Local Government Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions, which are disclosed in Note 6, will impact the carrying amount of the pension liability. Furthermore, a roll forward approach which projects results from the latest full actuarial valuation performed at 31st March 2016 has been used by the actuary in valuing the pension liability at 31st March 2017. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liability.

Notes to the financial statements for the year ended 31st March 2017 (continued)

3 Income

a. The charity wishes to thank all of its funders and donors, including:-

The London Borough of Camden	Big Lottery Fund
NHS Camden CCG	Citizens Advice
NHS Islington CCG	Thames Water Trust Fund
Great Ormond Street Hospital (GOSH)	Turning Point
Royal Free London NHS Foundation Trust	Pat Newman Memorial Trust
Money Advice Service	Recognising Excellence
Department for Business, Energy & Industrial Strategy	

b. The following government grants are recognised in the accounts:

	2017	2016
	£	£
Central government (in partnership)	132,963	185,678
Central government	4,000	-
Local government	547,948	644,450
Clinical commissioning groups	200,372	274,872
Joint commission	67,000	67,545
	<u>952,283</u>	<u>1,172,545</u>

There were no unfulfilled conditions or other contingencies attaching to these grants.

Notes to the financial statements for the year ended 31st March 2017 (continued)

3 Income (continued)	Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
	2017	2017	2017	2016	2016	2016
	£	£	£	£	£	£
Donations and legacies	1,247	-	1,247	720	-	720
Charitable activities						
Local authority grants / contracts	500,000	47,948	547,948	500,000	144,450	644,450
Government bodies' contracts	-	136,963	136,963	-	185,678	185,678
Health CCG contracts	-	200,372	200,372	-	274,872	274,872
Other health contracts (hospitals)	-	276,744	276,744	-	266,590	266,590
LA/HA jointly commissioned contracts	-	67,000	67,000	-	67,545	67,545
Charities	-	5,141	5,141	1,700	19,663	21,363
Trusts	-	29,255	29,255	-	-	-
Big Lottery (in partnership)	-	29,738	29,738	-	34,480	34,480
Corporate	-	10,239	10,239	-	5,049	5,049
Citizens Advice	-	2,666	2,666	-	19,740	19,740
Total charitable activities	500,000	806,066	1,306,066	501,700	1,018,067	1,519,767
Investments: bank interest	2,681	-	2,681	2,444	-	2,444
Other income	88	-	88	189	-	189
Total Income	<u>504,016</u>	<u>806,066</u>	<u>1,310,082</u>	<u>505,053</u>	<u>1,018,067</u>	<u>1,523,120</u>

Notes to the financial statements for the year ended 31st March 2017 (continued)

4 Expenditure	Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
	2017	2017	2017	2016	2016	2016
	£	£	£	£	£	£
Charitable activities						
Staff costs (Note 5)	374,386	686,509	1,060,895	352,231	747,775	1,100,006
Running and office costs	117,146	65,415	182,561	108,024	150,455	258,479
Rent	8,481	46,546	55,027	48,550	20,550	69,100
Audit	6,040	2,554	8,594	4,032	2,627	6,659
Total Expenditure	506,053	801,024	1,307,077	512,837	921,407	1,434,244
Support costs included in charitable activities	11,377	19,486	30,863	4,032	31,369	35,401
Other costs	-	-	-	-	-	-

Notes to the financial statements for the year ended 31st March 2017 (continued)

5 Staff costs and employee information

	2017	2016
Staff costs:	£	£
Wages, salaries and agency staff	885,434	914,055
Social security costs	75,815	79,258
Defined benefit pension costs	10,446	10,241
Defined contribution pension costs	28,200	26,452
Operating charges of defined benefit scheme (Note 6)	61,000	70,000
Total staff costs	<u>1,060,895</u>	<u>1,100,006</u>

	2017	2016
The following numbers of staff have emoluments above £60,000:		
Between £60,000 - £70,000	-	-
The total redundancy and termination payments in the year was:	£42,169	£10,000
The total employee benefits for key management personnel was:	£134,258	£127,632
The total remuneration paid to directors for reimbursement of expenses was:	£240	-

The average number of employees, analysed by function, was:

	2017		2016	
	average	(full time equivalents)	average	(full time equivalents)
Advice services	34	22	35	26
Governance	4	3	4	3
	<u>38</u>	<u>25</u>	<u>39</u>	<u>29</u>

6 Pension costs

The company contributes towards 2 pension schemes, a defined contribution scheme and a defined benefit scheme. The defined contribution scheme was introduced in February 2011 and is open to all staff. The company matches the employee contribution up to a maximum of 6.5%. The current membership is 15. The defined benefit scheme is now closed to new members and the current membership is 1 employee. The assets of the defined benefit scheme are held separately from those of the company. The scheme is run by The London Borough of Camden. Details of the scheme can be found in the accounts of that organisation.

The employer's contribution to the defined benefit scheme during the year was 26.6% of gross salary. This contribution is determined by a qualified actuary on the basis of a triennial valuation using the projected unit method, the most recent triennial valuation was at 31st March 2016. The contribution from 1st April 2017 is 31.6%

The valuation showed the funding levels had reduced since the previous valuation and that funding levels are 76.2% of scheme liabilities. Based on this assessment the managers of the scheme recommended an increase in the required employer contribution rate, from 26.6% to 31.6%. In addition, the company has agreed to make contributions over the next three years of £25,000 in 2017-18, £35,000 in 2018-19 and £40,000 in 2019-20. Contributions to the scheme are charged to the income and expenditure account so as to spread the cost of pensions over the employees' working lives with the company. The scheme is part of a multi-employer scheme.

Notes to the financial statements for the year ended 31st March 2017 (continued)

6 Pension costs (continued)

Contributions amounting to £5,766 were payable to the schemes at 31st March 2017 (2016: £5,248) and are included within creditors.

The figures set out below are the result of the valuation, specific to the company, at 31st March 2017 for the purpose of FRS 102 by a qualified independent actuary:

Financial assumptions:	2017	2016
	%	%
Rate of increase in salaries	3.0	4.1
Rate of increase in pensions payments	2.4	2.1
Discount rate	2.5	3.4

Mortality assumptions:

Life expectancy is based on the Fund's Vita Curves with improvements in line with the CMI 2013 model assuming current rates of improvement have peaked and will converge to a long term rate 1.25% p.a. Based on these assumptions, the average future life expectancies at age 65 are summarised below:

	Males	Females
Current pensioners	22.0 years	24.1 years
Future pensioners*	23.9 years	26.1 years

* Figures assume members aged 45 as at the last formal valuation date.

Value of scheme assets and liabilities:

	31st March 17	31st March 16
	£'000	£'000
Market value of assets	5,929	5,170
Present value of the scheme liabilities	(8,598)	(7,291)
(Deficit) in the scheme	(2,669)	(2,121)

Amounts recognised in the statement of financial activities

	2017	2016
	£'000	£'000
Current service cost (net of employee contributions)	11	3
Net interest cost	(72)	(73)
Benefit changes, gain/(loss) on curtailments and gain/(loss) on settlement	-	-
Total operating charge	<u>(61)</u>	<u>(70)</u>

Notes to the financial statements for the year ended 31st March 2017 (continued)

6 Pension costs (continued)

Changes in the present value of defined benefit obligations were as follows:

	2017	2016
	£'000	£'000
At 1st April	7,291	7,793
Current service cost	12	26
Interest cost	243	238
Employee contributions	3	4
Actuarial (gain)/loss	1,331	(534)
Contributions in respect of unfunded benefits	(4)	(4)
Benefits paid	(278)	(232)
Plan introductions, benefit changes, curtailments and settlements	-	-
At 31st March	<u>8,598</u>	<u>7,291</u>

Changes in the fair value of the charity's share of scheme assets:

	2017	2016
	£'000	£'000
At 1st April	5,170	5,439
Interest income	171	165
Return on plan assets (excluding net interest on the net defined pension liability)	-	-
Actuarial gain/(loss)	844	(231)
Employer contributions	23	29
Employee contributions	3	4
Total benefits paid	(282)	(236)
Plan introductions, benefit changes, curtailments and settlements	-	-
At 31st March	<u>5,929</u>	<u>5,170</u>

7 Debtors

	2017	2016
	£	£
Trade debtors	47,131	43,921
Prepayments and accrued income	13,278	10,181
Other debtors	4,424	8,408
	<u>64,833</u>	<u>62,510</u>

Notes to the financial statements for the year ended 31st March 2017 (continued)

8 Creditors and deferred income:

Creditors: amounts falling due within one year

	2017	2016
	£	£
Trade creditors	25,840	29,548
Accruals and deferred income	108,166	116,508
Taxation and social security costs	19,206	22,382
Other creditors	2,357	404
	<u>155,569</u>	<u>168,842</u>

**Deferred income: other creditors includes deferred income of £29,593 (2016: £11,091)
Movement in deferred income is as follows:-**

	2017	2016
	£	£
Deferred income brought forward	11,091	140,753
Released from prior years	(8,091)	(136,953)
Incoming resources deferred	26,593	7,291
Deferred income carried forward	<u>29,593</u>	<u>11,091</u>

Notes to the financial statements for the year ended 31st March 2017 (continued)

9 Analysis of net current assets between funds and movement of funds

	Balance	Movement in Resources			Balance
	1.4.16	Income	Expenditure	Transfer	31.3.17
	£	£	£	£	£
Restricted funds					
Other Generalist Services	-	14,862	(14,862)	-	-
HIV Service	69,072	67,000	(88,295)	(47,777)	-
Camden GPs Surgeries	-	125,872	(127,223)	1,351	-
Islington GP Surgeries	7,475	74,500	(66,748)	(15,227)	-
Great Ormond Street Hospital	-	110,485	(101,916)	(8,569)	-
Royal Free Hospital	25,124	147,090	(135,723)	(36,491)	-
Debt & Disability Project	-	132,963	(132,963)	-	-
Camden Futures	-	29,738	(29,738)	-	-
Turning Point CHIP	-	19,169	(19,169)	-	-
WaterSense	-	38,030	(38,030)	-	-
Citizens Advice	-	2,666	(2,666)	-	-
Recognising Excellence	-	10,239	(10,239)	-	-
Rent grant	-	33,452	(33,452)	-	-
Total Restricted funds	101,671	806,066	(801,024)	(106,713)	-
Unrestricted funds	449,171	504,016	(445,053)	106,713	614,847
Pension fund costs	-	-	(61,000)	61,000	-
Total Unrestricted funds	449,171	504,016	(506,053)	167,713	614,847
Total funds	550,842	1,310,082	(1,307,077)	61,000	614,847
Contingent liability from pension fund	(2,121,000)	-	(487,000)	(61,000)	(2,669,000)

Unrestricted funds comprise those funds which the Trustees are free to use in accordance with the charitable objects.

Designated funds are funds set aside by the Trustees out of unrestricted general funds for specific purposes such as buildings maintenance.

Restricted funds are funds which have been given for particular purposes and projects.

Citizens Advice Camden's policy is to treat all funds received specifically for use on a project as restricted during the year to which the funding relates. Once adjustments have been made to the end of year outturn to provide for accrued expenditure, unless the funder has specified in their contract with us that they will demand the return of any remaining positive figure, any surplus is treated as unrestricted reserves and transferred accordingly. Unrestricted reserves are used to support charitable activities. Where there are excess costs on a project resulting in a deficit, those costs will be funded from unrestricted reserves.

Notes to the financial statements for the year ended 31st March 2017 (continued)

10 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total Funds £
Debtors	64,833	-	64,833
Cash at bank	705,583	-	705,583
Creditors	(155,569)	-	(155,569)
Total net assets	<u>614,847</u>	<u>-</u>	<u>614,847</u>

11 Reconciliation of net income to net cash flow from operating activities

	2017	2016
	£	£
Net income for the reporting year	3,005	88,876
Adjustments for:		
Interest from investments	(2,681)	(2,444)
Defined benefit pension scheme cost less contributions payable	(11,000)	(3,000)
Defined benefit pension scheme finance cost	72,000	73,000
(Increase)/decrease in debtors	(2,323)	(14,778)
Decrease in creditors	(13,273)	(105,024)
Net cash provided by operating activities	<u>45,728</u>	<u>36,630</u>

12 Financial commitments

Obligations under leases

The company rented premises at Albany, Troutbeck and Holborn library from the London Borough of Camden for a peppercorn rent. For SORP FRS102 purposes the valuation of these rentals are shown as donations by way of grants and as a rental cost to the company. For the year 2016-17 this equates to £33,452. The company moved from the premises at Holborn library in April 2016. The donation from the London Borough of Camden decreased from 1st January 2017.

At 31st March 2017 the company had commitments under non-cancellable operating leases as follows:-

Plant and equipment leases which expire:	2017	2016
	£	£
Within one year	16,270	4,740
Between two and five years	5,925	10,665
Over five years	-	-
	<u>22,195</u>	<u>15,405</u>

Notes to the financial statements for the year ended 31st March 2017 (continued)

12 Financial commitments (continued)

Obligations under defined benefit pension

As a result of the most recent actuarial valuation, the company has agreed to make contributions towards the pension deficit of £25,000 in 2017-18, £35,000 in 2018-19 and £40,000 in 2019-20.

13 Related parties

The company operates with related parties, other charities and organisations on a variety of levels. This involves dealing with local charities and organisations in which the directors may have an involvement. Where one of the directors holds the position of trustee/director of another charity there will be involvement in the discussions but not in the ultimate decision making.

The company pays a premium for professional indemnity insurance for its Trustees which is included within the total insurance premium payable each year. It is not separately identifiable.