

**SOUTH EAST STAFFORDSHIRE  
CITIZENS ADVICE BUREAU**

**ACCOUNTS FOR THE YEAR ENDED  
31ST MARCH 2011**

(A Company limited by guarantee, No. 6816043)  
(Registered Charity No. 1128413)

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU  
LEGAL AND ADMINISTRATIVE INFORMATION**  
(A charitable company limited by guarantee)

**Financial Statements  
For the year ended 31st MARCH 2011**

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**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU  
DIRECTORS' REPORT**

The directors present their report to the members, together with the accounts for the year ended 31st March 2011.

**Legal and Administrative Information**

**Charity name:** SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU

**Charity Registration number:** 1128413

**Company Registration number:** 6816043

**Registered Office** Wade House, 7 Cannock Road, Burntwood, Staffordshire, WS7 1JS

**Operational addresses:** Wade House, 7 Cannock Road, Burntwood, Staffordshire, WS7 1JS  
29 Levetts Fields, Lichfield, Staffordshire, WS13 6HY

**Trustees**

N Bacon		(Appointed July 2010)
M A Danby		
B D Diggle		(resigned July 2010)
C T Edwards	Treasurer	
C Foulkes	Chair	
D Isaacs		
J T Thompson		
M Tittley		
C R Zanin		

**Secretary** S E Cooper

**Bankers** The Cooperative Bank plc  
PO Box 101, 1 Balloon Street, Manchester, M60 4EP

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

**Reporting Accountants** David Evans & Co Ltd  
Stowegate House, Lombard Street, Lichfield, Staffordshire, WS13 6DP

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU  
DIRECTORS' REPORT  
(Continued)**

**Structure, Governance and Management**

The company began operating as an advice bureau on 1st April 2009, as a result of the merger of the Burntwood and District Citizens Advice Bureau and the Lichfield and District Citizens Advice Bureau.

Governing document

South East Staffordshire Citizens Advice Bureau is a charitable company limited by guarantee incorporated on 11th February 2009, and registered as a charity on 5th March 2009..

The company was established under a Memorandum of Association which established the powers of the charitable company and is governed under its Articles of Association.

Membership of the company is available to:-

- a individuals over the age of 18, who are interested in furthering the work of the Charity and who are not paid or volunteer workers of the Charity
- b organisations interested in furthering the work of the Charity.

In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and appointment of Trustees and the Management Committee

The directors of the charitable company are its trustees for the purpose of charity law, and under the company's Articles are known as the Trustee Board.

D Isaacs and John Thompson shall retire by rotation at the forthcoming Annual General Meeting and are eligible for re-election.

Trustee induction and training

The Bureau aims to recruit trustees with a range of skills and knowledge in the areas of work carried out by the organisation and experience of charity/business management. They currently include people with experience of local government, business, the third sector and education.

New trustees are invited to the Bureau to learn about the work undertaken, the way the Bureau operates and to meet staff and volunteers. They receive an induction pack that includes trustees' roles and responsibilities, information about the Bureau, and Citizens Advice (the National Association of Citizens Advice Bureaux) policies and procedures. Training for trustees is available, through the bureau and Citizens Advice. Trustees are members of ad hoc sub-committees as required.

Risk Management

Information and support that assists the Bureau in risk limitation, is available through Citizens Advice, including service specifications and professional indemnity, policies and procedures, employment legislation, CRB records, staff training and monitoring of quality assurance. The Bureau maintains a Risk Register which is regularly reviewed.

Adequate core funding provision continues to be a serious risk. The 3 year Service Level Agreement with Lichfield District Council, which provides the bureau core funding, has only 1 year to run. Much other funding is short term (6 months to 2 years) and is insecure. The Bureau continually seeks new sources of funding and support.

It is necessary for the Bureau to be available to clients as often as possible and in as many ways as possible, however, this has to be balanced with the risk of attempting too much resulting in quality becoming unacceptably low.

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU**  
**DIRECTORS' REPORT**  
**(Continued)**

Risk Management (continued)

There are a number of roles in Bureau which are undertaken by volunteers, including Gateway Assessors, receptionist and clerical duties. It takes a minimum of six months to complete the initial training to become a generalist adviser and a further 9 months to consolidate and complete training. Casework requires an experienced adviser who is prepared to work at least 12 hours a week and is therefore usually a paid employee. It is therefore necessary to plan ahead and continually monitor the number and level of advisers needed.

Procedures are in place to ensure compliance with health and safety obligations for staff, volunteers, clients and visitors to the Bureau

The Trustees are satisfied that there are systems in place to identify and manage exposure to major risks.

Organisational structure

Under the terms of the Articles of Association the Trustee Board shall comprise a minimum of 3 and a maximum of 15 members, and the first trustees are the subscribers to the Memorandum.

Trustees are either:-

- a elected at the annual general meeting (a maximum of 10), who shall hold office from the conclusion of that meeting
- b co-opted by the Trustee Board (provided that at no time shall the number exceed 7)

Other than at the first three annual general meetings following incorporation, all elected Trustees shall retire at the third annual general meeting following the annual general meeting at which they were elected, but they may be re-elected.

In addition, the Trustee Board may utilise its powers under the terms of the Articles of Association to delegate the day to day running of the Bureau to a Management Committee, whose members will serve for and under similar terms to the Trustee Board.

**Objectives and activities**

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in South East Staffordshire and surrounding areas and persons contacting the Bureau by telephone or electronic means.

The strategies employed to assist the Charity to meet its objectives include:-

Providing a comprehensive service of information, advice and assistance to clients on such subjects as welfare benefits, debt and money problems, employment, housing, consumer, family and personal and many other problems.

Committing to working within local and wider strategic partnerships, steering groups and sub-committees, to ensure that the experiences of Bureau clients and advisors inform the planning of services and making of strategy throughout South East Staffordshire.

Developing and strengthening the Bureau to meet the changing needs of our clients and take advantage of any new opportunities for furthering our objectives.

Working with all other Bureaux in Staffordshire to develop and coordinate Citizens Advice Bureau services across the County.

When planning the activities for the year, the Trustees have considered the Charity Commission's guidance on public benefit.

The company is precluded by its Memorandum of Association from making distributions by way of dividend.

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU**  
**For the year ended 31st MARCH 2011**  
**DIRECTORS' REPORT**  
**(Continued)**

**Achievements and performance**

The Bureau's advice services are provided in several ways, including -

- a walk-in service to personal callers at our offices for 9 hours per week at each office during which clients' needs are assessed and an appointment made if further, more detailed, advice is required. We now have trained volunteers operating the reception of clients.
- a telephone service for 3 hours a week, plus access to the Staffordshire County Council funded telephone service for 30 hours per week.
- appointments at our offices through our generalist advisers for 45 person hours per week and also by our team of caseworkers for a further 80 person hours a week
- outreach services at Jigsaw community shop in North Lichfield, Old Mining College in Burntwood, Curborough Community Centre, Westgate GP Practice and Burntwood Health and Well Being Centre.
- [e@mail advice through our web-site.](#)
- debt advice at HMP HMYOI Swinfen Hall for 18 hours a week.

During the year under review, the Bureau saw a total of of 3,374 clients who brought 11,231 issues, which were dealt with as follows:-

	<u>Initial enquiries</u>	<u>Further advice</u>
Accessed drop-in or outreach sessions	2,899	2,560
Accessed by telephone	438	378
Accessed by e@mail	222	273
Accessed by letter	37	255
Home visits were made	7	76

We rescheduled £7,510,767 of debt through our caseworkers and also by supporting our clients to help themselves by assisting them in maximising their income, drawing up a financial statement and drafting letters for them to send to their creditors

We gained a minimum of £187,316 in additional welfare benefits payments for our clients.

We have targeted Bureau services in the areas where there is the most need. In the year under review, the top 6 such wards providing Bureau clients were Chase Terrace, Curborough, Chadsmead, Chasetown, Summerfield and Stowe. We have seen clients from all wards in Lichfield City and from surrounding areas including Alrewas with Fradley, Armitage with Handsacre, Whittington and Shenstone.

Casework

During the year the Bureau provided casework in Debt, Welfare Benefits and Housing through our Legal Services Commission Contract which was renewed in year. We also provided Debt advice through our caseworker funded by Staffordshire County Council and through a caseworker funded by Michael Lowe's Charity to provide money advice in Lichfield City. We provided Welfare Benefit casework in Lichfield City using funding from Mary Slater Charity. Funding from North Lichfield and King Edward VI Community and Learning Partnership enabled us to provide casework in Debt and Welfare Benefits to young people and families in Lichfield City and some of the areas around. Funding from Westgate Practice enables us to deliver an advice and casework service to their patients.

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU  
DIRECTORS' REPORT  
(Continued)**

**Achievements and performance (continued)**

Financial Literacy

We again took part in the 'Moving Out' courses at HMP & HMYOI Swinfen on the subject of budgeting.

Training

We recruited and trained 15 Gateway Assessors and general advisers, 11 administrators and 3 Receptionists. Although a number of volunteers left during the year we now have 77 volunteers. Training was provided for advisers, caseworkers and other staff in various subject areas and also in the use of various IT programmes. Courses and meetings were attended by all staff at various venues.

Premises

The Bureau continued with its programme of refurbishment and improvement of its premises, obtaining funding for a new roof and associated works at the Levetts Feilds office.

**Financial Review**

The funding for several of the projects being undertaken by the Bureau last year came to an end during this year, although some project lives were eventually extended, after several months of uncertainty. Whilst this is good news, in the period of uncertainty it meant that the Bureau had to maintain staff numbers and overhead levels above that which was financially appropriate at the time. This is a primary cause for the deficit arising in the year.

The general financial situation prevailing throughout the country during this year has also impacted upon the Bureau's finances by not only bringing some funding streams to a premature end but also severely limiting sources of new funding. This situation appears likely to prevail through the coming year - and beyond.

In summary the Bureau's results were -

Income	£307,199
Expenditure	£316,576
Net deficit	(£9,377)

The actual financial performance is set out on page 9 of the accounts.

Reserves Policy

The balance of General (Unrestricted) Funds is reported in note 12. These Funds, except for those invested in tangible fixed assets, are the free reserves of the charity. The directors have determined that a balance of unrestricted funds equating to between three and six months general expenditure should be maintained. The directors feel that this will provide sufficient funds to continue the current activities of the charity in the event of a significant reduction in funding, enabling replacement funding to be sought and cost reduction measures implemented.

At 31st March 2011, the level of free reserves amounted to £118,010

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU  
DIRECTORS' REPORT  
(Continued)**

**Plans for future periods**

The Bureau continues to seek ways in which it can carry its work forward and reach those in need.

The Bureau has a 3 year Business Plan which is reviewed and refreshed every year. Our strategic aim continues to be to provide a high quality service to our clients whilst increasing accessibility. We will also continue to present our clients' problems and experiences to local and national government and others in order to help to improve services and legislation where necessary. We will continue to play an active role in influencing strategy within Lichfield District and the County of Staffordshire.

**Directors' responsibility for the financial statements**

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the income and expenditure of the company for that year. In preparing those financial statements, the directors are required to:

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

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

Members of the Trustee Board

Members of the Trustee Board, who are directors for the purposes of company law and trustees for the purpose of charity law, who served during the period and up to the date of this report are set out on page 2.

**Independent examination of the accounts**

Company law does not require the accounts do be audited, but, if not audited, Charity Law requires that an Independent Examiner's Report be provided by a qualified accountant. The Trustees have appointed messrs David Evans & Co to undertake this work.

This report has been prepared in accordance with the Statement of Recommended Practice - Accounting and reporting by Charities (issued in March 2005) and advantage has been taken of the exemption available to small entities.

Approved by the board of directors on 25th August 2011 and signed on their behalf by

S E Cooper  
Company Secretary

## **REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES OF SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU**

I report on the accounts of the company for the year ended 31st March 2011, which are set out on pages 9 to 15.

### **Respective responsibilities of trustees and examiner**

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in 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 no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

### **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, 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.

D EVANS FCA  
David Evans & Co Ltd  
Stowegate House,  
Lombard Street,  
Lichfield,  
Staffordshire  
September 2011

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU  
STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31ST MARCH 2011**

	note	GENERAL FUNDS	DESIGNATED FUNDS	RESTRICTED FUNDS	TOTAL FUNDS 2011	TOTAL FUNDS 2010
		£	£	£	£	£
<b>INCOMING RESOURCES</b>						
Activities in furtherance of the charity's objectives						
Grants						
Local Authority funding	3	133,860			133,860	130,766
Other Grants		1,600	20,000	87,172	108,772	125,083
Client contributions		504			504	486
Contract work		49,343		11,000	60,343	55,568
Interest receivable		934			934	1,097
Other incoming resources		2,786			2,786	3,486
<b>Total incoming resources</b>		<u>189,027</u>	<u>20,000</u>	<u>98,172</u>	<u>307,199</u>	<u>316,486</u>
<b>RESOURCES EXPENDED</b>						
Costs of activities in furtherance of the charity's objectives						
Management and administration of charity	4	203,235	21,446	89,129	313,810	293,063
	5	2,766			2,766	2,672
<b>Total resources expended</b>		<u>206,001</u>	<u>21,446</u>	<u>89,129</u>	<u>316,576</u>	<u>295,735</u>
<b>Net incoming/(outgoing) resources before transfers</b>		(16,974)	(1,446)	9,043	(9,377)	20,751
<b>Transfers between funds</b>		7,597	1,446	(9,043)		
<b>Net incoming/(outgoing) resources for the year</b>		<u>(9,377)</u>	<u>0</u>	<u>0</u>	<u>(9,377)</u>	<u>20,751</u>
Total funds brought forward		297,864			297,864	
Funds transferred in from -						
Burntwood & District Citizens Advice Bureau					0	217,366
Lichfield & District Citizens Advice Bureau					0	59,747
<b>Total funds carried forward</b>		<u>288,487</u>	<u>0</u>	<u>-</u>	<u>288,487</u>	<u>297,864</u>

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU**  
**(Company Registration number - 6816043)**  
**BALANCE SHEET AS AT 31ST MARCH 2011**

	note	GENERAL FUNDS	DESIGNATED FUNDS	RESTRICTED FUNDS	TOTAL FUNDS 2011	TOTAL FUNDS 2010
		£	£	£	£	£
<b>FIXED ASSETS</b>	8	<u>170,477</u>			<u>170,477</u>	174,631
<b>CURRENT ASSETS</b>						
Short term deposits	9	110,417		(2,915)	107,502	146,591
Cash at bank and in hand		4,359			4,359	10,139
Debtors		12,489		3,300	15,789	4,666
		<u>127,265</u>	<u>0</u>	<u>385</u>	<u>127,650</u>	<u>161,396</u>
<b>CREDITORS: amounts falling due within one year</b>	10	(9,255)		(385)	(9,640)	(38,163)
<b>Net current assets</b>		<u>118,010</u>	<u>0</u>	<u>0</u>	<u>118,010</u>	<u>123,233</u>
<b>Total Assets</b>		<u><u>288,487</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>288,487</u></u>	<u><u>297,864</u></u>
<b>CAPITAL AND RESERVES</b>						
General funds	12	288,487	0		288,487	297,864
Restricted funds	13			-	0	0
		<u><u>288,487</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>288,487</u></u>	<u><u>297,864</u></u>

For the year ended 31st March 2011 the company was entitled to exemption from audit under subsection 1 of section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

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

Approved by the board of directors on 25th August 2011 and signed on their behalf by:

C Foulkes  
(Director)

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU  
NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31ST MARCH 2011**

**1 Principal accounting policies**

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the company's accounts:-

**Bases of accounting**

The financial statements have been prepared under the historical cost accounting rules and the Financial Reporting Standard for Smaller Entities (effective April 2008).

Applicable accounting standards have been applied, together with the requirements of Accounting and Reporting by Charities - Statement of Recommended Practice issued in March 2005.

**Grants receivable**

Grants given for specific purposes are treated as restricted funds and separately reported in the accounts, together with corresponding expenditure.

Grants received for general running costs are credited to the accounts over the year for which the grant is given. (For most Local Authority grants this means the financial year ending 31st March.)

**Voluntary income**

All cash income is accounted for at the time of receipt into the company's records.

**Resources expended**

The majority of costs are attributed to the furtherance of the charity's objectives.

Costs of management and administration of the charity relate only to the costs of administering the company and do not have a direct bearing on the charitable purposes of the company.

In instances where costs can cover a number of areas (e.g. administration salaries; telephone and stationery) such costs are notionally apportioned over the appropriate account headings.

**Depreciation**

Assets with a cost of £2,000 or less are written off in the accounts in the year of acquisition.

Depreciation is provided to write off the costs of other fixed assets over their estimated useful lives in equal annual instalments.

**2 Trustees remuneration and Related Party Transactions**

No members of the Trustee Board or Management Committee received any remuneration during the year.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the company during the year.

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2011**  
(continued)

**3 Local Authority grants**

	2011	2010
	£	£
Lichfield District Council	100,000	100,000
Staffordshire County Council	26,860	23,766
Lichfield City Council	3,500	3,500
Burntwood Town Council	3,500	3,500
	<u>133,860</u>	<u>130,766</u>

**4 Costs of activities in furtherance of the charity's objectives**

	GENERAL FUNDS	DESIGNATED FUNDS	RESTRICTED FUNDS	TOTAL 2011	TOTAL 2010
	£	£	£	£	£
<b>Provision of advice</b>					
Disbursements and other direct costs	759			759	
Establishment costs	7,321			7,321	8,288
Salary costs	50,135		55,927	106,062	105,294
Travel expenses	3,699		119	3,818	3,135
Information service	5,093			5,093	5,149
Telephone and postage	6,576			6,576	7,585
Printing and stationery	3,601			3,601	4,100
Overhead costs (other than salaries) allocated to Restricted Funds	(16,459)		16,459		
<b>Support costs</b>					
Establishment costs	1,830			1,830	2,072
Salary costs	121,951		14,324	136,275	132,708
Travel expenses	0			0	0
Training and conference costs	1,782			1,782	1,777
Books and publications	1,015			1,015	919
Telephone and postage	1,352			1,352	1,168
Printing and stationery	1,286			1,286	2,174
Repairs and renewals of equipment	9,326	21,446		30,772	12,693
Premises refurbishment and maintenance				0	0
Refreshments and sundry expenses	2,114			2,114	1,847
Depreciation & amortisation	4,154			4,154	4,154
Overhead costs (other than salaries) allocated to Restricted Funds	(2,299)		2,299		
	<u>203,235</u>	<u>21,446</u>	<u>89,129</u>	<u>313,810</u>	<u>293,063</u>

**5 Management and administration of charity**

	GENERAL FUNDS	DESIGNATED FUNDS	RESTRICTED FUNDS	TOTAL 2011	TOTAL 2010
	£	£	£	£	£
Remuneration	1,416			1,416	1,416
Telephone and postage	417			417	356
Printing and stationery	257			257	435
Independent examination of annual accounts	480			480	465
AGM costs	196			196	0
	<u>2,766</u>	<u>-</u>	<u>-</u>	<u>2,766</u>	<u>2,672</u>

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2011**  
(continued)

**6 Staff costs**

	2011	2010
	£	£
Wages and salaries	226,766	222,760
Social security costs	16,987	16,658
	<u>243,753</u>	<u>239,418</u>

No employee earned £60,000, or more, per annum  
No director received any remuneration.

The average number of employees (full and part-time), including unpaid volunteers and Executive members, analysed by function was:-

	2011	2010
Advisors	52	49
Management and administrative support	22	15
Executive and management committee members	8	8
	<u>82</u>	<u>72</u>

**7 Taxation**

The company is exempt from corporation tax on its charitable activities.

**8 Fixed assets - General Funds**

	FREEHOLD PREMISES £	LEASEHOLD PREMISES £	TOTAL 2011 £
<b>Property Cost</b>			
As at 1st April 2010 and 31st March 2011	<u>228,922</u>	<u>1,345</u>	<u>230,267</u>
<b>Depreciation/amortisation</b>			
As at 1st April 2010	55,561	75	55,636
Charged in year	4,139	15	4,154
	<u>59,700</u>	<u>90</u>	<u>59,790</u>
<b>Net Book Value</b>			
At 31st March 2011	<u>169,222</u>	<u>1,255</u>	<u>170,477</u>
At 31st March 2010	<u>173,361</u>	<u>1,270</u>	<u>174,631</u>

**9 Debtors**

	2011	2010
	£	£
Prepayments and accrued income	<u>15,789</u>	<u>4,666</u>

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2011**  
(continued)

**10 Creditors: amounts falling due within one year**

	2011	2010
	£	£
Deferred income (grants received in advance)	985	24,600
PAYE and social security	4,732	5,581
Trade creditors	1,293	4,401
Accruals	2,630	3,581
	<u>9,640</u>	<u>38,163</u>

**11 Financial commitments**

Commitments under operating leases

Expiring within 2 - 5 years	<u>£4,147</u>	<u>£6,188</u>
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**12 General Funds**

	GENERAL FUNDS	DESIGNATED FUNDS	TOTAL GENERAL FUNDS
	£	£	£
Balances at 1st April 2010	297,864	0	297,864
Net incoming/(outgoing) resources for the year	(9,377)	0	(9,377)
Balance at 31st March 2011	<u>288,487</u>	<u>0</u>	<u>288,487</u>

During the year the Bureau received £20,000 from Lichfield District Council towards the costs of roof repairs at the bureau's Lichfield Offices. The costs of the repairs amounted to £21,446. These sums have been treated as designated funds in the accounts.

**13 Restricted funds**

	OPENING BALANCE	INCOMING RESOURCES	OUTGOING RESOURCES	FUND TRANSFERS	CLOSING BALANCE
	£	£	£	£	£
The Mary Slater Charity		12,500	(9,951)	(2,549)	0
Michael Lowe's and Associated Charities		13,660	(14,294)	634	0
Citizens Advice - Face to Face Debt Advice Project		25,212	(24,861)	(351)	0
Citizens Advice - Additional Hours of Advice		18,000	(18,000)		0
Community & Learning Partnerships		17,800	(13,169)	(4,631)	0
South Staffordshire Primary Care Trust		11,000	(8,854)	(2,146)	0
	<u>0</u>	<u>98,172</u>	<u>(89,129)</u>	<u>(9,043)</u>	<u>0</u>

The Mary Slater Charity has provided funds annually towards the employment of a welfare benefit caseworker.

Michael Lowe's and Associated Charities are funding a money advice project for to provide assistance and advice to citizens of Lichfield who are in debt. The funding is to cover the costs of a caseworker and clerical support.

**SOUTH EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31ST MARCH 2011**  
(continued)

**13 Restricted funds (continued)**

Citizens Advice is providing funds relating to the Department of Trade and Industry's Face-to Face debt advice project, for the provision of debt advice in Swinfen Prison, Lichfield until 31 March 2011. The funding is to cover the costs of a caseworker, clerical and managerial support, together with staff recruitment and associated administration costs. The funding has now been extended until 2012.

Citizens Advice was providing funds to provide additional hours of advice to be provided by volunteers at our offices and through outposts in the area. The funding is to cover the costs of supervision, clerical and managerial support for the volunteer advisors, together with staff recruitment, premises rental and associated administration costs. The grant period initially covered the year to 31st March 2010, but it was extended until September 2010.

Staffordshire County Council is providing funds through its Community and Learning Partnership programme for the provision of advice to assist families experiencing a financial crisis. The funding, initially until March 2010, is to cover the costs of caseworkers, clerical and managerial support and a contribution towards associated administration costs. This was extended until March 2011

The Westgate GP Practice in Lichfield is providing funds to provide advice and information to its patients to help improve accessibility of CAB services to people who are sick and disabled and not currently using our services.