

**PADDOCK WOOD COMMUNITY ADVICE CENTRE**

# **PADDOCK WOOD COMMUNITY ADVICE CENTRE**

**A COMPANY LIMITED BY GUARANTEE**

## **TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017**

**Company Number 8006468**

**Charity Registration Number 1147816**

# **PADDOCK WOOD COMMUNITY ADVICE CENTRE**

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## **PADDOCK WOOD COMMUNITY ADVICE CENTRE**

### **LEGAL AND ADMINISTRATIVE INFORMATION**

#### **CONSTITUTION**

Paddock Wood Community Advice Centre is a company limited by guarantee (company registration number 8006468) and a charity registered with the Charity Commission (charity registration number 1147816). It is governed by its Memorandum and Articles of Association (as amended on 1 November 2016), has no share capital and the liability of each member in the event of a winding up is limited to £1.

#### **DIRECTORS AND TRUSTEES**

Alex King MBE	Chairman	
Martin Pengelley	Deputy Chairman	
David Ritchie	Treasurer	
Simon Marston		
Mike MacKenzie		
Veronica Warner	Company Secretary	Appointed 4 April 2017
Matt Latter	Company Secretary	Resigned 23 February 2017

#### **MEMBERS**

As at the 31 March 2017 the Company had six members on its register (seven as at the 31 March 2016).

#### **REGISTERED OFFICE**

Paddock Wood Community Advice Centre  
64 Commercial Road  
Paddock Wood  
Kent  
TN12 6DP

#### **INDEPENDENT EXAMINER**

Hanafin Klein  
The House  
High Street  
Brenchley  
TN12 7NQ

#### **BANKERS**

HSBC  
105 Mount Pleasant  
Tunbridge Wells  
TN1 1QP

# **PADDOCK WOOD COMMUNITY ADVICE CENTRE**

## **TRUSTEES' REPORT**

The trustees are pleased to present their report together with the independently examined accounts of the charity for the year ended 31 March 2017.

Legal and administrative information set out on page 2 forms part of this report.

The independently examined financial accounts comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice in relation to Accounting and Reporting by Charities.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing Document**

Paddock Wood Community Advice Centre (PWCAC) was incorporated on the 26 March 2012 as a company limited by guarantee and governed by its Memorandum and Articles of Association. It is a charity registered in England and Wales with the Charity Commission.

### **Appointment of Trustees**

As set out in the Articles of Association, the number of trustees shall not be less than three but shall not be subject to any maximum. Trustees may be elected at an Annual General Meeting (AGM) or appointed by a resolution of the other trustees at a board meeting. Trustees appointed by a resolution of the board must stand for re-election at the first AGM following such appointment. As a minimum, one third of the trustees must retire at each AGM so that all trustees will have retired by the third AGM following their appointment. Trustees who retire may stand for re-election. Currently, it has been agreed that all trustees will retire at each AGM.

All appointed trustees are members of PWCAC.

### **Trustee Induction and Training**

The board of trustees is structured so as to ensure that it encompasses leadership, business, management, financial, legal and political expertise. It is a requirement that all trustees have a sound appreciation of the role and activities of the charity before they are appointed. Further, that they are aware of their legal obligations, the content of the charity's Memorandum and Articles of Association, the annual budget and the financial performance.

Trustees attend training courses as appropriate to enable them to undertake their roles for the charity. Training courses have in recent years dealt with the responsibilities of charity trustees, identification and management of risks, charity finance and accounting and charity law.

### **Organisation**

The board of trustees met six times during the year ended 31 March 2017 to administer the affairs of the charity including strategic direction, governance, accounting and risk management. The duty officer, who is invited to attend all board meetings, is responsible for the day to day operations of PWCAC.

## **PADDOCK WOOD COMMUNITY ADVICE CENTRE**

### **TRUSTEES' REPORT CONTINUED**

#### **Risk management**

The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate them.

The trustees are responsible for ensuring that all risks are identified, assessed and managed in the correct manner and that the internal systems and procedures are robust, relevant and applied rigorously. Accordingly a committee of the board comprising two trustees, the duty officer and a senior volunteer advisor has been established and meets at least once during the year to review the risks, seek to identify new risks and continue to develop the charity's risk management strategy in compliance with 'Charities and Risk Management (CC26)' issued by the Charity Commission.

The risk management report is reviewed by the board annually. In addition, all major risks which have been identified are highlighted on the board agenda and discussed in detail at each meeting with the intention of developing appropriate strategies to provide mitigation.

#### **OBJECTIVES AND ACTIVITIES**

PWCAC's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

We provide confidential, impartial, independent, face-to-face advice and information, without charge, from our community advice centre in Paddock Wood and our outreach services within the surrounding area.

#### **ACHIEVEMENTS AND PERFORMANCE**

PWCAC offers free, confidential and impartial, independent, face-to-face advice on a wide variety of topics, ranging from debt and benefits to housing, employment, family and relationship issues. We believe it is essential to provide face-to-face advice and support to our clients, many of whom have no internet access and need help to consider the options available to them. Legal aid has been cut across the services so our clients often have no access to free legal advice. By providing a community advice centre in Paddock Wood High Street we are enabling the community to access free, confidential and impartial advice.

During the financial year PWCAC helped 608 clients, higher than the prior year's 540 clients. We have had 3,458 recorded contacts with our clients through face-to-face meetings, telephone calls, emails and work done on their behalf, an increase of 269 on the prior year. As at the 31 March 2017 we had 17 volunteers, and between them they worked an average of around 85 hours per week during the financial year.

PWCAC is seeing an increase in clients with more complex issues which is resulting in additional appointments. This is, in part, due to the collapse of the support services which are provided by organisations including local authorities, housing associations and NHS Mental Health. Many of these clients would have had a regular support worker and, without such support, are now unable to cope with the complexities of everyday life.

We represented 19 clients at Benefit Tribunal and had an 85% success rate over the year. This is a very valuable service we offer as many of our clients have stated that they would not attend alone and rely on both our representation and the fact that we provide transport for them to the Tribunal.

## **PADDOCK WOOD COMMUNITY ADVICE CENTRE**

### **TRUSTEES' REPORT CONTINUED**

We continue to run a very successful home visiting service. This service is available to the elderly and vulnerable who, for various reasons, are unable to travel into the office. In the most part we help them with form filling and ensure that they are in receipt of benefits that they are entitled to in order to maximise their income.

Over the year we continued to offer training to all advisers and welcomed the Child Poverty Action Group to deliver training on "Income Maximisation for the Elderly", "Mental Health and Benefits" and "Completing PIP and ESA forms".

In October 2016, we passed our Advice Quality Standard Audit which was carried out by the Advice Services Alliance. The Audit takes place every two years and is key to underpinning the core work of our organisation and providing the foundation for future development. In addition to checking and approving the quality of the advice we are giving to our clients, it enables us to confirm that effective and appropriate policies and procedures are in place and being adhered to.

During the financial year our volunteers have given 4,240 hours of their time in supporting the work of PWCAC and helping our clients. Based on the mean hourly pay rate for all employees in Tunbridge Wells of £17.91, as detailed in the Annual Survey of Hours and Earnings 2016 (provisional), the financial value which could be attributed to our volunteers during this period is £75,938. This is not reflected in our financial accounts.

### **PUBLIC BENEFIT**

The trustees consider that the charity meets the Public Benefit requirements of the Charities Act 2011 (the 2011 Act). The sole purpose of the charity is the provision of advice relating to matters set out in section 3(i) of the 2011 Act and such advice is provided free of charge to any member of the public who seeks it.

### **FINANCIAL REVIEW**

#### **Income**

Income during the financial year amounted to £29,718 (prior year £30,882).

We are very grateful for the grants and donations received from Kent Community Foundation, The Big Lottery Fund, Tunbridge Wells Borough Council, Paddock Wood Town Council, Brenchley and Matfield Parish Council, Capel Parish Council, Paddock Wood and District Lioness Club, Freemason's Charity, several private individuals, and many of our clients.

#### **Expenditure**

Expenditure totalled £19,636 (prior year £15,208), the main elements of this expenditure being rent for the PWCAC office in Paddock Wood and subscription and membership fees for a number of advice services and systems.

## **PADDOCK WOOD COMMUNITY ADVICE CENTRE**

### **TRUSTEES' REPORT CONTINUED**

#### **Funds under management**

During the year, PWCAC agreed to manage the allocation of a fund established as the Capel Solar Energy Fund. This fund is intended to provide assistance to members of the public in the local area who find themselves in difficulty with their energy bills. The fund has a total of £3,000 available for allocation. As at 31 March 2017, whilst the energy fund had been established, no allocations of assistance had been agreed and therefore none of the fund had been used. At 31 March 2017, PWCAC was in possession of the £3,000 fund in its bank account. This money is not recognised as income in these accounts and a liability has been recognised to repay the money in the event that it is not allocated.

#### **Surplus, Reserves and Cash**

The Surplus achieved for the year was £10,082 (prior year £15,674).

As at 31 March 2017 Unrestricted Reserves were £55,830 (prior year £45,102) and Restricted Reserves were £168 (prior year £814).

The year end cash balance was £56,581 (prior year £43,004).

PWCAC is dependent upon a limited number of sources for its annual income, the main sources being grants from town, borough and parish councils which are generally constrained by extremely tight financial budgets. Accordingly, the board of trustees considers that it would be prudent for the charity to aim to maintain unrestricted cash reserves equivalent to at least 18 months of the annual cost base. In the event such grants are withdrawn, either in whole or in part, the trustees believe that this policy would enable PWCAC to continue to provide the same current high level of service for a sufficient period while the financial position is fully appraised and efforts made to establish relationships with new financial supporters.

Based on the annual costs incurred by the charity during the 2016/17 financial year, unrestricted reserves and cash would need to have a prescribed value of £29,454 as at 31 March 2017 in order to satisfy the minimum requirements of the trustees' reserve policy.

#### **PLANS FOR THE FUTURE**

In order to ensure the long term future of PWCAC, the trustees in conjunction with the duty officer:-

- regularly seek to recruit new volunteer advisors and undertake training for both new and current advisors
- will continue the charity's outreach activities so that we cover a wide geographical area around Paddock Wood
- will aim to be aware of potential alternative premises in case our current accommodation ceases to be available to us or becomes unsuitable for our needs
- will seek medium to longer term committed funding for specific purposes and for working capital
- will seek dedicated short term funding for specific projects
- will endeavour to build mutually rewarding relationships with other voluntary and charitable organisations

## **PADDOCK WOOD COMMUNITY ADVICE CENTRE**

### **TRUSTEES' REPORT CONTINUED**

#### **TRUSTEES' RESPONSIBILITIES IN RELATION TO THE UNAUDITED FINANCIAL ACCOUNTS**

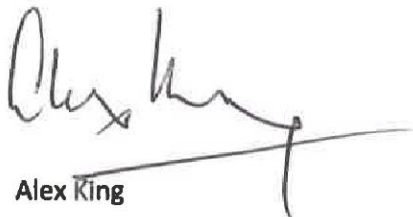
The trustees are responsible for preparing the Report and Accounts in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the trustees to prepare accounts that give a true and fair view of the state of affairs of the charity as at the balance sheet date and of its surplus or deficit for the financial period. In doing so the trustees are required to:-

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- prepare the accounts on the going concern basis unless it is inappropriate to presume the charity will continue in business

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

The Annual Report and Accounts were approved by the Trustees on 13 June 2017.



**Alex King**  
**Chairman**



**Martin Pengelley**  
**Deputy Chairman**



## **PADDOCK WOOD COMMUNITY ADVICE CENTRE**

### **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF PADDOCK WOOD COMMUNITY ADVICE CENTRE FOR THE YEAR ENDED 31 MARCH 2017**

I report on the accounts of the Trust for the year ended 31 March 2017, which are set out on pages 9 to 15.

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

The charity's Trustees (who are also directors of the company for the purpose 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 and I am qualified to undertake the examination being a qualified member of Institute of Chartered Accountants of England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

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

#### **Independent examiner's statement**

In the course of 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 (the 2006 Act)
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of section 396 of the 2006 Act
  - which are consistent with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Michael Hanafin  
For and on behalf of  
**Hanafin Klein**  
**Chartered Accountants**  
**The House**  
**The High Street**  
**Brenchley**  
**Kent TN12 7NQ**

Signed 

Dated

13/06/17

# PADDOCK WOOD COMMUNITY ADVICE CENTRE

## STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2017

	Notes	Restricted Funds		Unrestricted Funds	Total	Total
		Computer Equipment	Office Rent	Quality Audit/ Training	General	2017
		£	£	£	£	£
<b>Incoming Resources</b>						
Donations and other income	2	-	-	-	10,110	10,110
Investment income	3	-	-	-	20	20
Grants	4	-	1,500	4,338	13,750	19,588
<b>TOTAL INCOMING RESOURCES</b>		-	1,500	4,338	23,880	29,718
						30,882
<b>Resources Expended</b>						
Charitable Activities	5	149	2,100	4,235	13,032	19,516
Governance Costs	6	-	-	-	120	120
<b>TOTAL RESOURCES EXPENDED</b>		149	2,100	4,235	13,152	19,636
						15,208
<b>NET MOVEMENT IN FUNDS</b>						
Funds brought forward as at 1 April 2016		(149)	(600)	103	10,728	10,082
Transfer between restricted and unrestricted funds		214	600	-	45,102	45,916
<b>FUNDS CARRIED FORWARD AT 31 MARCH 2017</b>		65	-	103	55,830	55,998
						45,916

# PADDOCK WOOD COMMUNITY ADVICE CENTRE

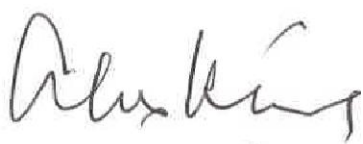
## BALANCE SHEET AS AT 31 MARCH 2017

	Notes	2017		2016	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible assets	8		65		196
<b>Current assets</b>					
Cash at bank and in hand		56,581		43,004	
Debtors and prepayments	9	<u>2,352</u>		<u>2,716</u>	
		58,933		45,720	
<b>Current liabilities</b>					
Creditors	10	<u>(3,000)</u>		-	
		(3,000)		-	
<b>Net current assets</b>			55,933		45,720
<b>Total assets less liabilities</b>			<u>55,998</u>		<u>45,916</u>
<b>Funds</b>					
Restricted funds	11		168		814
Unrestricted funds	12		55,830		45,102
<b>Total Funds</b>			<u>55,998</u>		<u>45,916</u>

The Trustees are satisfied that for the year ended 31 March 2017 the company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006 (the 2006 Act), and that no member of the company has deposited a notice, pursuant to section 476 of the 2006 Act requiring an audit of these accounts.

The Trustees acknowledge their responsibilities for a) ensuring that the charity keeps accounting records which comply with section 386 of the 2006 Act, and b) preparing accounts which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its income and expenditure for the financial year, in accordance with the requirements of section 393 and which otherwise comply with the requirements of the 2006 Act relating to accounts, so far as applicable to the charity.

The accounts were approved by the Board of Trustees on 13 June 2017.



Alex King MBE  
Chairman



Martin Pengelley  
Deputy Chairman

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017**

**1. Accounting Policies**

**(1) Basis of preparation**

The independently examined accounts have been prepared under the historical cost convention and in accordance with applicable accounting standards namely the Statement of Recommended Practice, Accounting and Reporting by Charities, issued in March 2005 and the Companies Act 2006.

**(2) Incoming resources**

All incoming resources becoming available to the charity in the year are recognised in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income is deferred to the subsequent accounting period only when the charity has to fulfil conditions before becoming entitled to it, and the conditions have not been fulfilled during the accounting period.

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

**(3) Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. The Charity is not registered for VAT. Expenditure includes all VAT which cannot be recovered, and is reported as part of the expenditure to which it relates.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. There is one functional activity of the charity which is the giving of free and confidential advice and information to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Governance costs include all those costs associated with meeting the constitutional and statutory requirements of the Charity.

**(4) Tangible fixed assets and depreciation**

Tangible fixed assets which are purchased at a cost of £300 or more are capitalised and are stated at cost less depreciation. Depreciation is provided on a straight line basis to write off the cost of each asset over its expected useful life, as follows:

Computer Equipment	3 years
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**(5) Restricted Funds**

Restricted funds are subject to specific conditions, usually stipulated by grantors/donors as to how they may be used for particular restricted purposes within the objectives of the Charity.

# PADDOCK WOOD COMMUNITY ADVICE CENTRE

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017

<b>2. Donations and Other Income</b>	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
<b>Unrestricted</b>		
Donations from Clients	1,178	1,334
Donations from Corporations and Associations	1,334	1,140
Donations from Private Individuals	6,020	6,360
Gift Aid Reclaim	1,540	1,562
Other Income	38	384
<b>Total Unrestricted Donations</b>	<b>10,110</b>	<b>10,780</b>
<b>Restricted</b>		
Donations from Associations	-	-
<b>Total Restricted Donations</b>	<b>-</b>	<b>-</b>
<b>Total Donations and Other Income</b>	<b>10,110</b>	<b>10,780</b>
<b>3. Investment Income</b>	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
Interest received	20	77
<b>Total Investment Income</b>	<b>20</b>	<b>77</b>
<b>4. Grants</b>	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
<b>Unrestricted</b>		
Brenchley and Matfield Parish Council	2,000	2,000
Capel Parish Council	500	500
Lamberhurst Parish Council	-	650
Kent Community Foundation	-	1,500
Paddock Wood Town Council	3,000	3,000
Tunbridge Wells Borough Council	8,250	9,375
<b>Total Unrestricted Grants</b>	<b>13,750</b>	<b>17,025</b>
<b>Restricted</b>		
Kent Community Foundation	1,500	3,000
The Big Lottery Fund	4,338	-
<b>Total Restricted Grants</b>	<b>5,838</b>	<b>3,000</b>
<b>Total Grants</b>	<b>19,588</b>	<b>20,025</b>

# **PADDOCK WOOD COMMUNITY ADVICE CENTRE**

## **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017**

### **5. Resources Expended on Charitable Activities**

	Restricted Funds			Unrestricted Funds	Total	Total
	Computer Equipment	Office Rent	Quality Audit/ Training		2017	2016
	£	£	£	£	£	£
<b>Volunteers</b>						
Welfare	-	-	-	2,169	2,169	555
Training	-	-	2,855	-	2,855	755
Travel	-	-	-	28	28	720
	-	-	2,855	2,197	5,052	2,030
<b>Premises</b>						
Rent	-	2,100	-	6,300	8,400	8,400
Insurance including public and employee liability	-	-	-	222	222	221
Fixtures and fittings	-	-	-	-	-	65
	-	2,100	-	6,522	8,622	8,686
<b>Management &amp; Administration</b>						
Advice Quality Audit	-	-	1,380	-	1,380	-
Advertising, Promotion and Other	-	-	-	96	96	13
Computer equipment, software and maintenance	18	-	-	271	289	154
Depreciation	131	-	-	-	131	242
Licence and membership fees	-	-	-	2,290	2,290	2,483
Postage, printing and copying	-	-	-	236	236	100
Professional indemnity insurance	-	-	-	558	558	540
Publications and information	-	-	-	99	99	87
Stationery	-	-	-	41	41	17
Telephones	-	-	-	722	722	740
	149	-	1,380	4,313	5,842	4,376
<b>Total Direct Charitable Expenditure</b>	149	2,100	4,235	13,032	19,516	15,092

# PADDOCK WOOD COMMUNITY ADVICE CENTRE

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017

### 6. Governance Costs

	2017	2016
	£	£
Independent Examiner's fees	-	-
Insurance premium for Trustees' Indemnity	120	116
Trustee Training	-	-
Trustee Travel Expenses	-	-
	<u>120</u>	<u>116</u>

### 7. Volunteers and Trustees

Training, travelling and welfare costs of the volunteers are detailed under Resources Expended on Charitable Activities.

None of the Trustees (or any person connected with them) received any remuneration during the year.

### 8. Tangible Fixed Assets

	2017 Computer Equipment £	2016 Computer Equipment £
<b>Cost</b>		
As at 1 April	1,390	1,390
Additions	-	-
<b>As at 31 March</b>	<u>1,390</u>	<u>1,390</u>
<b>Depreciation</b>		
As at 1 April	1,194	952
Charge for the year	131	242
<b>As at 31 March</b>	<u>1,325</u>	<u>1,194</u>
<b>Net book value as at 31 March</b>	<u>65</u>	<u>196</u>

# PADDOCK WOOD COMMUNITY ADVICE CENTRE

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2017

### 9. Debtors

	2017	2016
	£	£
Debtors	400	400
Prepayments	1,952	2,316
	<u>2,352</u>	<u>2,716</u>

### 10. Creditors

	2017	2016
	£	£
Creditors falling due within one year	3,000	-
Accruals	-	-
	<u>3,000</u>	<u>-</u>

### 11. Restricted Funds

	2017	2016
	£	£
Opening balances as at 1 April	814	438
Add Restricted fund income	5,838	3,000
Less Restricted fund expenditure	(6,484)	(2,624)
Transfers between restricted and unrestricted funds	-	-
Balance as at 31 March	<u>168</u>	<u>814</u>

### 12. Unrestricted Funds

	2017	2016
	£	£
Opening balance as at 1 April	45,102	29,804
Plus Net Movement in Funds	10,728	15,298
Balance as at 31 March	<u>55,830</u>	<u>45,102</u>