



East Herts

East Herts Citizens' Advice Service
(A charitable company limited by guarantee)

FINANCIAL STATEMENTS

For the year ended 31st March 2018

Registered Charity No: 1083211
Company No: 3982216



Legal and administrative information

For the year ended 31st March 2018

Trustees and Directors:

Elaine Connor	Chair
Mike Jones	Vice Chair
Allan Hutton	Treasurer—resigned 14 th May 2018
Gary Cansick	Treasurer—appointed 14 th May 2018
James Dowson	Secretary
Jeffrey Farrington	
Miranda Corti	
Roger Merton MBE	
Michael Hall	
Terry Silke	

Secretary: James Dowson

Registered Office: 74 South Street
Bishop's Stortford
Hertfordshire
CM23 3AZ

Bankers: Barclays Bank Plc
10 North Street
Bishops Stortford
Hertfordshire
CM23 2LH

Independent Examiners: Price Bailey LLP
Causeway House
1 Dane Street
Bishop's Stortford
Hertfordshire
CM23 3BT

Trustees' Report

The Trustees are pleased to submit their annual report and financial statements for the year ended 31 March 2018.

The Directors act as Trustees for the East Herts Citizens Advice Service and are referred to as such throughout this report.

Legal and administrative information set out on page 1 forms a part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice – Accounting and Reporting for Charities.

1. Objects and policy

The objects of the Service are to ensure that individuals do not suffer through a lack of knowledge:

- of their rights and responsibilities;
- or of the service available to them;
- or through an inability to express their needs effectively; and
- equally to exercise a responsible influence on the development of social policies and services, both locally in each of its outlets, regionally and nationally.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Service's aims and objectives and in planning future activities and setting policy for the year. In particular the Trustees consider how planned activities will contribute to the aims and objectives they have set.

2. Organisation

A Board administers the charity and meets as required to fulfil its duties, a minimum of four times a year. The Board has established four sub-committees: Finance, Premises & Equipment, Risk and Personnel & Staffing. Sub-committee meetings take place regularly and these are supplemented with additional working groups as required, with the Chief Executive (or another senior manager) in attendance. There are further meetings between Trustees and the Senior Management (Chief Executive and Services Manager) as required to cover day-to-day matters of finance and strategy.

3. How our activities deliver public benefit

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice that people in our local community need for the problems they face and to improve the policies and practices that affect people's lives. We are an independent charity that provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age. In all aspects of its work, the service recognises the positive value of diversity, promotes equality and challenges discrimination. All our activities are undertaken to further our charitable purposes for the public benefit.

4. Review of activities and developments

The Trustees recognise that 2017/18 was again a challenging year for the organisation with services continuing in anticipation of a move away from Meade House in Ware. Whilst the goodwill of staff and volunteers helped mitigate the effects of the impending move there is always an impact where something so critical to the performance of the organisation is about to change. In the event, the relocation to Wallfields in Hertford has been a success and our focus in 2018/19 will continue to be on raising revenue, and recruiting and training volunteers to ensure we have sufficient capacity to meet the demand for our services.

East Herts Council's grant of just short of £150,000 in 2017/18 provides invaluable stability, and the ongoing support and commitment is greatly appreciated and allowed the handling of 5,037 (5,148 in 2016/17) unique initial client enquiries and 10,954 interactions on behalf of clients (meetings, phone calls, letters and other communications) (13,782 in 2016/17).

Within a wide range of advice and guidance provided, enquiries were concentrated on benefits (including tax credits) (34%, down from 37% in 2016/17), debt (11%, down from 14%), housing (12% up from 11%) and employment (9% level with 9%), which comprise 66% of all work (down from 71%). Access to our service is monitored by entering all interviews into a database provided by the central Citizens' Advice organisation from which an analysis of clients is derived.

In 2017/18 around 70 volunteers who make possible the delivery of our general services to clients in the local community were supported and recruited. Of clients who gave feedback via waiting room comments cards, 96% agreed that advice received from the Service helped them understand their problem more clearly, and 94% agreed they were more confident as a result of the advice session.

Clients access our service through a range of channels including face to face contact, telephone services and on-line access to information. Drop-in sessions and appointments with advisers were available at our main locations in Bishop's Stortford and Ware with outreach locations at Buntingford, Hertford and Sawbridgeworth. The telephone helpline is run in conjunction with other Citizens Advice Bureaux across Hertfordshire and the on-line help, Adviceline, is a national resource. Meeting client demand, particularly for advice over the telephone, continues to prove challenging.

The Service continued to collect and collate information regarding client problems and uses this as evidence to campaign for changes in policies and services both at local and national level. Campaigns and surveys in 2017/18 covered scams awareness, National Consumer Week, Big Energy Week, Childcare Credits Audit, assessing the impact of HMRC real time information on Council Tax Support and Housing Benefit, and use of food bank vouchers.

We continue to work closely with a range of local partners and are part of a consortium with other local Citizens' Advice in Hertfordshire, called 'Hertfordshire Citizens Advice Service'. This partnership has allowed the Service to develop its relationships with countywide organisations including Hertfordshire County Council.

5. Financial Position

The Independently Examined accounts of the Service are attached to this report and full details of the financial position are contained therein together with the Examiner's report to the Trustees. The Trustees have considered the level of operating costs and the cash flow. Core funding from East Herts Council has been received for 2018/19. The Trustees are satisfied that the Service's overall funding is such that it will be able to meet its obligations as they fall due in the ordinary course of business and accordingly the accounts have been drawn up on a going concern basis.

The accounts for 2017 showed for the first time an actuarial valuation of our share of the Herts County Council Local Government Pension Scheme deficit, £107,000 as at 31 March 2017. This was as a result of changes in accounting standards, and the relationship with the Trustees of the HCC Pension Scheme remains unchanged from 2008 when active membership of the pension scheme ceased and an annual contribution of £2,500 was agreed. Previously only the annual contribution of £2,500 appeared in the accounting statements, the overall position was unquantified and dealt with by way of a note to the accounts. The prior year's figures, for 2015/16, were re-stated in the 2016/17 accounts reflecting the changed accounting treatment. For 2017/18 the annual contribution of £2500 serves to reduce the deficit. The Trustees are of the view that the resultant sum at 31st March 2018 of £104,500 will not materially differ from what would be revealed by a detailed actuarial valuation, and such a detailed review should be undertaken every three years.

6. Reserves policy and risk management

Donations and grants that are provided for specific purposes are treated as Restricted Funds. All other reserves are held in general funds. The board has set a prudent and realistic budget for 2018/19 maintaining adequate reserves for the operation of the Service. The trustees set the level of reserves having regard to the committed forward spend of the organisation, with a contingency to allow for the orderly management of the organisation should it be faced with any adverse and unexpected event. It is expected that the level of general reserves will gradually decline during 2018/19. The Trustees confirm that risks are reviewed on an ongoing basis and systems and procedures are brought into place in order to manage those risks.

7. Recruitment and training policy for new Trustees

Trustees are elected at the Annual General Meeting or are nominated by any associated member organisations or co-opted by the Committee members. The persons entitled to vote at the AGM in order to elect the Trustees are the Members of the association (up to 40). The induction and training of new Trustees is undertaken within the Service, as well as through the attendance at courses provided by national Citizens' Advice.

The members of the charity are entitled to appoint the Trustees, who are required to retire at the fourth annual general meeting following the date they were last admitted as a member but may be readmitted.

8. Statement of disclosure of information to Independent Examiners

We, the Directors of the company who held office at the date of approval of these Financial Statements, as set out above, each confirm so far as we are aware, that:

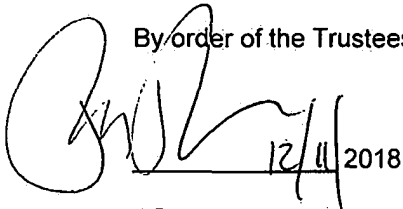
- there is no relevant audit information of which the company's Independent Examiners are unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's Independent Examiners are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

9. Independent Examiners

A resolution will be proposed at the Annual General Meeting that Price Bailey LLP be appointed Independent Examiners to the charity for the ensuing year.

This report has been prepared in accordance with the special provisions relating to small companies subject to the small companies regime within Part 15 of the Companies Act 2006 and therefore does not include a Strategic Report.

By order of the Trustees



12/11/2018

J Dowson
Company secretary

EAST HERTS CITIZENS ADVICE SERVICE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF EAST HERTS CITIZENS ADVICE SERVICE

FOR THE YEAR ENDED 31 MARCH 2018

I report on the accounts of the company for the year ended 31 March 2018 which are set out on pages 8 to 22.

Respective responsibilities of trustees and examiner

The Charity's Trustees (who are also the Directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the Charities Act 2011 ("the Act").

The Charities Trustees consider that an audit is not required for this year under section 144 of the 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.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the applicable Directions given by the Charity Commission (under section 145(5)(b) of the Act, and
- 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 material matters have come to my attention which gives me cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Gary Miller FCA
For and on behalf of
Price Bailey LLP
Chartered Accountants

26/2/18
Causeway House
1 Dane Street
Bishops Stortford
Herts, CM23 3BT

East Herts Citizens Advice Service
Statement of Financial Activities
For the year ended 31st March 2018

Statement of Financial Activities

Income:	Note	2017/2018			Total Funds	2016/2017 Total Funds
		General	Unrestricted Designated	Restricted		
		£	£	£	£	£
Donations and legacies						
Donations	2	22,337	-	-	22,337	22,887
Grants	3	162,694	-	5,894	168,588	169,185
		185,031	-	5,894	190,925	192,072
Income from other activities						
Trading income		200	-	-	200	-
Miscellaneous Income		344	-	-	344	-
		544	-	-	544	1,000
Investment Income	4	2,023	-	-	2,023	2,464
Income from charitable activities	5	-	-	114,084	114,084	114,525
Total Income		187,598	-	119,978	307,576	309,061
Advice and Information		194,804	6,085	114,665	315,554	344,901
Expenditure on charitable activities	6	194,804	6,085	114,665	315,554	344,901
Total Expenditure		194,804	(6,085)	114,665	315,554	344,901
Net Expenditure/Income		(7,206)	(6,085)	5,313	(7,978)	(35,840)
Transfers between funds		(1,684)	7,536	(5,852)	-	-
Net Income before other gains and losses		(8,890)	1,451	(539)	(7,978)	(35,840)
Actuarial losses on defined benefit pension scheme	13	-	-	-	-	(5,000)
Net movement in funds		(8,890)	1,451	(539)	(7,978)	(40,840)
Reconciliation of funds						
Total Funds brought forward		132,608	8,421	7,353	148,382	189,222
Total Funds carried forward		123,718	9,872	6,814	140,404	148,382

All amounts relate to continuing activities of the company.

The Statement of Financial Activities includes all gains and losses in the year.

The notes to the financial statements are shown on pages 11 to 22.

East Herts Citizens Advice Service
Balance Sheet
As at 31st March 2018

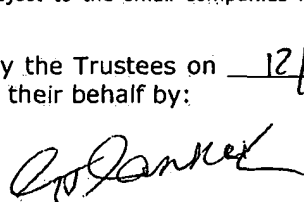
Balance Sheet		Company Number 3982216	
	Notes	2017/18 £	2016/17 £
Fixed Assets			
Tangible assets	10	9,872	8,421
Current Assets			
Debtors	11	4,517	2,266
Cash at bank and in hand		250,931	259,374
		255,448	261,640
Liabilities			
Creditors - amounts falling due within one year	12	20,416	14,679
		244,904	246,961
Net current assets			
		244,904	246,961
Defined Benefit Pension Liability			
	13	(104,500)	(107,000)
		140,404	148,392
Total net assets			
The Funds of the charity			
Restricted income funds	14	6,814	7,353
Unrestricted funds			
Designated funds	15	9,872	8,421
General funds	15	123,718	132,608
		133,590	141,029
Total Unrestricted			
		133,590	141,029
Total Funds			
	16	140,404	148,382

The Directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The Directors acknowledge responsibility for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2017 and of its income and expenditure and application of resources for the year then ended in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements so far as applicable to the company.

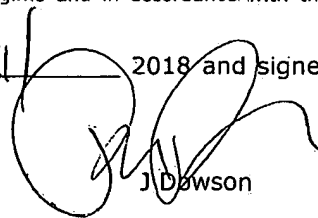
The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the Financial Reporting Standard.

Approved by the Trustees on 12/11/ 2018 and signed and authorised for issue on their behalf by:

G J Cansick



J Dawson



The notes on pages 11 to 22 form part of these financial statements.

East Herts Citizens Advice Service
Statement of Cash Flows
As at 31st March 2018

Statement of Cash Flows

	Notes	2017/18 £	As Restated 2016/17 £
Cash Flows from Operating activities:			
<i>Net cash provided by / (used in) operating activities</i>	17	2,018	(28,404)
<i>Cash Flows from investing activities:</i>			
Purchase of property, plant and equipment		(10,461)	(8,693)
Net Cash provided by (used in) investing activities		(10,461)	(8,693)
<i>Change in cash and cash equivalents in the reporting period</i>		(8,443)	(37,097)
Cash and cash equivalents at the beginning of the reporting period		259,374	296,471
Change in cash and cash equivalents in the reporting period		(8,443)	(37,097)
<i>Cash and cash equivalents at the end of the reporting period</i>		250,931	259,374

The notes on pages 11 to 22 form part of these financial statements.

Notes to the Statement of Accounts

1. Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of Preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective 1 January 2015 – Charities SORP (FRS102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

East Herts Citizens' Advice Service meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b) Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. 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.

c) Going Concern

The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern and relies on annual grants from East Herts District Council and others and has received sufficient funding to continue operating until at least 31 March 2019.

d) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity, which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are for work on specific projects being undertaken by the charity. Restricted funds are charged a proportion of management time and organisational costs.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the Item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Where income has related expenditure (as with contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period.

Income received in advance relating to the following year is deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the charity, which is normally upon notification of the interest paid by the bank.

f) Donated goods and services

Donated services or facilities are recognised when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of the economic benefit from the use of the item is probable and that economic benefit can be measured reliably.

Donated professional services and facilities are included in income at the estimated value of the gift to the charity when received, based on the amount the charity would have been prepared to pay for these services or facilities had it been required to purchase them, with a corresponding entry in the appropriate expenditure heading for the same amount.

g) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis.

Support costs comprise those costs which are incurred directly in support of expenditure on advice and guidance and includes governance, finance, IT and HR. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity. Support costs are allocated to projects on a time basis.

h) Volunteers

The value of services provided by volunteers is not incorporated into these financial statements.

i) Fixed Assets

All fixed assets are capitalised at their historical purchase cost and depreciated in a straight line over 3 years.

j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

k) Cash at bank and in hand

Cash at bank and cash in hand included cash and short term deposits with a maturity of three months or less.

l) Liabilities and Provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that it is anticipated will be paid to settle the debt or at the amount received as advanced payments for the goods or services.

m) Pensions

The charity previously participated in the Hertfordshire County Council Pension Fund which is a funded scheme and the assets are held separately from those of the charity. The value of the charity's share of the assets and liabilities is calculated by the Fund's actuaries and the methodology is set out in note 14. Full actuarial valuations are obtained triennially and are updated at each balance sheet date.

n) Taxation

The company is considered to pass the tests set out in paragraph 1 schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by chapter 3 part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

As at 31st March 2018

o) Critical Accounting Estimates and Areas of Judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are considered to be reasonable. The present value of the charity's share of the Hertfordshire County Council Pension Fund defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. Any changes in these assumptions, which are disclosed in note 14 will impact on the carrying amount of the pension liability.

p) Financial Instruments

The Charity has only financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value. Fixed assets are valued at cost and investments at fair value which is their market value.

2. Donations

	2017/2018	2016/2017
	£	£
General Donations	2,837	1,887
Value of gifts in kind and donated services	19,500	19,500
Friends of EHCAS (training)	-	1,500
	<u>22,337</u>	<u>22,887</u>

Donations of £0 in 2017/18 were restricted (2016/17 £1,500). A donation from Bishops Stortford Town Council of £1500 was received for redecoration and will be applied in the following year, when the work will be carried out (Note 12).

3. Grants Received

	2017/2018	2016/2017
	£	£
East Herts Council	149,894	149,000
Uttlesford District Council	11,500	11,440
Buntingford Town Council (Rent)	2,748	2,670
Citizens Advice	1,946	2,575
Hertford Town Council (IT)	1,200	1,200
Stanstead St Margarets Parish Council	-	500
Stanstead Abbots Parish Council	500	500
Ware Town Council	-	500
Broxton Parish Council	500	350
Sawbridgeworth Town Council	-	250
Hatfield Heath Parish Council	100	100
Cottered Parish Council	50	50
Thorley Parish Council	50	50
Elsenham Parish Council	100	-
	<u>168,588</u>	<u>169,185</u>

East Herts Citizens Advice Service

As at 31st March 2018

The income from grants was £168,588 (2016/17: £169,185) of which £162,694 (2016/17: £162,740) was unrestricted and £5,894 (2016/17: £6,445) was restricted. The charity received no grants from central government nor any other assistance.

4. Investment Income

	2017/2018	2016/2017
	£	£
Rental income	1,000	1,000
Bank Interest	1,023	1,464
	<u>2,023</u>	<u>2,464</u>

All investment income in both the current and previous years relates to unrestricted funds.

5. Income from charitable activities

	Restricted Funds	2017/2018 Total	2016/2017 Total
	£	£	£
Isabel Hospice (Benefits)	25,285	25,285	23,643
East Herts Council (Mental Health)	5,000	5,000	10,000
East & North Herts CCG (Mental Health)	-	-	8750
Herts Community Foundation (Mental Health)	5,000	5,000	-
Friends of EHCAS (Mental Health)	2,000	2,000	-
Core Funding (Mental Health)	1,700	1,700	-
East Herts Council - Homeless Prevention (Money Advice)	17,605	17,605	17,500
Ware Charities (Money Advice)	8,500	8,500	13,135
Herts County Council (Crisis intervention)	22,648	22,648	-
Martin Lewis Fund (Outreach)	4,000	4,000	-
Big Lottery Fund Awards for All (IT)	9,271	9,271	-
Herts County Council (Safe & Well)	6,000	6,000	-
East Herts Council (Ware Trinity Outreach)	2,875	2,875	-
Citizens Advice (EBDx)	2,700	2,700	-
Herts Welfare Assistance Fund	-	-	35,990
East Herts Council	-	-	1,862
Herts County Council (Healthy Homes)	-	-	1,455
Herts County Council (Benefits Take-Up)	-	-	1,190
Gilfrere Fund (Debt advice)	750	750	500
Hastoe (Housing Association Benefits)	750	750	500
	<u>114,084</u>	<u>114,084</u>	<u>114,525</u>

East Herits Citizens Advice Service

As at 31st March 2018

6. Analysis of Expenditure

	Direct Costs	Support Costs (note 7)	Total Costs
	£	£	£
2017/2018			
Advice and Information	229,227	86,327	315,554
 2016/2017			
Advice and Information	262,112	82,789	344,901

7. Analysis of Support Costs

	Basis of Apportionment	Management	IT	Finance/ HR	Governance	Total
		£	£	£	£	£
2017/2018						
Advice and Information	Direct	33,093	23,165	21,988	8,081	86,327
 2016/2017						
Advice and Information	Direct	27,029	24,779	22,379	8,602	82,789

Governance costs comprise examination fees £3,500 (2016/2017: £3,500); professional fees £3,500 (2016/2017: £3,500) and Board Secretariat £1,081 (2016/17 £1,602).

8. Analysis of staff costs and key management personnel

	2017/2018	2016/2017
	£	£
Wages and Salaries	196,080	203,643
Social Security Costs	10,553	10,972
Pension Costs	5,392	5,482
	<u>212,025</u>	<u>220,097</u>

The charity trustees were not paid in the year (2016/2017: nil), neither were they reimbursed expenses during the year (2016/2017: nil).

East Herts Citizens Advice Service

As at 31st March 2018

The average monthly head count was 18 (2016/2017: 14) and analysis of the staff employees during the year was:

	2017/2018 Actual Number	2016/2017 Actual Number
Advice and Information	15	11
Support Services	3	3
Total	18	14

There are no employees whose total employee benefits including pension contributions total over £60,000.

The trustees consider the key management of the charity to consist of 2 individuals (2016/2017:2), the Chief Executive and the Services Manager. Total remuneration, including employers NI and pension contributions, was £48,873. (2016/2017: £41,467).

9. Net Incoming Resources

	2017/2018 £	2016/2017 £
Net Incoming Resources is stated after charging:		
Depreciation	9,010	7,829
Independent examination fees	3,500	3,500
Operating lease rentals	16,250	15,939

10. Tangible Fixed Assets

	IT £	Total £
Cost or Revaluation		
At start of year	49,534	49,534
Additions	10,461	10,461
At end of year	59,995	59,995
Depreciation		
At start of year	41,113	41,113
Charge for year	9,010	9,010
At end of year	50,123	50,123
Net book value at the end of the year	9,872	9,872
Net book value at the start of the year	8,421	8,421

As at 31st March 2018

11. Debtors

	2017/2018	2016/2017
	£	£
Sundry Debtors	2,112	515
Prepayments	2,405	1,751
	<u>4,517</u>	<u>2,266</u>

12. Creditors: Amounts falling due within one year

	2017/2018	2016/2017
	£	£
Other Creditors	18,186	8,265
Accruals	730	1,414
Deferred Income	1,500	5,000
	<u>20,416</u>	<u>14,679</u>

Deferred income reconciliation:

	£	£
Balance brought forward	5,000	-
Amount released to the Statement of Financial Activities	(5,000)	-
Amount deferred in the year	1,500	5,000
Balance carried forward	<u>1,500</u>	<u>5,000</u>

Deferred income represents funds advanced for the redecoration of the offices, undertaken in the following year.

13. Pensions

Some employees of the charity are entitled to join a defined contribution "money purchase" scheme. The charity's contributions are restricted to a maximum of 6% of the employee's gross salary.

EHCAS participated in a defined benefit pension scheme operated by Hertfordshire County Council until 31 December 2008. There are no active members of the scheme and the Trustees have agreed with the Trustees of the pension scheme that the charity may continue to participate in the scheme, making payments of £2,500 per annum.

The information which follows is as obtained for the 2017 change in policy. A full review and actuarial valuation will be obtained triennially. For the current year, for the purpose of these Accounts, it is considered that the fund deficit will have been reduced by the contribution made of £2500. At the time of the last review the Actuary estimated that the 'Interest Earned on Plan Assets' and the 'Interest Cost on Defined Benefit Obligation' would, for 2018, be £7000 and £10000 respectively. In the absence of details of the other factors involved, these alone are not reflected in these Accounts. The Trustees have considered the pension scheme liability for the year ended 31st March 2018, and the general economic environment for the year ended on that date, and do not believe that changes in the scheme assumptions would significantly increase or decrease the deficit. On that basis, the benefit of a formal valuation would be outweighed by the cost.

East Herts Citizens Advice Service

As at 31st March 2018

The Fund's actuaries carried out a full valuation as at 31 March 2016 and rolled figures forward to 31 March 2017. Their figures and assumptions relating to the Charity were as set out below:-

	31/03/2017	31/03/2016
	£000	£000
Fair value of scheme's assets	309	272
Present value of scheme's liabilities	(415)	(376)
Surplus (deficit) in scheme	(107)	(104)
Asset (liability) to be recognised	(107)	(104)

	Period ended 31/03/2017	Period ended 31/03/2016
	£000	£000
Scheme liabilities at start of period	376	396
Interest Cost	12	12
Actuarial losses / (gains)	47	(12)
Benefits paid	(20)	(20)
Scheme liabilities at end of period	<u>415</u>	<u>376</u>

Reconciliation of opening and closing balances of the fair value of scheme assets:-

	Period ended 31/03/2017	Period ended 31/03/2016
	£000	£000
Fair value of scheme assets at start of period	272	290
Return on scheme assets	45	(10)
Interest Income	9	9
Contributions by the employer	3	3
Benefits paid	(20)	(20)
Fair value of scheme assets at end of period	<u>309</u>	<u>272</u>

Assets:-

	Period ended 31/03/2017	Period ended 31/03/2016
	%	%
Equity	65%	65%
Bonds	25%	25%
Cash and other assets	3%	3%
Property	7%	7%

East Herts Citizens Advice Service

As at 31st March 2018

The amounts recognised in the Statement of Financial Activities were:-

	2016/2017 £000	2015/2016 £000
Service Cost	-	-
Net Interest on defined benefit liability	(3)	(3)
Actual return on scheme assets	45	(10)
Actuarial gains and losses	(47)	12
Total recognised	<u>(5)</u>	<u>(1)</u>

The actuarial assumptions are as follows:-

	2016/2017 % per annum	2015/2016 % per annum
Pension increase rate	2.4%	2.1%
Salary increase rate	2.5%	3.6%
Discount rate	<u>2.5%</u>	<u>3.4%</u>

The average future life expectancies at age 65 are males 22.5 years and females 24.9 years.

14. Restricted Funds

	2017/2018				
	As at 1 April 2017	Income	Expenditure	Transfers	As at 31 March 2018
	£	£	£	£	£
Money Advice	3,808	31,148	33,950	-	1,006
Benefits	-	31,285	29,807	-	1,478
Homeless	-	17,605	16,177	-	1,428
Mental Health	3,545	13,700	17,245	-	-
Other	-	26,240	17,486	(5852)	2,902
Total	<u>7,353</u>	<u>119,978</u>	<u>(114,665)</u>	<u>(5852)</u>	<u>6,814</u>

	2016/2017				
	As at 1 April 2016	Income	Expenditure	Transfers	As at 31 March 2017
	£	£	£	£	£
Money Advice	4,824	48,322	(49,338)	-	3,808
Benefits	11,542	28,753	(40,295)	-	-
Homeless	342	17,500	(17,842)	-	-
Mental Health	-	18,750	(15,205)	-	3,545
Other	6,488	9,145	(15,633)	-	-
Total	<u>23,196</u>	<u>122,470</u>	<u>(138,313)</u>	<u>-</u>	<u>7,353</u>

East Herts Citizens Advice Service

As at 31st March 2018

15. Unrestricted Funds

	2017/2018				
	As at 1 April 2017 £	Income £	Expenditure £	Tfrs/Move ments £	As at 31 March 2018 £
<i>Designated Funds</i>					
Fixed Assets	8,421	-	(6,085)	7,536	9,872
Total Designated Funds	8,421	-	(6,085)	7,536	9,872
General Fund	132,608	187,598	(194,804)	(1,684)	123,718
Total Unrestricted Funds	141,029	187,598	(200,889)	5,852	133,590

	2016/2017				
	As at 1 April 2016 £	Income £	Expenditure £	Tfrs/Move ments £	As at 31 March 2017 £
<i>Designated Funds</i>					
Fixed Assets	7,557	-	(7,829)	8,693	8,421
Total Designated Funds	7,557	-	(7,829)	8,693	8,421
General Fund	158,469	186,591	(198,759)	(13,693)	132,608
Total Unrestricted Funds	166,026	186,591	(206,588)	(5,000)	141,029

16. Net Assets by Funds

	2017/2018			
	General Fund £	Designated Funds £	Restricted Funds £	Total Funds £
Tangible Fixed Assets	-	9,872	-	9,872
Current Assets	248,634	-	6,814	255,448
Creditors falling due in less than one year	(20,416)	-	-	(20,416)
Defined benefit pension liability	(104,500)	-	-	(104,500)
	123,718	9,872	6,814	140,404

East Herts Citizens Advice Service

As at 31st March 2018

	General Fund	2016/2017 Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	-	8,421	-	8,421
Current Assets	254,287	-	7,353	261,640
Creditors falling due in less than one year	(14,679)	-	-	(14,679)
Defined benefit pension liability	(107,000)	-	-	(107,000)
	<u>132,608</u>	<u>8,421</u>	<u>7,353</u>	<u>148,382</u>

17. Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2017/2018 £	2016/2017 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(7,978)	(40,840)
Adjustments for:		
Depreciation Charges	9,010	7,829
Decrease/(Increase) in debtors	(2,251)	857
Increase in creditors	5,737	750
Movement in pension liability	(2,500)	3,000
Net cash provided by / (used in) operating activities	<u>2,018</u>	<u>(28,404)</u>

18. Analysis of cash and cash equivalents

	2017/2018 £	2016/2017 £
Cash in hand	604	600
Notice deposits (less than 3 months)	250,327	258,774
Total cash and cash equivalents	<u>250,931</u>	<u>259,374</u>

20. Commitments under operating leases

The charity had annual commitments under operating leases as set out below:

	2017/2018		2016/2017	
	Land & Buildings	Other	Land & Buildings	Other
	£	£	£	£
0 to 1 year	17,450	-	-	-
1 to 5 years	-	-	18,880	-
Over 5 years	-	-	-	-

21. Related party transactions

During the year, £ 3,500 (2016/2017: £3,500) was the deemed market value of services provided without charge by Tees Solicitors for legal work relating to general professional advice. James Dowson, a director of the company, is a partner of Tees.