

Citizens Advice Tadley & District Annual Review 2019 - 2020



**citizens
advice**

**Tadley
& District**

Citizens Advice Service Aims and Principles

Citizens Advice Tadley & District, founded in 1985, is a local independent charity and a member of a national association – Citizens Advice.

We provide free, confidential and independent advice to help people overcome their problems. We work to fix the underlying causes of these problems. We are a voice for people on the issues that matter to them.

We value diversity, promote equality and challenge discrimination and harassment.

We're here for everyone.

We hold the **Advice Quality Standard**, the only sector-owned, independently audited standard that focuses on advice.



Foreword from the Chair of Trustees

In March 2019 Citizens Advice Tadley & District was looking forward to a busy and important year, which promised a number of challenges.

We celebrated 35 years as an independent Citizens Advice charity in Tadley, which was a very significant achievement. During that time we have grown in size and in the number of people we have been able to help. Much of what was achieved during that time was down to the commitment and hard work of outgoing Chair, Jo Slimin, and her comrade in arms and Vice-Chair, Kate Wright. One of the challenges, therefore, was to replace Jo – at least physically (she is probably irreplaceable in terms of personality and achievement). We also had to find a new Treasurer, and at least one other new trustee. Happily, Jo, Kate and colleagues overcame the challenge, and so we have welcomed Kevin Rafferty as Treasurer, and Stephen Hodgson as Vice-Chair. We are pleased to say that both Jo and Kate will continue as trustees and we will introduce some fresh blood to the Trustee Board in the course of the coming year.

I joined the Board in October last year, and took over the chair at the AGM in November. It is a great privilege to join such a successful and well-run charity, and I very much hope that we shall continue to build on the achievements of my predecessors.

As I write we are mid-Covid 19 pandemic, with a further surge if not a second wave looming. We will report separately on how we have coped with the crisis and managed to continue to provide a much-needed service; but I cannot help but reflect that this year's challenges make 2019-20 seem positively 'routine business' by comparison. By the end of the year we had entered lockdown, and Rachel Campbell and her wonderful team of paid staff and volunteers were confronting the challenge of keeping open as best we could. It goes without saying that I am immensely grateful to everyone for the effort put in over the year, and for their generous support for the new boy in the chair.

The constant challenge is to fund all our activities and staff, and like other charities we suspect that 2020-21 will be a difficult year. Our local authorities



Professor Tony Downes

provide tremendous financial assistance, and we could not survive without a generous grant from Basingstoke & Deane Borough Council, with further assistance from Tadley Town Council, the Turbary Allotment Charity, Greenham Trust and some of our parishes. Fund-raising opportunities have been restricted by the lockdown, and we shall be asking our local community for support as never before.

The Citizens Advice service is going to be in great demand in the coming years as a consequence of the pandemic, and we are determined to continue to provide the benefits, employment, housing, debt, relationships advice (and more) that young and old in our community may need.

*Professor Tony Downes
Chair Citizens Advice Tadley*

Our Service

We started 2019 with swift preparations for launching the Help to Claim service – where local Citizens Advice offices provide dedicated support to new claimants of Universal Credit. We recruited new staff and provided lots of new training to all our existing staff and volunteers. Most of us also had a session with Basingstoke Jobcentre staff, which was very informative and put the process in context for everyone.

Due to the success and hard work of our Macmillan caseworker, Petra, we were able to expand our service to cancer patients and their families to five days per week. This post becoming full time made an enormous difference to the number of clients and outcomes we were able to achieve.

In amongst the new and existing projects, we were finally able to complete our IT replacement project, with financial assistance from Greenham Trust, Tesco, Four Lanes Trust and our own fundraising efforts.

We were also fortunate to receive a visit from Mayor Councillor Diane Taylor and her consort Andy Taylor. They both already knew a great deal about our work but it was great to be able to show them our offices, explain all our day-to-day and project work and introduce some of our volunteer advisers.

We ended the year with the realisation that we needed to plan for a rocky few months with the news that Coronavirus infection rates were rising. We utilised what newly-purchased IT we could, giving out laptops and phones – and even the office PCs – to anyone that was prepared to continue advising from home. We planned new resources, training and rotas and then everyone but me went home. The majority of those calls in the early days were about claiming Universal Credit so all that extra training right at the start of the year has been put to very good use.

Rachel Campbell, Advice Services Manager



Andy Taylor, Mayor Cllr Diane Taylor, Cllr Jo Slimin, Professor Tony Downes, Rachel Campbell

Training Manager's report

I am joint Training Manager for Citizens Advice Basingstoke and Tadley.

In April 2019 we joined the Help to Claim Service run by Citizens Advice. This telephone service offers help to anyone with questions about starting a Universal Credit claim. We can help to support clients through making the claim as well as addressing issues that they might encounter leading up to their first payment. This would include queries about their eligibility, an advance payment and how to manage and maintain their claim. A dedicated team have undertaken training to fulfil the requirements and reach the knowledge required to offer this service.

With Brexit looming we have had an increasing number of queries about the EU settlement scheme which started on 29th March 2019. Clients have been asking about their eligibility as well as help to access the scheme. We have undertaken training courses to ensure that our advisers



Di Lewis

understand the process and the details of the scheme.

During the year we have trained 5 new volunteers to Assessor level and one assessor has converted to become a full adviser.

Trainee Mentor

My new role as trainee mentor at Citizens Advice Tadley is to ensure trainees (in whatever role) have support during and after their initial training. Their training is intensive and further learning on the job itself is a necessity if the volunteers are to make progress and feel confident in their ability to give the good level of advice required by our membership of Citizens Advice.

At the same time experienced advisers often need refresher training e.g. in using the Lisson Grove Benefits Programme (a software package of fully cross-referenced benefits information) or giving advice via webchat, both of which I have conducted workshops about.



Hazel Baldock

Our Team 2019 - 2020

Advice Services Manager

Rachel Campbell

Joint Strategic Manager

Graham Hatcher

Training Manager

Di Lewis

Office Manager

Clare Hawkins

Office Administrator

Katie Bilella

Advice Session Supervisors

Hazel Baldock
Sharon Dover
Fraser Gleave
Janette Hewitt
David Lister
Caroline Sutton
Richard Williams

Caseworkers

Petra Fearnley
Caroline Sutton

Trainee Mentor

Hazel Baldock

Trustee Board

Members of the board of Trustees are directors for the purpose of company law and trustees for the purpose of charity law.

The members who served during the period 1st April 2019 to 31st March 2020 are set out below

Members

Tony Downes	Hon. Chair
Stephen Hodgson	Vice - Chair
Kevin Rafferty	Hon. Treasurer
Katherine Birkinshaw	Co. Secretary

Board Members

Lorraine Bissell
Michael Bound
Alistair Cheyne OBE
Andrew Cobb
Simone Friere
Janette Hewitt
Anna Illingworth
Eddie McGrath
Jo Slimin
Kate Wright

Derek Mellor	HCC representative
Rachel Campbell	Ex officio/ASM
Martin Hart	Ex officio/Citizens Advice



3 locations

where we provide free
and independent support



58

dedicated local staff
and volunteers



£212,370

Annual estimated value
of hours donated by
our volunteers

Advisers/Assessors

Angela Adams
Lesley Annable
Hazel Baldock
Martin Bartlett
Andy Bell
Simon Brewin
Jonathan Dance
Mike Davis
Gordon Douglas
Steve Ellis
Christy Gardner
Fraser Gleave
Chris Goss
Martin Heath
Janette Hewitt
Jess Hudson
David Lister
Pat Murphy
Moiria Oram
John Stanforth
Graham Stones
Caroline Sutton
Kaylie Tang
Colin Turner
Anne Watson
Richard Williams
Mike Wilson



IT

Ruth Porter

Admin/Reception

Anne Harrison
Ann Lamacraft
Susan Long
Karen Lees-Smith
Gaynor Whitehouse

Research and Campaigns group

John Allison
Rachel Campbell
Philip Neild
David Lister
Jo Slimin
Anne Watson

Bookkeeper

Christine McGarvie

**We asked our team
“What’s the best thing
about working or
volunteering with us?”**

*Helping
communities with
their day to day
problems*

*Knowing that we’re
helping people when
potentially they are
at their lowest point*

*Opportunity to
serve the local
community and
make a difference
to people’s lives*

*Apart from the
satisfaction gained
from helping my
fellow citizens,
I enjoy working
alongside my
colleagues and the
friendly atmosphere
at the office*

Our Clients 2019 - 2020

Who we helped



3125 people

helped face to face, by phone,
email or webchat
(including Macmillan)



10,540

interactions with or on behalf
of the client

What we helped with



8,841 issues

people sought our help with



37%

of advice issues
related to Benefits and
Universal Credit

The difference this makes



£2,011,409

gained for our clients this
year (including Macmillan)



£868,069

financial savings to local
and national government

Citizens Advice Tadley helped 26% of our clients prevent a crisis such as homelessness, repossession, unemployment, bailiff action, court proceedings or disconnection of gas/electric, etc.

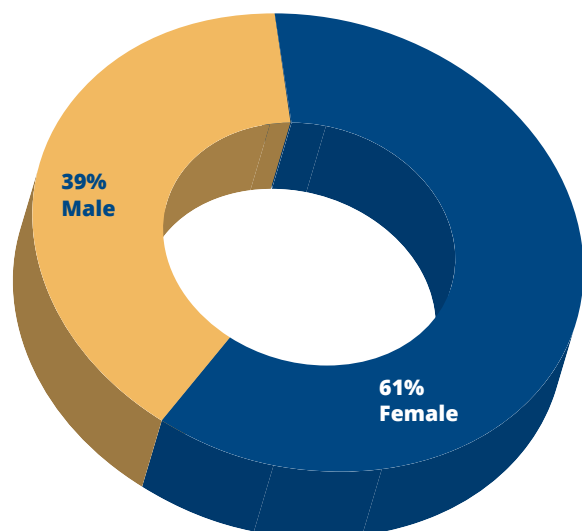


£3,609,066

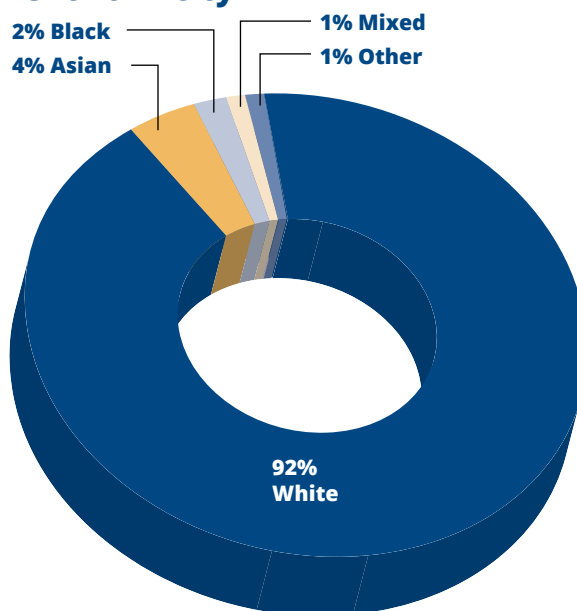
Estimated wider social and economic value to society

Client Profile 2019 - 2020*

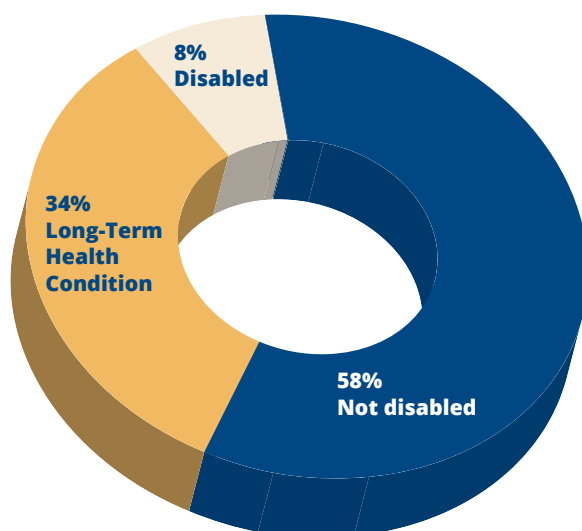
Client Gender



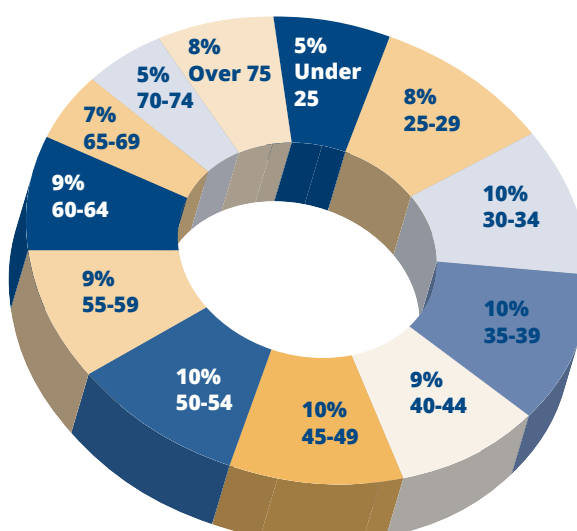
Client Ethnicity



Client Disability

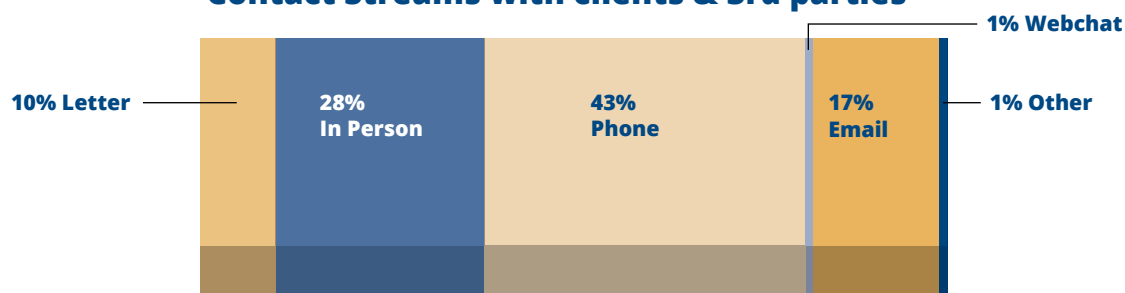


Client Age

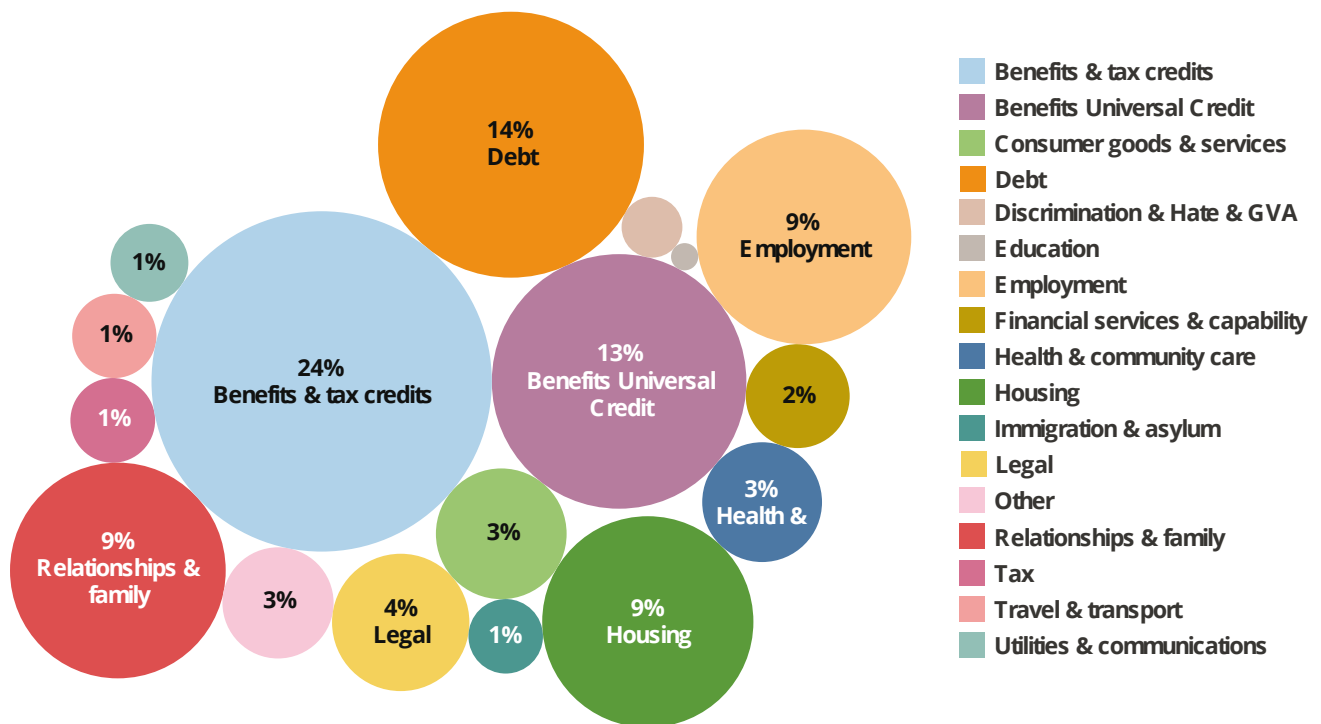


*Data only from those clients that chose to share this information with us.

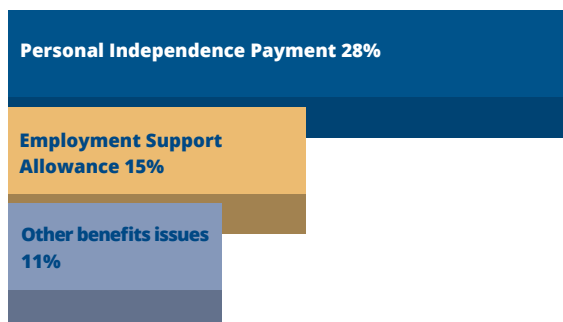
Contact Streams with clients & 3rd parties



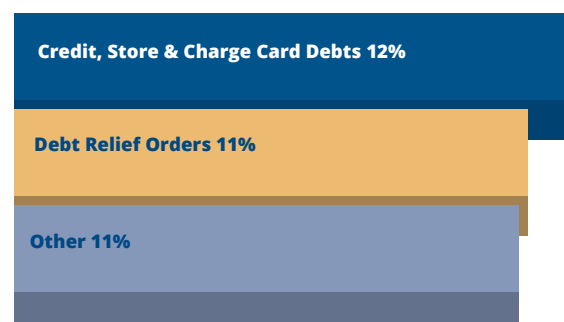
Advice issue statistics for Tadley 2019 - 2020



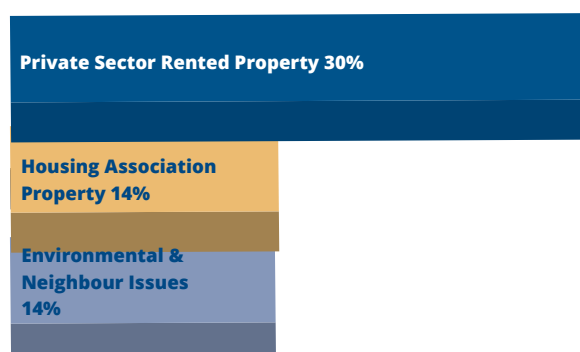
Top 3 Benefit issues



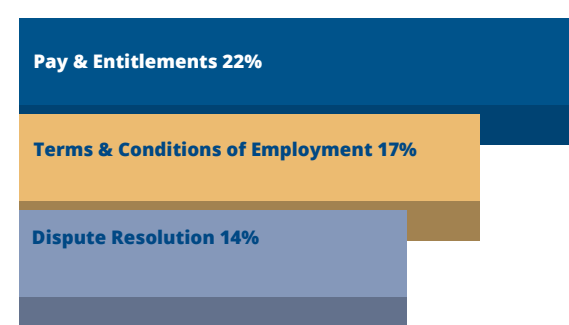
Top 3 Debt issues



Top 3 Housing issues



Top 3 Employment issues



Our impact in 2019 - 2020

We know that receiving help with their practical issues can improve the health and well-being of our clients.

The difference we make



93%

of our clients feel confident to deal with the problems they face



83%

of our clients feel less anxious or stressed after visiting us



100%

of our clients reported they would use Citizens Advice again

From my initial phone call to date I have been treated with the utmost respect & kindness. The help I have received & am still getting has been invaluable.

I received a great service and valuable help and advice. I got an appointment quickly and the help assisted me in resolving my problem.

Thank you so much for all your help and support. You do a wonderful job and it is truly appreciated.

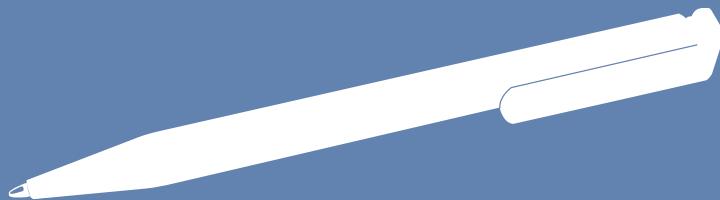


The impact of our advice

Thank you to you all for your support, time and expertise these last six months or so. From looking at my Personal Independence Payment form to advising me about Universal Credit and Employment & Support Allowance. And for being prepared to do all this over the phone and by email. I really am so grateful and it has made a real difference at this difficult time.



I want to say thank you for all of the continuing help and support that you've given me over the last 2 or 3 months. Having recently lost my job as you know I have had domestic, financial and personal issues. Without your assistance looking back I don't know what I would have otherwise done. In particular I want to thank Rachel and Mike at your Tadley office, and the lovely ladies and chaps at the Foodbank. I have to admit that I had to swallow my pride at first, but you've all made me feel very welcome to receive the help I've been given. I think we're very lucky to have such excellent support services in Tadley.



Just to let you know I was successful in my appeal on 8 November 2019. More importantly I need to thank you for all your support, advice and time spent with me. I would probably have given up if it wasn't for you and my husband. Can't say thank you enough. Bless you and all your colleagues for your dedication to help everyone who comes through your doors.

Community Care & Mental Health Projects

Our specialist caseworker Caroline supports our most vulnerable clients, including those with mental health issues.

She has close links to local medical professionals and supported housing staff who refer clients in for support with any practical issues. Clients can also self refer.

Caroline can help clients:

- check benefit entitlement and complete necessary applications
- make appeals as necessary
- access appropriate medical evidence
- maximise income
- reduce expenditure
- complete Blue Badge applications
- access other community support



Caroline Sutton

*Caroline in
Tadley is
my rock.*

*I don't know what I
would do if this service
was not available. They
have helped and advised
when I had no one to
ask for help. To me this
service is priceless.*

*I had nothing but a
positive experience
with Caroline at the
CA in Tadley. She was
extremely knowledgeable
about what I needed help
with and was kind, caring
and compassionate.*

Help to Claim

Launched in April 2019 Help to Claim is a national service run by Citizens Advice to help clients make their first claim for Universal Credit.

We can help clients:

- work out if they can get Universal Credit
- fill in the Universal Credit application
- prepare for their first Jobcentre appointment
- check their first payment is correct



Angela Adams



Fraser Gleave

Hampshire Macmillan Citizens Advice Service

Our Hampshire Macmillan adviser supports clients with cancer, and their families, who are living or being treated in Hampshire. This year we increased our service so our adviser is available 5 days a week.

Petra can help clients:

- make benefit claims
- complete Blue Badge applications
- apply for Macmillan grants
- with many other issues including travel & health costs, debt, housing and employment



Petra Fearnley

Burghfield Outreach

We continue to offer appointments at our Burghfield Outreach thanks to the support of Burghfield Parish Council.

This outreach is invaluable to those clients who cannot travel to Tadley due to the lack of public transport. Although some clients are happy to receive advice through other channels sometimes a face to face appointment is necessary and the only way some people could access advice.

Due to the nature of this service we hope to be able to expand the number of our outreach locations in other rural areas in the coming months and years.



Debt Relief Orders and Bankruptcy applications

Our DRO intermediary supports clients where a DRO or Bankruptcy application has been identified as their preferred course of action following a thorough debt assessment and communication of their debt options.

I saw a very knowledgeable and helpful man, who was reassuring and gave good information based on what I told him. I was extremely worried about a situation but this meeting put it all in perspective and showed me the way forward.



Richard Williams

Relationship and Employment Legal Advice

We are very fortunate to have the support of Rowberry Morris Solicitors who provide free weekly legal advice sessions in relation to employment and family matters.

Following a generalist advice appointment, we are able to refer clients who would benefit from legal advice from a solicitor specialising in their issues.

As legal aid is now only available to qualifying individuals in very few areas of law, many of our clients would not otherwise be able to afford legal advice.



Healthwatch Hampshire

Citizens Advice Tadley is a local Healthwatch Champion, part of Healthwatch Hampshire.

We provide information and signposting to people about local health and care services, how to access them and how to find their way round the system. We also feedback any concerns about the quality of health and social care services locally.



Tadley Foodbank

Tadley Foodbank is at Tadley Methodist Church every Tuesday morning.

We run an advice drop-in session where we can issue vouchers as well as provide support with any other issues.

Citizens Advice Tadley issued 101 food vouchers this year. Each parcel provides a three day emergency food supply.



at Tadley Methodist Church

Research and Campaigns

Research and campaigns is one of the twin aims of our service. It aims to improve the policies and practices that affect people's lives.

We collect anonymised data about the clients we help. The data is well respected by decision makers at all levels. It informs both local and national campaigns to seek changes that will benefit not just our clients but also the many people who never access Citizens Advice.

National work

During 2019 Citizens Advice nationally achieved a number of successes including:

- Energy price cap. This was introduced following years of campaigning, and will benefit those – mainly vulnerable – people who are on standard variable contracts
- Outlawing of cold-calling to sell pensions
- Banning up-front fees to letting agents
- The slowing of the rollout of smart meters to focus more on quality and less on targeted numbers

Local work

- We have been monitoring the rollout of Universal Credit since the Basingstoke Jobcentre became “full-service”. We contributed to national campaigns that secured numerous technical improvements (such as the reduction from 6 weeks to 5 weeks before first payment)
- We have also been monitoring a decline in the performance of PIP appeals
- Finally, we noticed an increase in the number of food vouchers we have issued on behalf of the food bank. This has been a multi-year trend.

However once coronavirus struck all of our efforts have been directed to helping our national team with the data needed to validate urgent campaigns.



Philip Neild, Research & Campaigns Co-ordinator, Citizens Advice Basingstoke and Tadley



Supporters 2019 - 2020

Aldermaston Parish Council
Ambrose Allen Charity
Basingstoke and Deane Borough Council
Basingstoke Foodbank
Baughurst Parish Council
Baughurst Parochial Church Council
Bramley Parish Council
Brimpton Parish Council
Burghfield Parish Council
Citizens Advice
Citizens Advice Hampshire
Four Lanes Trust
Greenham Trust
Hampshire County Council
Helping Hands in Tadley
Henry Smith Charity
Loddon Valley Lions
Kingsclere Parish Council
Mortimer West End Parish Council
Pamber Parish Council
Sherborne St. John Parish Council
Silchester Parish Council
Stratfield Mortimer Parish Council
Sulhamstead Parish Council
Tadley & District Community Association
Tadley & Pamber Parochial Church Council
Tadley Town Council
Tesco Bags of Help
Turbary Allotment Charity



We also received kind donations from a number of private individuals.

We are extremely grateful to all the organisations and individuals whose generosity enabled us to help those most in need in our community.

How you can help us...



We are always looking for volunteers for a variety of roles.

*To register your interest please
call us on 0118 981 7567
email admin@tadleycab.cabnet.org.uk*

Donate to Citizens Advice Tadley, your local independent charity

We are not centrally funded and rely on grants or our own fundraising to keep our service open.

You can donate online at either:

<http://uk.virginmoneygiving.com> or

<https://thegoodexchange.com>

<https://www.easyfundraising.org.uk>

When you use easyfundraising to shop with any of the 4,000 retailers, the retailer makes a small donation to us at no extra cost to you.

<https://smile.amazon.co.uk>

Amazon donates 0.5% of the net purchase price (excluding VAT, returns and shipping fees) of eligible purchases to us.

Please get in touch if you would like to become one of our regular donors or if you are able to give us a one-off donation.



Citizens Advice Tadley & District

Franklin Avenue
Tadley
Hampshire
RG26 4ET
0118 951 7567

Adviceline number
03444 111306

Help to Claim
0800 144 8 444

Free, confidential advice whoever you are

We help people find a way forward with their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality and challenge discrimination and harassment.

We're here for everyone.

Opening times:

Monday	10am-3.30pm
Tuesday	10am-1pm
Wednesday	10am-1pm
Thursday	10am-3.30pm
(evening pre-booked appointments only)	
Friday	10am-1pm



<https://www.facebook.com/TadleyCAB/>



<https://twitter.com/TadleyCAB>



<http://basingstokeandtadleycab.org.uk>



Designed in-house at
Citizens Advice Tadley.

Printing by BDBC print services on environmentally friendly recycled paper. BDBC print services belong to a scheme that carbon balances the paper used by planting new trees.

If you wish to reproduce any of the contents please contact admin@tadleycab.cabnet.org.uk



www.carbonbalancedpaper.com
C BP0002272808181017

Citizens Advice Tadley & District
Company Limited by Guarantee No. 5900656
Charity Registration No. 1118080
FRN: 617764

Company No. 05900656

**Tadley and District
Citizens Advice Bureau**
(a Company Limited by Guarantee)

**Annual Report and Financial Statements for
the year ended
31 March 2020**

Registered Charity No 1118080

**Financial Statements
for the year ended 31 March 2020**

CONTENTS

Report of the Directors and Trustees	4-11
Independent Examiner's Report	12
Statement of Financial Activities	13
Balance Sheet	14
Notes to the Accounts	15-24

Report of the Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in 2015, the Companies Act 2006 and applicable UK accounting standards in preparing the annual report and financial statements of the organisation.

The Charity is a limited Company, limited by guarantee, and is governed by its Memorandum and Articles of Association. The Trustees confirm that they have had regard to the Charity Commission's public benefit guidance.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Tadley and District Citizens Advice Bureau also known as CA Tadley
Charity Registration:	1118080
Company Registration:	5900656
Registered Office:	Franklin Avenue Tadley Hants RG26 4ET
Company Secretary:	Katherine Jane Birkinshaw
Banks:	Barclays Bank Aldermaston Rd Tadley Hants RG26 4QA
Independent Examiner:	Mr Andrew Skilton ACA Brewers Chartered Accountants Bourne House Queen Street Gomshall Surrey GU5 9LY

Report of the Trustees

The following people were trustees of the charity during the year:

TRUSTEES	ROLE	
Prof Tony Downes	Chair	Appointed 31 December 2019
Stephen Wayne Hodgson	Deputy Chair	Appointed 31 December 2019
Katherine Jane Birkinshaw	Company Secretary	
Kevin Michael Rafferty	Treasurer	
Cllr Janette Margaret Hewitt	Baughurst Parish Council representative	
Cllr Michael John Bound	Basingstoke & Deane Borough Council representative	
Cllr Josephine Barbara Slimin	Tadley Town Council representative	
Katherine Bridget Hebden (Wright)		
Alistair Cheyne OBE		Deceased 08 May 2020
Andrew Cobb		
Anna Mary Illingworth		

New Appointments and Resignations

Simone Freire	Resigned 09 January 2020
Eddie McGrath	Resigned 15 May 2020
Lorraine Bissell	Resigned 15 May 2020
Nicholas Robert Edwards	Appointed 01 September 2020
Vanessa Coral May Richards	Appointed 01 September 2020

The following people also attended meetings during the year:

EX OFFICIO MEMBERS	ROLE
Rachel Campbell	Advice Services Manager
Graham Hatcher	Joint Strategic Manager
Mike Davis	Staff Representative
Cllr Derek Mellor	Hampshire County Council Representative
Clare Hawkins	Office Manager/Minute Secretary

Report of the Trustees

2. STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Tadley and District Citizens Advice Bureau is a registered charity and a company limited by guarantee. Tadley and District Citizens Advice Bureau is also known and referred to as Tadley CA. The maximum liability of each member is limited to £10. At 31 March 2020, the company had 8 individual members and 6 organisations (2019 – 8 and 6).

Tadley CA is governed by its Memorandum and Articles of Association as adopted in 2017.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected from the local community. Appointment of new Trustees is undertaken by the Trustee Board as and when required and notified to Companies House by the Company Secretary.

Under the Memorandum and Articles of Association as adopted in October 2017, the number of Trustees shall be a minimum of 3 and a maximum of 15. Trustees may be elected at the AGM and shall hold office from the conclusion of that meeting. Co-opted Trustees can be appointed at a meeting of the Trustee Board and may serve for a maximum of 3 years and then must be elected at the next AGM. The Officers of the Charity are elected by the fellow members of the Trustee Board.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Tadley CA through the provision of training courses and mentoring by established trustees.

Organisational Structure

CA Tadley is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CA Tadley and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public. The members of the Trustee Board consist of:

1. Elected Members
2. Representatives of member organisation who are appointed by the bodies they represent and who decide to become trustees/Directors.
3. Co-opted trustees who are appointed by the Trustee Board
4. In attendance: staff members who are elected by their fellow volunteer advisers and the Joint Strategic Manager, the Advice Services Manager, and the Office Manager.

Report of the Trustees

Related Parties

CA Tadley is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of CA Tadley to fulfil its charitable objects and comply with the national membership requirements. CA Tadley is also a member of the Hampshire Consortium of Citizens Advice.

The charity also co-operates and liaises with several other advisory services, local charities, and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Major risks

CA Tadley has worked on a Corporate Risk Management exercise. A risk management strategy is agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end CA Tadley is continually monitoring and managing its risk and its action plans.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

3. OBJECTIVES AND ACTIVITIES

Objectives

The charity's objectives are to promote any charitable purpose for the benefit of the community in Tadley and the surrounding area, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness, and distress.

Aims, Objectives, Strategies and Activities for the Year

CA Tadley seeks to provide the advice people need for the problems they face, and to improve the policies and practices that affect people's lives.

It provides free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

The principal activity of CA Tadley remains the provision of advice for members of the public. This is provided through telephone, webchat, email, and face to face drop in and pre-arranged interviews.

Report of the Trustees

Opening Hours

Mon 10 am – 3.30 pm
Tues 10 am – 1 pm
Weds 10 am – 1 pm
Thurs 10 am – 3.30 pm
Thurs 6 pm by appointment only
Fri 10 am – 1 pm

Specialist Advice is offered through:

- Relationship Advice: Rowberry Morris – alternate Wednesdays 10 am – 1 pm
- Employment Advice: Rowberry Morris –alternate Wednesdays 10 am – 1 pm
- Specialist Welfare Benefit and Debt provision by appointment.
- Debt Relief intermediary by appointment.
- A Legal Advice Clinic is held at CA Basingstoke every Thursday.
- A Pensionwise agent offers weekly appointments every Thursday

Projects

The aim of specialist projects, which are supported by additional funding, is to build on the excellent work done by the core service. This enables CA Tadley to provide extra support and in-depth case work to the most vulnerable of our clients. To obtain the necessary funding to provide the additional services, applications were made to various local and national providers of community finance.

Specialist Project 2019/20	Days	Funded by
Advice for people affected by cancer	Monday- Friday	Macmillan
Help to Claim support in making first claim for Universal Credit	Monday-Friday	Central Government via CitA
Benefits advice including support for applications and appeals, also offering home visits	Monday	Turbary Allotment Charity
Outreach Advice session at Burghfield Village Hall.	Monday Fortnightly	Burghfield Parish Council
Evening Advice	Thursday	Henry Smith Charity
Benefits appeals support to vulnerable and mental health clients, supporting court visits	Thursday	Rotary Club of Basingstoke
Tadley Foodbank Outreach Clinic	Tuesday	Basingstoke Foodbank
Specialist support for clients affected by Brexit	Monday-Friday	Basingstoke & Deane Borough Council
Universal Credit Clinic	Thursday	Helping Hands of Tadley

We monitor the needs of the community by comparing our clients to the community profile to ensure that those who need help with problems can access our service.

Report of the Trustees

Recruitment is ongoing for volunteer advisers and admin staff. Induction, training, and support are provided to meet individual needs to ensure that the necessary knowledge and skills are in place.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance. in advising the public and administering the charity. Volunteer roles include trustee; adviser; IT support; fundraising; research & campaigns and admin support. Citizens Advice, based on our annual return, has valued the help of 44 volunteers at £212,370 in the current year.

4. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

Achievements

We offer 25 hours of advice per week supported by a paid Advice Services Manager, Office Manager, Training Officer, and some paid and volunteer Advice Session Support. All positions are part time.

In the year we helped 3,125 clients with 8,841 issues. 10,540 interactions were made either with or on behalf of clients, face-to-face, by phone, email, webchat, or letter. The main enquiry issues were, in order: Benefits and Tax Credits, Debt, Relationships and Family, Employment, Housing.

Financial outcomes, or money gained for clients, included benefits and pensions, back dated payments, and tribunal awards. This is a verified figure from clients who have kept us informed and the real total is likely to be much higher. We secured annualised gains of £2,011,409 on behalf of clients during the year (including Macmillan).

This year has seen 5 new volunteer assessors undergo the extensive Citizens Advice training programme. Other training was completed, as appropriate, in particular gamble aware training and advisers also attended a session on the EU settlement scheme. All members of staff undertook the revised training in GDPR and the FCA Senior Managers & Certification Regime (SMCR).

Liaison meetings have taken place with a variety of local partners including Local Authorities, NHS, Government Departments and other voluntary agencies on topics such as vulnerable people, disability groups and the prevention of eviction. We are also active members of the Hampshire Consortium of Citizens Advice.

In 2019/20 we submitted 51 separate items of evidence to our national Research and Campaigns unit about the effect of poor policies and practices in the Tadley area. We took part in this year's national Scams Awareness campaign. Nationally, Universal Credit is failing many people, so we expect it to be a continuing area of focus in the coming year.

Quarterly Board Meetings have been held, attended by Trustees and observers. Sub-Committee meetings have been held in Compliance and Planning, Finance and Recruitment and Selection.

Report of the Trustees

Public Benefit

The trustees have considered the guidance provided by the Charity Commission and its impact on the work of the charity.

Fundraising Activities

Total fundraising income for the year was £5,583 (2019 £9,043). Fundraising expenditure incurred in fundraising activities during the year was £0 (2019 £0).

Factors Affecting the Achievement of Objectives

The charity is aware of the financial pressures experienced by its major funders and in view of this has taken active measures to seek additional sources of funding for its services.

5. FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £166,952 (2019 £148,429), of this £63,776 (2019 £46,438) related to project restricted activities.

A deficit of £3,015 was made in the year (2019 surplus of £93,787 inclusive of Defined Benefit Pension Scheme liability transfer totalling £82,750 following the departure of its last member in September 2018). At 31 March 2020 total funds were £97,529 (2019 £100,544) of which £6,419 represented restricted funds (2019 £20,414).

Report of the Trustees

Reserves Policy

CA Tadley is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. Tadley CA will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources possible. The financial position of CA Tadley is entirely dependent on the continued support of grant making bodies, in particular Basingstoke and Deane Borough Council.

The charity is no longer a member of the Hampshire County Council Pension scheme and September 2018 saw its last member transferring out the scheme.

The trustees' policy is to maintain about 3 months costs which would total £38,942, a closure cost of £10,000 in respect of redundancy pay and £19,744 for the lease totalling £68,686.

Principal Funding Sources

The Trustees extend their gratitude to Basingstoke and Deane Borough Council; Tadley Town Council; Greenham Trust; Hampshire and Isle of Wight Community Foundation; Loddon Valley Lions and local Parishes and Four Lanes Trust who continued to support the core operating capacity of the charity. Additionally, project-specific funding was received from Turbary Allotment Charity; Citizens Advice; Citizens Advice Hampshire; Macmillan; Helping Hands of Tadley; Henry Smith Charity and Rotary Club of Basingstoke.

6. FUTURE PLANS

CA Tadley aims to continually improve access to its service and intends to extend its service to an even wider number of the community. This will be achieved by a recruitment strategy to increase volunteer numbers. We aim to continue to offer telephone advice along with a webchat and email service. We will also deliver the DWP Help to Claim Service, in addition to our core activities.

Report of the Trustees

7. TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- a) select suitable accounting policies and apply them consistently.
- b) observe the methods and principles in the Charities SORP.
- c) make judgments and accounting estimates that are reasonable and prudent.
- d) state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue to operate.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charity's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.



Kevin Michael Rafferty
Director

Date: November 25th, 2020

Independent Examiner's Report to the Trustees of Tadley and District Citizens Advice Bureau

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Tadley and District Citizens Advice Bureau ('the charitable company') for the year ended 31st March 2020 which comprise the Statement of Financial Activities and the Balance Sheet

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company, you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit go beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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 financial statements to be reached.

A M SKILTON ACA

Brewers Chartered Accountants
Bourne House, Queen Street
Gomshall, Surrey, GU5 9LY



Dated 25th November 2020

**Statement of Financial Activities for the year ended March 2020 incorporating the
Income and Expenditure Account**

	Note	Unrestricted funds £	Restricted funds £	Total funds 2020 £	Total funds 2019 £
Income	1b				
Donations and Legacies	2a	10,730	-	10,730	1,867
Charitable Activities	2b	86,685	63,776	150,461	137,331
Other Trading Activities	2c	5,583	-	5,583	9,043
Investment Income		178	-	178	188
Total Income		<u>103,176</u>	<u>63,776</u>	<u>166,952</u>	<u>148,429</u>
Expenditure					
Charitable activities including allocated Support costs	3	<u>89,191</u>	<u>80,776</u>	<u>169,967</u>	<u>54,642</u>
Total Expenditure		<u>89,191</u>	<u>80,776</u>	<u>169,967</u>	<u>54,642</u>
Net income (expenditure) before transfers	4	13,985	(17,000)	(3,015)	93,787
Transfers between funds		(3,005)	3,005	-	-
Net movement in funds for the year		10,980	(13,995)	(3,015)	93,787
Fund balances brought forward 2019		80,130	20,414	100,544	6,757
Balances carried forward 2020	9	<u>91,110</u>	<u>6,419</u>	<u>97,529</u>	<u>100,544</u>

There were no recognised gains or losses other than those shown in the Statement of Financial Activities. The accompanying notes form part of the financial statements.

BALANCE SHEET
at 31st March 2020

	Note	£	2020 £	£	2019 £
CURRENT ASSETS					
Debtors and prepayments			11,663		75
Cash and bank balances			96,318		118,705
			<u>107,981</u>		<u>118,780</u>
CREDITORS: Amounts falling due within one year					
Creditors and accruals	7		<u>10,452</u>		<u>18,236</u>
NET CURRENT ASSETS			97,529		100,544
NET ASSETS			<u>97,529</u>		<u>100,544</u>
Represented by:					
FUNDS					
Unrestricted funds			91,110		80,130
Restricted funds	9		6,419		20,414
Total Funds	10		<u>97,529</u>		<u>100,544</u>

The company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2020

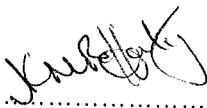
The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2020 in accordance with section 476 of the Companies Act 2006.

The trustees acknowledge their responsibility for:

- (i) ensuring the company keeps accounting records which comply with sections 386 and 387 Companies Act 2006; and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of its financial year and of its profit and loss for the financial year in accordance with sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements.

These financial statements are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Trustees on November 25th, 2020 and signed on their behalf by:


.....
Kevin Michael Rafferty
Treasurer

Notes to the financial statements for the year ended 31 March 2020

1. Accounting policies

a. Basis of preparing the financial statements

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 (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and Companies Act 2006.

In 2016/17 Tadley Citizens Advice Bureau (also known as CA Tadley) changed its accounting policy towards the recognition of the deficit of the Hampshire County Council Defined Benefit Pension Fund.

CA Tadley meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless stated in the relevant accounting policy note.

b. Income

i) Grants receivable

Grants made to finance the activities of CA Tadley are credited to the income and expenditure account in the period to which they relate.

ii) Bank interest

Bank interest is included in the income and expenditure account when receivable.

iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included when due.

iv) Gifts and Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support are not included in the financial statements. However, its value to the Charity has been estimated and disclosed in the directors' report.

Notes to the financial statements for the year ended 31 March 2020

c. Expenditure

All expenditure is accounted for on an accrual's basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Where such costs relate to more than one functional cost category they have been allocated to activities and funds on a basis consistent with the use of the resource.

d. Fixed assets and depreciation

CA Tadley does not capitalise office furniture and equipment, including computer equipment, unless the value exceeds £5,000. Costs are written off against income in the year of purchase.

e. Debtors

Debtors are recognised at the settlement amount due after any trade discount offered.

f. Creditors

Creditors are recognized where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognized at their settlement amount after allowing for any trade discount due.

g. Restricted funds

Income received for the restricted purposes is included in separate restricted funds against which appropriate expenditure is allocated.

h. Pension

In previous years CA Tadley had paid into the Hampshire County Council final salary pension scheme. This is a defined benefit scheme and was found to be underfunded. The deficit on this scheme has required CA Tadley to continue to pay a fixed amount of £5,200 per annum in 2018/19.

The Assets of the Scheme are held separately from those of the CA, the CA being a participating body in the Hampshire Pension Fund.

This liability may be activated through withdrawal from membership of the scheme. We attend regular meetings to keep abreast of implications and developments.

The last remaining member left the scheme in September 2018. Final settlement agreement confirmed payable in 2019 with the remaining written off reducing staff costs.

A stakeholder pension scheme is also available.

Notes to the financial statements for the year ended 31 March 2020

i. Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases. The charity has taken out a lease which terminates on December 31st, 2020. Currently, the majority of this rent is covered by an amount of grant received from the landlord.

j. Irrecoverable VAT

The charity is not VAT registered and therefore does not charge or reclaim any VAT.

Notes to the financial statements for the year ended 31 March 2020

2 Income

	Unrestricted £	Restricted £	2020 £	2019 £
a) Donations and legacies				
Donations	10,567	-	10,567	1,607
Gift Aid	163	-	163	260
	<u>10,730</u>	<u>-</u>	<u>10,730</u>	<u>1,867</u>
b) Charitable Activities				
Local Authority & Parish Grants	62,395	-	62,395	60,146
Other Income	24,290	63,776	88,066	77,185
	<u>86,685</u>	<u>63,776</u>	<u>150,461</u>	<u>137,331</u>
c) Other Trading Activities				
Fundraising activities	<u>5,583</u>	<u>-</u>	<u>5,583</u>	<u>9,043</u>

Notes to the financial statements for the year ended 31 March 2020

3 Expenditure		Note				
			Unrestricted	Restricted	2020	2019
			£	£	£	£
b) Charitable Activities						
Staff costs including staff travel			62,237	59,531	121,768	96,587
Defined Benefit Pension Scheme		13	560		560	(82,750)
Subscriptions			4,220	-	4,220	3,304
Support costs			19,972	19,891	39,863	34,365
Governance costs c)			2,202	1,354	3,556	3,136
			<u>89,191</u>	<u>80,776</u>	<u>169,967</u>	<u>54,642</u>
c) Support costs						
Premises			9,789	7,152	16,941	16,215
Administration			10,183	12,739	22,922	18,150
			<u>19,972</u>	<u>19,891</u>	<u>39,863</u>	<u>34,365</u>
Governance costs						
AGM			252	-	252	276
Independent Examination			2,046	-	2,046	1,950
Pension Liability Report			-	-	-	498
Other governance			1,258	-	1,258	412
Total Governance costs			<u>3,556</u>	<u>-</u>	<u>3,556</u>	<u>3,136</u>
Governance costs Re-allocation			<u>(1,354)</u>	<u>1,354</u>	<u>-</u>	<u>-</u>
Total Governance costs			<u>2,202</u>	<u>1,354</u>	<u>3,556</u>	<u>3,136</u>

Notes to the financial statements for the year ended 31 March 2020

4 Net income (expenditure) for the year

	2020	2019
	£	£
This is stated after charging		
Premises rent	14,198	13,986
Photocopier	1,060	1,075
Independent Examiner's remuneration:		
- current year	2,046	
- prior year	-	1,950

5 Employment costs

	2020	2019
	£	£
Wages and Salaries (including recharge from Basingstoke CA for shared staff)	112,462	85,227
National Insurance Costs	2,236	342
Pension costs	3,588	3,363
Defined Benefit Pension Scheme – legacy charges	560	4,050
Increase/(decrease) Defined Benefit Scheme	-	(82,750)
	<u>118,846</u>	<u>10,232</u>

The Key Management Personnel of CA Tadley comprise of the Trustees, the Chief Executive, and the senior management team. Total amounts paid in respect of the Key Management Personnel comprise of £23,519 (2019: £19,988).

No employee earned over £60,000.

	2020	2019
	Headcount	Headcount
The average number of employees was:		
Charitable Activities	10	9

6. Trustee Remuneration and Expenses

Trustee indemnity insurance was purchased at a cost of £151 (2019 £103)
No Trustees' expenses were paid in the year (2019 £0).

CA Tadley paid £1,843 in the year ended 31 March 2020 for various insurance services, including professional indemnity cover (2019 £1,830).

There were no related party transactions in the period.

Notes to the financial statements for the year ended 31 March 2020

7. Creditors – amounts falling due within one year

	2020 £	2019 £
Deferred Income *	6,123	-
Accruals	2,456	1,950
Pension – Transferred out payment inc expenses	-	16,250
Other creditors	1,873	36
	<u>10,452</u>	<u>18,236</u>

* *Deferred Income relates to Restricted Funds received in March 2020 for Projects from 1st April 2020 (£1,623 Foodbank Fund + £4,500 Mental Health Support Project received from Greenham Trust)*

8. Pension provision

Tadley and District Citizens Advice Bureau is part of the Hampshire County Council defined benefit pension fund. This pension fund is part of the Local Government Pension Scheme (LGPS).

The fund is no longer open to new members and the nature of the LGPS requires the Employer and its employees to pay contributions into the fund, calculated at a level intended to balance the pension liabilities with invested assets.

The assets of the scheme are held separately from those of CA Tadley, the CA being a participating body in the Hampshire County Council Pension Fund.

The liability may be activated through withdrawal from membership of the scheme if CA Tadley no longer has employees participating in the scheme.

The last member of the scheme transferred out in September 2018 and the liability including expenses has been confirmed as £16,250 payable in 2019/20.

9. Analysis of net assets between funds

	General Funds 2020 £	Restricted funds 2020 £	Total Funds 2020 £
Current assets	101,562	6,419	107,981
Creditors: Amounts falling due within one year	(10,452)	-	(10,452)
Net assets	<u>91,110</u>	<u>6,419</u>	<u>97,529</u>

Previous Year Comparatives

	General Funds 2019 £	Restricted funds 2019 £	Total Funds 2019 £
Current assets	98,366	20,414	118,780
Creditors: Amounts falling due within 1 year	(18,236)	-	(18,236)
Net assets	<u>80,130</u>	<u>20,414</u>	<u>100,544</u>

Notes to the financial statements for the year ended 31 March 2020

10. Movement in Funds

	At 01/04/2019	Income	Expenditure	Transfers	At 31/03/2020
	£	£	£	£	£
Restricted Funds					
Burghfield Outreach	1,950	-	(2,033)	83	-
Community Care	4,713	-	(6,123)	1,410	-
Rotary CC	(376)	-	(871)	1,247	-
Macmillan	4,244	31,423	(32,889)	-	2,778
Evening	2,905	4,250	(4,948)	-	2,207
Foodbank Outreach	1,700	148	(1,305)	-	543
HHUC	3,761	-	(4,026)	265	-
UC HTC	1,517	27,955	(28,581)	-	891
Total Restricted Funds	<u>20,414</u>	<u>63,776</u>	<u>(80,776)</u>	<u>3,005</u>	<u>6,419</u>
Total Unrestricted Funds	<u>80,130</u>	<u>103,176</u>	<u>(89,191)</u>	<u>(3,005)</u>	<u>91,110</u>
Total Funds	<u>100,544</u>	<u>166,952</u>	<u>(169,967)</u>	<u>-</u>	<u>97,529</u>

11. Purposes of Restricted Funds

Burghfield

A project supported by a donation from Burghfield Parish Council. Advice is offered on a Monday morning using a room donated by Burghfield Village Hall.

Community Care

A fund to provide a Community Care Service using a paid specialist benefits caseworker to vulnerable people in the area - this includes a substantial number of home visits. Funded primarily by a grant from Turbary Allotment Trust.

Macmillan

A restricted fund provided by Citizens Advice Hampshire to provide advice for cancer sufferers and their carers offering hospital outreach appointments and home visits.

Notes to the financial statements for the year ended 31 March 2020

Evening

A project funded in previous years by the Big Lottery and Hampshire County Council, but currently fully funded by Henry Smith Charity. The aim is to increase channels of access for people, encouraging consistency of advice delivery.

Rotary Supporting the Community

A fund to provide a specialist benefits caseworker to specifically help vulnerable and mental health clients who are appealing their benefit decisions. The caseworker will help with submissions and provide support to them in court. Funded by grants from Rotary Club of Basingstoke.

Foodbank Outreach

A fund to provide support to people making use of the local foodbank.

Universal Credit Help to Claim

A fund from central government, through CitA to help people assess their eligibility for Universal Credit and to support them in making their first claim.

Universal Credit Clinic

A weekly session, funded by Helping Hands of Tadley, to provide support to clients with ongoing issues with their Universal Credit claim.

Mental Health Support Project

Funded by Tadley Town Council and Greenham Trust via the Good Exchange to provide advice to anyone with mental health issues

12. Leases

Total financial commitments under non-cancellable operating leases:

	2020	2019
	£	£
Falling due within one year	14,396	13,065
Falling due 2-5 years	57,800	22,864
	<u>72,196</u>	<u>35,929</u>

Notes to the financial statements for the year ended 31 March 2020

13. Comparatives for previous years

Statement of financial activities for the year ended March 2019 incorporating the Income and Expenditure Account

	Unrestricted funds £	Restricted funds £	Total funds 2019 £
Income			
Donations and Legacies	1,867	-	1,867
Charitable Activities	90,893	46,438	137,331
Other Trading Activities	9,043	-	9,043
Investment Income	188	-	188
Total Income	<u>101,991</u>	<u>46,438</u>	<u>148,429</u>
Expenditure			
Charitable activities	<u>22,130</u>	<u>32,512</u>	<u>54,642</u>
Total Expenditure	<u>22,130</u>	<u>32,512</u>	<u>54,642</u>
Net income (expenditure) before transfers	79,861	13,926	93,787
Transfers between funds	6,601	(6,601)	-
Net movement in funds for the year	86,462	7,325	93,787
Fund balances brought forward 2018	(6,332)	13,089	6,757
Balances carried forward 2019	<u>80,130</u>	<u>20,414</u>	<u>100,544</u>