



CITIZENS ADVICE 1066

Amended

ANNUAL REPORT

AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2015

Charity number 1039704

Company number 2923647

**ANNUAL REPORT
AND FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31 MARCH 2015

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ANNUAL REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2015

The trustees of CITIZENS ADVICE 1066 present their annual report and financial statements for the year ended 31 March 2015.

STRUCTURE, GOVERNANCE AND MANAGEMENT

CITIZENS ADVICE 1066 is a charitable company limited by guarantee, incorporated on 28 April 1994 and registered as a charity on 26 July 1994. The charity has been active in the Hastings, St. Leonards and Rother area since September 1939. The charity is governed by a board of trustees who meet regularly, together with key employees of the Bureau, to discuss matters for the charity.

The maximum number of trustees shall be ten and the minimum shall be three, but the board may from time to time register an increase in members, each of whom agree to contribute an amount not exceeding £1 in the event of the charity winding up. Anyone over the age of 18 can become a member. There are no specific restrictions imposed by the governing document concerning the way the charity can operate.

The trustees serving during the year and since the year end are listed above on page 3.

All new trustees are briefed on the operations and objectives of the charity in accordance with their legal obligations under charity and company law. None of the trustees has any beneficial interest in the company.

CITIZENS ADVICE 1066 is a member of the National Association of Citizens Advice Bureaux (known as Citizens Advice), having passed an audit of its quality of advice and membership standards. Its current membership is effective to November 2015.

RISK MANAGEMENT

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to manage exposure to the major risks. These procedures are reviewed periodically to ensure that they still meet the needs of the charity. External risks exist in respect of local and national government funding, and the board regularly applies for grants and enters into new service agreements to ensure that funding levels are maintained. Citizens Advice 1066 has adopted the recommended Citizens Advice Information Assurance (IA) policy through appointing a Senior Information Risk Officer (SIRO) and IA Accounting Officer who ensure due processes are adhered to, risks are actively managing, and who make sure people are trained and aware of the bureau policy and compliant when handling confidential data securely.

PUBLIC BENEFIT

CITIZENS ADVICE 1066 relies on public donations, grants and fees in order to provide services. It is, therefore, appropriate to ask what public benefit is offered by the charity.

The trustees have complied with the duty in section 17 of the Charities Act 2011 to have due regard to guidance published by the Charity Commission, including public benefit guidance. It is hoped that this annual report shows the many ways in which the funds received are used by the charity to further its aims, offering help and guidance to local people in Hastings, St. Leonards and Rother.

AIMS, OBJECTIVES AND ACTIVITIES

Citizens Advice 1066 aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. The bureau meets these aims through the provision of quality marked advice services to the residents of Hastings, St. Leonards and Rother and by engaging in lobbying campaigns to change practices and legislation that adversely affect clients. The bureau provides free, independent, confidential and impartial advice and values diversity, promotes equality and challenges discrimination. The activities of the charity include a number of specific services and projects, on behalf of the community. These activities are externally funded. During the year, the major activities included the provision of money advice, general advice and the Pension Wise services.

ACHIEVEMENTS AND PERFORMANCE

The Advice and Community Hub partnership between Citizens Advice 1066, Hastings Advice and Representation Centre (HARC) and Brighton Housing Trust (BHT) has secured further funding under the Community Partnership Fund (CPF) from Hastings Borough Council for a further 2 years with a reduction in the first year and a further reduction in the second year. They continued to develop this partnership through joint working and funding initiatives including the Advice Service Transition Fund making up the CPF deficit including work with other locally based agencies.

Citizens Advice continues to provide high quality services to members of the public in the Hastings, St. Leonards and Rother area. Its services have been expanded to meet the challenging needs of the community. In the past year the Bureau has joined the National Advice Line in partnership with the other 4 bureaux across East Sussex. Clients can also access email advice, either from home or in the Hub. They have successfully adopted the One Service Strategy's new quality assessments with the Bureau improving their level of quality in the last year; this work is overseen by an independent auditor from national Citizens Advice, which guarantees that the quality of the advice services provided by the Bureau meets national advice quality standards.

Citizens Advice 1066 continued to be part of Citizens Advice East Sussex (CAES) and a number of projects were continued during the year in partnership with other Citizens Advice bureaux in the county.

Citizens Advice 1066 was awarded the contract to become a delivery centre for the Pension Wise service from Citizens Advice's contract with HM Treasury. Guidance sessions are provided for customers who meet the service criteria. This will contribute approximately 45% of the bureau's income in 2015-16.

FINANCIAL REVIEW

The charity's main funders are shown in note 4 to the accounts. Total incoming resources for the year were £475,951 (2014: £432,913). The increase was due to the commencement of the new Pension Wise service, and the expansion of the Advice Services Transition Fund and the First Aid for Debt in East Sussex (FADES) project managed by Citizens Advice 1066.

Of the total expenditure of £431,809 (2014: £369,558), charitable expenditure on direct charitable activity, including support costs, was £424,223 (2014: £363,919) across the range of projects operated by the bureau.

During the year the number of volunteers remained constant and a new pattern of working was introduced to support the volunteers and maintain the quality of the general advice services. Some smaller grants and donations for the support and training of volunteers were obtained during the year.

RESERVES POLICY

The trustees believe that the Bureau should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. The trustees consider that it would be prudent to set aside an amount equivalent to three month's operating expenditure in unrestricted reserves, which represents almost £108,000. The actual level of these unrestricted reserves is £96,288 which is almost adequate; however the trustees will be monitoring this situation each quarter.

In addition, unrestricted funds have been designated as a reserve to ensure that there is sufficient money to cover the obligation to pay statutory redundancy, should this situation arise. For all members of staff at the date of this report, this would amount to £31,000.

There are also reserves that are restricted by the donor or funder and cannot be used for the general purposes of the charity. These funds amount to £31,495 and are identified in note 16.

PLANS FOR THE FUTURE

In setting the budget for 2015-16, the board has to meet the challenge of starting the year with six fewer grants than the previous year, and ending two projects mid way through the year. In the event of not securing new grants during the year, the charity will be drawing on reserves to meet any anticipated deficit in the budget. The board are committed to securing new additional funding wherever possible.

ACCOUNTING AND REPORTING RESPONSIBILITIES

Company law requires the Board of Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Board of Trustees should follow best practice and:

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

The Board of Trustees is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Board of Trustees is 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.

This report has been prepared in accordance with the Statement of Recommended Practice (SORP): Accounting and Reporting by Charities, issued in March 2005, and in accordance with the special provisions of Part VII of the Companies Act 2006 relating to small entities.

INDEPENDENT EXAMINER

During the year the trustees reappointed Ashdown Hurrey for the independent examination of the accounts.

Signed on behalf of the Board of Trustees

.....
M. McDowall, Treasurer

.....
Date.

**INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF CITIZENS ADVICE 1066
TO THE TRUSTEES OF CITIZENS ADVICE 1066**

I report on the accounts of Citizens Advice 1066 for the period ended 31st March 2015 which are set out on pages 3 -17.

Respective responsibilities of trustees and independent 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 charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 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 part 16 of the Companies Act 2006 and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act,
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the 2011 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 the seeking of 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 (revised 2005) 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.

Signed:

Date:

Name of principal **S. Sampson**

Name of firm **Ashdown Hurrey**

Relevant professional qualification or body **FCA FCIE**

Address **20 Havelock Road, Hastings, East Sussex TN34 1BP**

STATEMENT OF FINANCIAL ACTIVITIES
(Including income and expenditure account)
FOR THE YEAR ENDED 31 MARCH 2015

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Incoming resources					
Incoming resources from					
Generated funds					
• Voluntary income	2	2,611	-	2,611	1,151
• Activities for generating funds	3	6,464	-	6,464	4,417
• Investment income		211	-	211	172
Incoming resources from charitable activities	4	86,151	380,514	466,665	427,173
Total incoming resources		<u>95,437</u>	<u>380,514</u>	<u>475,951</u>	<u>432,913</u>
Resources expended					
Charitable activities	5	53,020	371,203	424,223	363,919
Governance	6	3,889	3,697	7,586	5,639
Total resources expended		<u>56,909</u>	<u>374,900</u>	<u>431,809</u>	<u>369,558</u>
Net incoming (outgoing) resources for the year		38,528	5,614	44,142	63,355
Transfers		-	-	-	-
Net movement in funds		<u>38,528</u>	<u>5,614</u>	<u>44,142</u>	<u>63,355</u>
Total funds brought forward at 1 April 2014		88,760	25,881	114,641	51,286
Total funds carried forward at 31 March 2015		<u>127,288</u>	<u>31,495</u>	<u>158,783</u>	<u>114,641</u>

The statement of financial activities includes all gains and losses in the year.
All incoming resources and resources expended derive from continuing activities.

**BALANCE SHEET
AS AT 31 MARCH 2015**

	Notes	31 Mar 2015 £	31 Mar 2014 £
Fixed assets			
Fixed assets for charity's use	12	-	-
Current assets			
Debtors	14	43,892	36,514
Cash at bank and in hand		133,014	103,063
		176,906	139,577
Current liabilities			
Creditors due within one year	15	(18,123)	(24,936)
Net current assets		158,783	114,641
Total net assets		158,783	114,641
Represented by			
Unrestricted funds	16	96,288	46,760
Designated funds	16	31,000	42,000
Restricted funds	16	31,495	25,881
Total funds		158,783	114,641

The notes on pages 10 to 17 form part of these accounts.

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies subject to the small companies regime and with the Financial Reporting Standards for Smaller Entities (effective April 2008).

For the year in question, the charitable company was entitled to exemption from an audit under section 477 of the Companies Act 2006. The members have not required the charitable company to obtain an audit of its account for the year in question in accordance with section 476 of the Companies Act 2006. The trustees / directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the Board of Trustees
and signed on their behalf by:

.....

Date

M. McDowall

Treasurer

Company Registration Number 2923647

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2015**

1. Accounting Policies

(a) Basis of Preparation

These financial statements have been prepared under the historical cost convention, in accordance with the Companies Act 2006 and the Statement of Recommended Practice *“Accounting and Reporting by Charities”* (SORP 2005 as revised), UK Accounting Standards and the Charities Act 2011.

(b) Incoming resources

On the Statement of Financial Activities, incoming resources are classified and treated as follows:

Voluntary income (see note 2)

- Donations are recognised when received and include recoverable tax deduction

Activities for generating funds (see note 3)

- The charity organises occasional fund raising events to generate incoming resources to support its charitable activities. These incoming resources are recognised in the period during which the events take place and the gross income is shown in the statement of financial activities.

Investment income

- Bank interest is recognised as an incoming resource when receivable. Interest includes recoverable tax deductions.

Incoming resources from charitable activities (see note 4)

- Fees for specific charitable activities are accounted for when invoiced in the period in which the charity is entitled to the income.
- Grants received in advance that relate to specific performance and service delivery are carried forward to the period in which the service is completed. Other grants not related to specific performance and service delivery are accounted for in the period in which they are received.

The value of services provided by volunteers has not been included in these accounts.

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2015**

(c) Resources expended

On the Statement of Financial Activities, resources expended are classified according to two “high level” activities and treated as follows:

Costs of charitable activities (see note 5)

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. The support costs associated with these activities are described below and itemised in note 7.

Governance (see note 6)

- Management and administration comprises costs incurred by trustees, legal advisors, the auditor, and other costs linked to the strategic management of the charity.

Support Costs (see note 7 and note 11)

There are support costs associated with the charitable activities and these are accounted for in the period during which the activities take place. The support costs comprise the office rent, rates, utilities, heating, lighting, insurances, and depreciation of office equipment.

Costs relating to a particular activity are allocated directly. Other support costs are apportioned on an appropriate basis, such as floor areas or per capita, based on estimated usage.

(d) Tangible fixed assets and depreciation (see note 12)

All tangible fixed assets costing more than £500 are capitalised. Depreciation is provided to write off the cost of all tangible fixed assets over their expected useful lives. It is calculated using the following rates:

- Computer and office equipment — over three years

If tangible fixed assets are purchased for a project that is grant funded over one or two years only, then the assets are depreciated over the term of the grant funding.

Equipment rentals payable under operating leases are charged against income on a straight line basis over the lease term.

(e) Pensions (see note 8)

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

(e) Funds accounting (see note 16)

The nature and purpose of the charity’s funds are explained in note 16.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2015

2. Voluntary Income	Unrestricted	Restricted	2015 Total	2014 Total
	£	£	£	£
Gifts and donations (including Gift Aid)	2,611	-	2,611	1,151
	2,611	-	2,611	1,151
3. Activities for generating funds	Unrestricted	Restricted	2015 Total	2014 Total
	£	£	£	£
Sponsored walk	1,978	-	1,978	1,057
Supermarket collections	819	-	819	-
Receipts from reception charges	3,667	-	3,667	4,042
	6,464	-	6,464	5,099
4. Incoming resources from charitable activities	Unrestricted	Restricted	2015 Total	2014 Total
	£	£	£	£
Hastings B C (core funding)	44,654	-	44,654	49,644
Hastings B C (debt advice)	24,000	-	24,000	32,000
Children's Centres	7,710	-	7,710	7,710
Comic Relief	-	2,500	2,500	-
Community Development Funds	-	7,191	7,191	5,000
ESCC DESSS	-	40,965	40,965	49,072
ESCC General	-	1,117	1,117	25,901
ESCC Training	-	20,347	20,347	6,321
ESCC Triage	-	-	-	35,504
Energy Best Deal	-	6,350	6,350	5,100
Energy Best Deal Extra	-	4,300	4,300	-
Face-to-Face	-	26,038	26,038	51,991
FADES	-	90,759	90,759	30,220
Foreshore Trust	-	5,000	5,000	5,000
Magdalen & Lasher Charity	-	-	-	1,000
Isabel Blackman Foundation	-	-	-	2,500
Legal Services Commission	-	-	-	36,507
Lloyds	-	18,000	18,000	18,000
MASDAP	-	25,629	25,629	-
Pension Wise	-	51,898	51,898	-
Royal British Legion	-	-	-	500
Southern Water	-	-	-	10,000
Transition Fund	-	80,420	80,420	32,430
Warm Homes	8,300	-	8,300	21,500
Other income received	1,487	-	1,487	1,273
	86,151	380,514	466,665	427,173

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2015

5. Charitable activities	Unrestricted	Restricted	2015 Total	2014 Total
	£	£	£	£
Salaries	45,528	282,734	328,262	287,991
Staff and volunteer costs	-	20,959	20,959	15,529
Office Costs	3,578	23,695	27,273	31,446
Other	-	24,453	24,453	1,252
Support costs (see note 7)	3,914	19,362	23,276	27,701
	53,020	371,203	424,223	363,919

6. Governance	Unrestricted	Restricted	2015 Total	2014 Total
	£	£	£	£
Independent Examination	492	468	960	960
Insurance	1,375	1,308	2,683	2,860
Legal & professional fees	1,293	1,229	2,522	1,710
Trustee expenses	-	-	-	72
AGM and trustee meeting costs	729	692	1,421	37
	3,889	3,697	7,586	5,639

7. Support costs	Unrestricted	Restricted	2015 Total	2014 Total
	£	£	£	£
Depreciation	-	-	-	-
Premises	3,914	19,362	23,276	27,701
	3,914	19,362	23,276	27,701

8. Employees

The average monthly number of full time equivalent employees (including part time staff) during the year was as follows:

	2015	2014
Staff	11	10
Senior Management	4	4
	15	14

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2015**

8. Employees (continued)

Staff costs during the year were as follows:

	2015	2014
	£	£
Wages and salaries	301,193	262,264
National Insurance, employer's contributions	21,947	19,921
Pension costs, employer's contributions	5,122	5,806
	328,262	287,991

No employee received remuneration of more than £60,000 during the year.

9. Trustees

None of the trustees received any remuneration during the period. A total of £nil (£72 - 2014) was reimbursed to trustees for travel and other expenses incurred in undertaking trustees' business.

Under the terms of the Memorandum and Articles of Association of CITIZENS ADVICE 1066 each of the trustees agrees to contribute an amount not exceeding £1 in the event of the charity winding up.

10. Independent Examiner's Fee

The Independent Examiner's fee for these accounts is £800 plus VAT

11. Rent and Operating Leases (continued)

During the year, CITIZENS ADVICE 1066 paid rent of £2,405 plus service charges for the use of the premises at Renaissance House, St. Leonards, which is the new head office of the charity. At 31 March 2015 the charity had future annual rent commitments under a non-cancellable operating lease as follows:

	2015	2014
	£	£
Expiry date of lease 8 January 2042, With break clause on 8 January 2017		
Rent payable within the next 12 months – ground floor	1,278	1,278
Rent payable within the next 12 months – mezzanine	1,127	1,127
Rent payable between two and five years – ground floor	5,112	5,112
Rent payable between two and five years – mezzanine	4,508	4,508

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2015

12. Fixed Assets		Fixtures, fittings & equipment £
Cost		
At 1 April 2014		30,575
Additions		-
Disposals		-
At 31 March 2015		30,575
Accumulated Depreciation		
At 1 April 2014		30,575
On disposals		-
Charge for the year		-
At 31 March 2015		30,575
Net book value		
At 31 March 2015		-
At 31 March 2014		-
13. Stock		
The only stocks held by the charity were small quantities of leaflets and publications, but as these were distributed free of charge, their value was not considered material.		
14. Debtors	2015	2014
	£	£
Trade debtors	26,938	36,220
Prepayments and other debtors	16,954	294
	43,892	36,514
15. Creditors	2015	2014
	£	£
VAT	-	144
Accruals	10,352	960
Deferred income	7,771	23,832
	18,123	24,936

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2015

15. Creditors (continued)

Deferred income refers to grant monies received before 31 March 2015 for activities to be undertaken in the following financial year. These were

Deferred income	2015	2014
	£	£
Energy Best Deal	-	4,850
Community Development Fund	-	882
Warm Homes, Healthy People Programme	-	18,100
Comic Relief	3,500	-
MASDAP	4,271	-
	7,771	23,832

See note 16 for a description of the activities of these projects.

16. Movements in Funds

	At	Incoming	Outgoing	At
	1 April	Resources	Resources	31 March
	2014	£	£	2015
	£			£
Restricted Funds				
Comic Relief	-	2,500	(2,500)	-
Community Development	1,655	7,191	(6,156)	2,690
ESCC DESSS project	-	40,965	(40,965)	-
ESCC General project	-	1,117	(1,117)	-
ESCC Training project	-	20,347	(20,347)	-
Energy Best Deal	-	6,350	(6,350)	-
EBDx	-	4,300	(4,300)	-
Face To Face project	-	26,038	(26,038)	-
FADES	16,022	90,759	(90,833)	15,948
Foreshore Trust	-	5,000	(5,000)	-
Lloyds TSB Foundation	-	18,000	(18,000)	-
MASDAP	-	25,629	(25,629)	-
Pension Wise	-	51,898	(39,041)	12,857
Southern Water	8,204	-	(8,204)	-
Transition Fund	-	80,420	(80,420)	-
<i>Total restricted funds</i>	25,881	380,514	(374,900)	31,495
Unrestricted Funds				
Designated Fund to cover statutory redundancy liability	42,000		(11,000)	31,000
General Funds (Reserves)	46,760	95,437	(45,909)	96,288
<i>Total unrestricted funds</i>	88,760	95,437	(56,909)	127,288
Total Funds	114,641	475,951	(431,809)	158,783

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2015**

16. Movements in Funds (continued)

The restricted funds are as follows:

- Comic Relief: Provides a form filling service for clients making benefits applications and charity applications in case of hardship.
- Community Development Fund: Covers some volunteer expenses.
- East Sussex County Council: Discretionary East Sussex Support Services (DESSS) project, which replaces the former Social Fund scheme operated by DWP.
- East Sussex County Council: Generalist Advice service.
- East Sussex County Council: Welfare Reform training for staff and volunteers.
- Energy Best Deal: training sessions for groups.
- EBDx: Energy Best Deal extra one to one sessions for consumers.
- Face-to-Face: This initiative started as the Financial Inclusion Fund ended, and consists of 16 programmes for Debt Advice, of which 11 are led by Citizens Advice across the country.
- FADES (First Aid Debt Advice East Sussex): This is a project initiated by Citizens Advice East Sussex and funded by a Big Lottery Reaching Communities grant, which involves working with health professionals to identify and engage with service users who are experiencing debt issues which are impacting negatively on their health.
- The Foreshore Trust grant covers some volunteer expenses.
- Lloyds TSB Foundation: This is a grant towards the salary of an Advice Session Supervisor
- MASDAP: Money Advice Service funded Debt Advice Project 2014-17
- Pension Wise: This is a new government service that helps clients to go through their pensions options so that they can make informed and confident decisions that are best for themselves and their family.
- Southern Water: This is a grant to help the bureau to train and supervise advisers to help them apply for assistance on behalf of Southern Water customers in order to clear their debts with Southern Water.
- Transition fund: This is a grant from the Lottery Fund, to cover some salary costs, staff costs and office costs. The activities for this grant started in October 2013.

The designated funds were created to set aside funds for the following liabilities:

- Future liability for statutory redundancy pay for employees as at July 2015

17. Taxation

The charitable company is exempt from income and corporation taxes.