



Annual General Meeting (AGM) Meeting Pack

25th June 2020 10:00am

Report created: 24/06/2020 00:28

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2. Minutes
3. Financial Statements (FY17-18)
4. Independent Examiner's Letter
5. CEO Annual Activities Report
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1. Agenda



Annual General Meeting (AGM)

Agenda

25th June 2020 10:00am

Location: Remote Zoom meeting (Meeting ID 783 643 4192)

1. Apologies
2. Minutes of the 2019 AGM
3. Trustee retirements & appointments
4. FY19 financial statements
5. Independent Examiner's report
6. FY19 CEO activities report
7. FY20 budget
8. Appointing reporting accountants & auditors for FY20
9. Trustee duties following the AGM
10. Proposed future AGM date
11. AOB

Further Information

For help, advice and information about this meeting please contact Andrea Hoole:

Tel: 01254 778 404

Email: andrea.hoole@debtadvicefoundation.org

Further information relating to the operation of the Board of Trustees can be found in Debt Advice Foundation's Officeholder Guide, which is available on request.



2. Minutes

Annual General Meeting (AGM)

Minutes

15th March 2019 10:00am

Location: 1 Anchor Court, Commercial Road, Darwen, BB3 0DB

Present: Karol Sanderson (KS), Peter Sargent (PS), Jeff Moore (JM), Dennis Benson (DB), Sue Ireland (SI)

In Attendance: David Rodger (DR), David Sharples (DS)

Apologies:

2018 Annual General Meeting minutes

- The minutes of the 2018 AGM, held on 29st March 2018, were considered by the members and approved.

Trustee retirements and appointments

- In accordance with clause 3.5 of the organisation's Memorandum of Association, the two longest serving trustees (two being the number nearest one third of the total number of members), SI & PS, retired at the conclusion of the AGM.
- The remaining members voted unanimously in favour of the reappointment of both SI & PS to the board at the conclusion of the AGM.

FY17-18 financial statements & independent examiner's report

- DR presented the members with the organisation's financial statements for the financial year ending 31st August 2018.
- Income reported for the period was £584,433, down £13,508 on the previous financial year.
- Expenditure for the year was £592,685, down £37,748 on the previous twelve months.
- This resulted in a net operating loss of £8,252 for the period, down from £32,492 the previous year.
- The charity's balance sheet stood at £134,921 at the end of the accounting period.
- DR informed the board that post year trading has been broadly in line with expectations.
- David Sharples of Peaks & Valleys Business Enhancement Limited, appointed to carry out the independent examination of the charity's accounts, reported no concerns relating to the period under review.

CEO report

- DR presented the members with the CEO's activities report for the period ending 31st August 2018. Highlights included:
 - Record number of helpline contacts received during the year
 - A significantly improved year on year trading balance
 - The award of a Money Advice Service grant agreement, enabling the charity to significantly mitigate financial risk

FY18-19 budget

- DR presented the members with the agreed financial budget of £629,095 for the period 1st September 2018 to 31st August 2019.

Appointment of accountants and auditors

- The appointment of MJ Goldman as reporting accountants was agreed by the members.
- The appointment of Peaks & Valleys Business Enhancement Limited as Independent Examiner was agreed by the members.

Proposed future AGM date

- It was agreed that the next AGM should be scheduled for March 2020.

AOB

- The board wished to put on record its gratitude for the hard work of all members of the organisation during the year.

MEETING CLOSED AT 10.30pm.

Chair: Dennis Benson

Signed: _____

Dated: _____

Further Information

For help, advice and information about this meeting please contact Andrea Hoole:

Tel: 01254 778 404

Email: andrea.hoole@debtadvicefoundation.org

Further information relating to the operation of the Board of Trustees can be found in Debt Advice Foundation's Officeholder Guide, which is available on request.



3. Financial Statements (FY17-18)

Company Registration No. 08039416 (England and Wales)

Charity No: 1148498



DEBT ADVICE FOUNDATION
REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 AUGUST 2019

**DEBT ADVICE FOUNDATION
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FOR THE YEAR ENDED 31 AUGUST 2019**

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**DEBT ADVICE FOUNDATION
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 AUGUST 2019**

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 August 2019. The trustees confirm that the Annual Report and financial statements of the company comply with current statutory requirements, the requirements of the company's governing document and the provisions of the Statement of Recommended Practice (SORP), 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).

REFERENCE AND ADMINISTRATIVE DETAILS

Name of charity

Debt Advice Foundation

Registered company number

08039416 (England and Wales)

Registered charity number

1148498

Registered office & operational address

1 Anchor Court
Commercial Road
Darwen
Blackburn
BB3 0DB

Company Secretary & Chief Executive Officer

David Rodger

Trustees & Company Directors

Dennis Benson (Chairman)

Karol Sanderson

Jeffrey Moore

Peter Sargent

Susan Ireland

Independent Examiners

Peaks & Valleys Business Enhancement Ltd

1st Floor

Block C

The Wharf

Manchester Road

Burnley

BB11 1JG

Bankers

Royal Bank of Scotland

St Ann Square Branch

St Ann Street

Manchester

M60 2SS

**DEBT ADVICE FOUNDATION
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 AUGUST 2019**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Debt Advice Foundation is a charitable company limited by guarantee, number 08039416, governed by its Memorandum and Articles of Association dated 20 April 2012. It registered as a charity, number 1148498, with the Charities Commission, on the 9 August 2012.

Organisational structure including the appointment and training of trustees

Debt Advice Foundation is governed by its Trustee Board / Board of Directors 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 Debt Advice Foundation and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum twice a year and delegate the day to day operation of the organisation to David Rodger, the Chief Executive Officer. The Trustee Board is independent from management.

The directors of the company are also charity Trustees for the purposes of charity law and under the company's Articles are known as members. Under the requirements of the Memorandum and Articles of Association there shall be at least 3 Trustees at any one time. All future Trustees shall be appointed by a majority vote of the existing Trustees. One third (or the number nearest one third) of the Trustees must retire each year at the conclusion of the AGM. A retiring Trustee may be reappointed. Decisions relating to the charity are determined by a majority of votes of the trustees present at the meeting.

A scheme of delegation sets out what authority has been delegated by the board to committees and executive members of the organisation. The scheme of delegation ensures an appropriate level of delegation from the board so that there is effective and timely input into decision-making. It also ensures that Trustees are able to fulfil their legal and constitutional duties, through levers which enable them to delegate, monitor and if necessary, withdraw the delegated authority.

The training and induction provided for new trustees will depend on their experience. Where necessary, an induction will provide training on charity, legal and financial matters.

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 those risks, and a risk register has been established and is updated at least annually.

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure that appropriate controls are in place to provide reasonable assurance against fraud and error. The Trustees have implemented processes which evaluate the risks associated with the key areas within the operation of the charity. These include regular review of key risks through Trustees meetings and the monitoring of the processes utilised to manage those risks.

OBJECTIVES AND ACTIVITIES

Mission

At the heart of the charity's philosophy is the prevention and resolution of problem debt.

Whilst our primary focus is on helping those that are in need of advice and support today, we strongly believe that engaging with the next generation of credit users to foster a more responsible attitude towards borrowing and saving is key to tackling the burgeoning levels of UK personal debt.

Aims, objectives, strategies and activities

The charity's objects are:

The prevention or relief of poverty for the public benefit and, without prejudice to the generality of the foregoing, this may include:

- the provision of free, impartial and appropriate debt advice to people with unaffordable debt.
- to help people with debt problems to gain access to appropriate solutions that will help them.
- to promote education, for the public benefit, in financial capability and money management so as to reduce the likelihood of debt misuse.
- to undertake or fund research to understand why problem debt happens and its effect on individuals, families and the wider United Kingdom economy and to disseminate useful results.

Public benefit

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

ACHIEVEMENT AND PERFORMANCE

The following represents a review of the accounting period and demonstrates how activities benefited the public. The activities undertaken relate to the charity's stated purposes and objectives.

Background

The global coronavirus health crisis has brought with it unprecedented social and economic challenges. Whilst the health and safety of individuals remains the strategic priority of government, the financial fallout for businesses and individuals over the coming months and years is going to be significant and it is vital that the sector begins to plan its response immediately.

According to Money and Pensions Service, over 9m people in the UK are over-indebted. Even prior to the coronavirus outbreak, there were concerns about the financial health of the UK with the number of people entering insolvency at a ten year high, unsecured consumer borrowing at record levels and uncertainty surrounding the long term economic impact of Brexit.

Although it's too early to quantify the long term financial implications of the coronavirus with any certainty, we know that the number of people requiring our help is going to climb significantly. Self-employed, small and large businesses all face substantial reductions in sales income, whilst employees face reduced working hours, lower protected pay rates and being laid off. Despite welcome government interventions, many sectors will find it difficult to recover in the short term with initial estimates suggesting up to a quarter of all UK jobs could be lost.

The last twelve months has also seen significant changes to the governance of the money advice sector with the newly formed Money and Pensions Service (MaPS) taking over the money, pensions and debt guidance functions from its predecessors, the Money Advice Service, The Pensions Advisory Service and Pension Wise. Debt Advice Foundation welcomes MaPS to the sector and is looking forward to working closely with the new body to provide advice and support to as many people as possible in this most challenging of times.

The charity is authorised and regulated by the Financial Conduct Authority (692492).

**DEBT ADVICE FOUNDATION
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 AUGUST 2019**

Debt Advice & Solutions

Debt Advice Foundation seeks to carry out its debt advice objects through its free telephone debt counselling service, which helps around 10,000 people every year, and through the free, downloadable budgeting and creditor negotiation tools that are available on its website.

The charity's free telephone helpline (0800 043 40 50) is open Monday to Friday, 8am to 8pm and Saturday, 9am to 3pm.

Debt Advice Foundation holds the Advice Services Alliance Advice Quality Standard (AQS) and is listed by Money Advice Service as an accredited, free provider of debt advice on its website.

The charity is a member of AdviceUK, the UK's largest support network for free, independent advice centres. It is also a registered supporter of the All-Party Parliamentary Group on Financial Education for Young People and the All-Party Parliamentary Group on Debt and Personal Finance.

The charity offers its free, impartial telephone advice service to anyone worried about debt. A detailed financial statement is taken from callers to the helpline in order to determine the most appropriate solution for their circumstances.

The charity's subsequent recommendations are based on the following key principles, taken from Debt Advice Foundation's Ethical Debt Advice Charter:

- The advice will fully solve the caller's debt problem;
- The adviser will recommend the least drastic and most appropriate solution available;
- They will aim to achieve the above in the shortest time possible

Education

The charity's financial education and information work is delivered under the DebtAware name ().

DebtAware is a money management programme aimed at primary and secondary school children aged 9-13 years old.

The charity currently has over 10,000 children enrolled on the programme from over 150 schools across England and Scotland.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Debt advice & solutions

During the accounting period, 10,613 people, with over £26.8m of unmanageable unsecured debt, contacted the charity's free telephone helpline.

A further 100,000 people visited the charity's website where they were able to access the free, downloadable money management tools on offer.

42% of callers were referred either by Money Advice Service or by other partner organisations such as local authorities, consumer advocate websites and charities. 58% of callers found out about the charity's helpline via internet searches.

Credit cards accounted for 37.2% of total unsecured debt reported by callers to the charity's helpline with personal loans the next highest represented form of unsecured credit, accounting for 34.5% of total debt.

The number one specified cause of financial difficulties was loss of job (17%).

**DEBT ADVICE FOUNDATION
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 AUGUST 2019**

25% of cases managed by the charity's helpline advisers required a managed debt solution intervention (Administration Order, Debt Relief Order, Bankruptcy, Individual Voluntary Arrangement, Free Debt Management Plan, Debt Arrangement Scheme or Trust Deed). Of the non-solution enquiries, issues with bailiffs (10%), disputed liabilities (9%) and legal matters (8%) represented the most common caller concerns.

Education

The charity now provides financial capability education lessons to over 10,000 children annually from 150 schools across England and Scotland.

Eighteen schools currently hold accreditation status, which means the school has achieved and maintained high standards of strategic planning, delivery, development and evaluation of the DebtAware programme.

In July, the charity was awarded a five year National Lottery Community grant to support its financial education work in schools.

The charity was also shortlisted as a finalist in the Centre for Social Justice Annual Financial Education Awards.

FUTURE PERIODS

Debt Advice & Solutions

The next few months will undoubtedly prove challenging for us as the long term economic impact of the government's social distancing measures begin to be felt and demand for our helpline increases. Fortunately, we have already established full home-working capability for our debt advisers, which means we are able to operate at full debt session capacity with immediate effect.

The charity will also continue to contribute to the strategic direction of the sector as part of Money and Pension Service's Debt Advice Operational Group, Target Operating Market group and Debt Advice Peer Assessment group.

Education

The ongoing health crisis is set to have a more significant continuing impact on the charity's Debt Aware financial capability programme, as it is delivered in schools. Even once schools have fully reopened, remaining social distancing measures may mean it isn't possible to continue with the programme in the short to medium term. In mitigation, the charity is working towards creating an online programme that can be used by schools whilst social distancing measures remain in place.

The charity continues to be an active supporter of the All Party Parliamentary Group on Financial Education for Young People.

**DEBT ADVICE FOUNDATION
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 AUGUST 2019**

FINANCIAL REVIEW

Reserves policy

The Trustees consider that the charity should hold sufficient reserves in order that it can, from time to time, make payments at short notice to beneficiaries.

Principal funding sources

The charity's primary source of funding is from the provision of debt advice. During the year, the charity continued to receive grant funding from the Money Advice Service and also commenced to receive a grant from the National Lottery Community Fund.

Investment policy and objectives

The Charity has no long term investments.

Financial position

It proved to be a challenging year for the charity in financial terms, reflecting the experience of many agencies right across the charity sector. In response to these funding pressures, Debt Advice Foundation secured an extension of its formal grant agreement with Money Advice Service (now MaPS) for the provision of debt advice services.

During this year the Charity's incoming resources were £556,263 (2018 - £584,433). Of this £122,442 (2018 - £48,650) related to restricted activities.

The deficit of £67,494 (2018 - deficit £8,252) reduced reserves to £67,427 (2018 - £134,921).

Funds in deficit

No funds were in deficit at the balance sheet date. Where restricted funds have been used to meet costs in relation to restricted funds awaiting drawdown, the amounts due back to unrestricted reserves have been shown as interfund creditors at the year end.

**DEBT ADVICE FOUNDATION
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 AUGUST 2019**

STATEMENT OF TRUSTEES' FINANCIAL RESPONSIBILITIES

The trustees (who are also directors of Debt Advice Foundation for the purposes of company law) 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).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

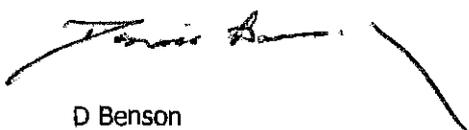
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are 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.

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

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board of Trustees



D Benson
Chairman

20/09/2020

**DEBT ADVICE FOUNDATION
INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 AUGUST 2019**

I report to the charity trustees on my examination of the accounts of the charitable company for the year ended 31 August 2019 which are set out on pages 9 to 20.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

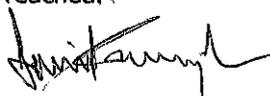
Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

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



David Sharples ACA
For and on behalf of Peaks & Valleys Business Enhancement Ltd

1st Floor
Block C
The Wharf
Manchester Road
Burnley
BB11 1JG

30 May, 2020

**DEBT ADVICE FOUNDATION
STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE
ACCOUNT)
FOR THE YEAR ENDED 31 AUGUST 2019**

	Notes	Year ended 31 August 2019			Year ended 31 August 2018
		Unrestricted funds	Restricted funds	Total Funds	Total Funds
		£	£	£	£
INCOME FROM:					
Investments	2	101	-	101	31
Donations and legacies	3	-	-	-	-
Charitable activities	3	433,720	122,442	556,162	584,402
Total income		<u>433,821</u>	<u>122,442</u>	<u>556,263</u>	<u>584,433</u>
EXPENDITURE ON:					
Charitable activities	4	501,315	122,442	623,757	592,685
Total expenditure		<u>501,315</u>	<u>122,442</u>	<u>623,757</u>	<u>592,685</u>
Net income / (expenditure) for the year	6	<u>(67,494)</u>	<u>-</u>	<u>(67,494)</u>	<u>(8,252)</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		134,921	-	134,921	143,173
Total funds carried forward		<u>67,427</u>	<u>-</u>	<u>67,427</u>	<u>134,921</u>

The accompanying notes form part of these financial statements.

**DEBT ADVICE FOUNDATION
BALANCE SHEET
AS AT 31 AUGUST 2019**

	Notes	Unrestricted funds 2019 £	Restricted funds 2019 £	Total Funds 2019 £	Total Funds 2018 £
FIXED ASSETS					
Intangible assets	9	8,917	-	8,917	17,834
Tangible assets	10	7,406	-	7,406	10,413
		<u>16,323</u>	<u>-</u>	<u>16,323</u>	<u>28,247</u>
CURRENT ASSETS					
Debtors	11	88,287	19,668	107,955	287,505
Cash at bank and in hand		172	-	172	3,348
		<u>88,459</u>	<u>19,668</u>	<u>108,127</u>	<u>290,853</u>
LIABILITIES					
Amounts falling due within one year	12	(37,355)	(19,668)	(57,023)	(184,179)
NET CURRENT ASSETS					
		<u>51,104</u>	<u>-</u>	<u>51,104</u>	<u>106,674</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>67,427</u>	<u>-</u>	<u>67,427</u>	<u>134,921</u>
NET ASSETS					
		<u>67,427</u>	<u>-</u>	<u>67,427</u>	<u>134,921</u>
FUNDS OF THE CHARITY:					
13					
Unrestricted funds:					
General funds				67,427	134,921
Restricted funds				-	-
TOTAL CHARITY FUNDS					
				<u>67,427</u>	<u>134,921</u>



4. Independent Examiner's Letter



PEAKS & VALLEYS

BUSINESS ENHANCEMENT

53.880°N 2.353°W

The Trustees,
Debt Advice Foundation
Anchor Court
Commercial Road
Darwen
BB3 0DB

26 May 2020

Ref: D107/DS

Dear Trustees

INDEPENDENT EXAMINATION SUMMARY – YEAR ENDED 31 AUGUST 2019

1. Background

We have completed our examination and our formal report to the Trustees of Debt Advice Foundation (“DAF”) is contained within the Annual Report. I am pleased to report that, as in previous years, we have found no issues of concern which we feel need to be brought to the attention of the Trustees, or which affect our ability to conclude favourably on the matters we have addressed during our examination of the financial statements contained within the Annual Report.

DAF has undergone an Independent Examination rather than an audit of its Annual Report and Accounts and we confirm again that it fulfils the criteria to allow it to do this. An Independent Examination is an external check of the accounts and a review to ensure that no evidence exists to suggest that certain matters have not been undertaken by the Charity; it is not the same detailed examination undertaken during an audit. Nonetheless, the planning of our work and our approach has continued to be designed to address areas of perceived risk, to test the key controls and to verify the balance sheet. We conclude that the controls are well developed and in particular through the internal risk register, that the particular areas of risk affecting the organisation are well understood and managed.

2. Risk

The key specific areas of risk have changed very little from last year and we view these as follows:

Continuing market demand – DAF has a level of fixed overhead and its gross income is reduced by directly related variable costs associated with the management of its insolvency cases. It is clearly important that a regular minimum level of net contribution is achieved to provide the margin to cover these fixed costs. In common with previous years, whilst the volume of cases is buoyant, the mix of

these cases is increasingly moving away from unsecured debt, which form the insolvency arrangements from which DAF receives its income.

The impact of Covid 19 (see below) is likely further to increase the demand for the services of DAF but a proportion of this might be in the form of advice for which DAF receives little or no income. We understand that this has been anticipated by management and that, partly to compensate for this, additional funding has been secured from the new umbrella body, the Money and Pensions Service.

There has been an increase in the deficit of income over expenditure this year of £67,494, compared to £8,252 in 2018. Our discussions with management indicate the demand for DAF services will continue but perhaps with a less favourable mix of income generating cases. This is likely to be offset by additional grants referred to above and by £30k of cost savings expected in 2019/2020.

Contractual matters – David Rodger continues to operate a software business in addition to his position as Chief Executive Officer. There is a clear contractual relationship with DAF and indeed DAF has a beneficial interest in the contract. We continue to view the arrangement as entirely appropriate and to the best of our knowledge there has been no change in nature of the arrangement.

Reliance on Carrington George – the insolvency cases are managed by a third-party Insolvency Practitioner and therefore DAF relies on the professionalism of the organisation to manage these cases correctly and appropriately. The relationship is well established and is at arm's length. We consider that not only does the relationship provide specialist insolvency support at competitive rates, but also a valuable segregation of duties to strengthen the control environment.

General accounting – this is performed by an external firm of Chartered Accountants, MJ Goldman and we consider this to be an effective and appropriate control and segregation of duties. Regular management accounts and detailed reconciliations are provided to Trustee meetings and this is a highly effective form of financial control and regular articulation of the financial position of the Charity. MJ Goldman produces excellent year end statutory accounts and a detailed disclosure checklist to ensure full compliance with the accounting SORP.

Covid 19 – the Covid-19 crisis is likely to have a highly significant effect on the level of and the nature of demand for the services of DAF. Management has recently seen a significant reduction in the demand for its services since the pandemic hit and this is attributed to a deferring by the public of dealing with issues of debt and the financial consequences of the lockdown.

Nonetheless, it is inconceivable that this latent demand for debt advice will not materialise over the following months. Indeed, individuals in the UK are already experiencing the financial impact of Covid-19, with an estimated 6 million people having fallen behind on household bills. The reserves position of DAF at 31 8 19 has been eroded due to operating deficits and it will be important to ensure that there are sufficient resources available to meet the likely spike in demand. Management is fully aware of this and has secured additional funding from the usual sources, as well as specific Covid grants. This additional funding, in conjunction with cost reductions is likely to have improved the reserves position such that a significant increase in demand can be accommodated.

3. Review of Results for the Year

a. Income & Expenditure Account

The key drivers of the income & expenditure account are summarised below:

	<u>2019</u>			<u>2018</u>		
	<u>Unrestricted</u> <u>£000</u>	<u>Restricted</u> <u>£000</u>	<u>TOTAL</u> <u>£000</u>	<u>Unrestricted</u> <u>£000</u>	<u>Restricted</u> <u>£000</u>	<u>TOTAL</u> <u>£000</u>
Income	434	122	556	535	49	584
% movement	-18.9%	149.0%	-4.8%			
<u>Expenditure</u>						
Staff costs			332			304
Other			291			288
Total			<u>623</u>			<u>592</u>
Deficit for the year			<u>-67</u>			<u>-8</u>
Staff costs as % of income			59.7%			52.1%

a. Income Analysis

Income for the year has declined from £584k last year to £556k (4.79%). An analysis of income by category is shown below:

	<u>2019</u> <u>£000</u>	<u>2018</u> <u>£000</u>	<u>% inc /</u> <u>(dec)</u>
IVA fees	385	445	(13.5)%
Donations	21	72	(77.8)%
Analytics	14	3	366.7%
I-Solve	28	53	(47.2)%
Money Advice Income	108	11	881.9%
Education Book Sales	5	-	100%
Total Income	<u>556</u>	<u>584</u>	<u>(4.79)%</u>

Income

The majority of income is from the management of insolvency cases which are outsourced to CG for which DAF pays a fixed monthly fee. The income this year has fallen by £60k (13.5%). Whilst the volume of cases is similar to last year, the mix (as described above) is skewed due to cases (e.g. advice on arrears of Council tax) which do not generate income.

Donations in the year have reduced considerably, from £72k to £21k. This is partly due to a reduction in educational donations, however the education service remains a strong element of the product offering of DAF and a key differentiator.

Grant income from the Money Advice Service has shown a substantial increase and we understand that this is expected to double in the 2019/20 accounting year.

Analytics income is on an ad hoc basis based on demand for information on the general debt market which has been high during the year hence a rise in income to £14k.

I Solve income is generated by third parties who pay DAF to use the I Solve software. The income has dropped to £28k, however is expected to increase in the following year.

Expenditure

In the year total expenditure increased by 5% which exceeded the fall in income of 4.80% and led to a deficit of £67k, compared to £8k in 2018.

The CG fixed fee and salary costs account for 75% of total expenditure by the charity, 74% in 2018.

The CG fixed fee as a percentage of income increased marginally to 24.1% (2018: 23.6%) due to the fall in income compared to last year.

Salary costs in the accounts have increased by £28k and, with the decline in income now represent 60% of income, compared to 52% in 2018. We understand that the recruitment of a further two call staff is in progress to accommodate the expected increase in demand and that this is considered to be affordable in the current climate.

Other costs are made up of normal overheads consistent with the operation of the organisation.

The balance on reserves has reduced by £67k to £67k at 31 August 2019 and this represented 1.2 months of operating costs (2018: 2.7 months). The Reserves Policy of DAF is to hold reserves equivalent to 3 months of operating costs and reserves are now below this level. Whilst this is not a mandatory ratio, management is conscious that the reduction in this ratio increases general risk.

Balance Sheet

The balance sheet has positive net assets. However, this has fallen to £67k as a result of the deficit for the year.

Conclusions

We are pleased to issue a clean Independent Examination report and conclude that the risks to the organisation are well understood and managed and are covered by appropriate levels of control.

Despite the deficit this year, the financial position appears stable and trading is expected to recover in subsequent years.

We would like to thank David Rodger and his team (in particular Andrea Hoole) and Barry Nyman of MJ Goldman for their excellent and courteous assistance and support to us during the course of our work.

Yours faithfully,

David Sharples
Director
Peaks & Valleys Business Enhancement Limited



5. CEO Annual Activities Report



CEO Activities Report

Financial Year September 2018 - August 2019

Dear colleague,

It is a very strange feeling to be reviewing a period that is so unrecognisable to the world we now find ourselves inhabiting. The global coronavirus health crisis has brought with it unprecedented social and economic challenges and whilst the health cost to the nation has been on an almost unimaginable scale, we must prepare ourselves for the inevitable financial fallout, which is going to affect large numbers of people for many years to come. In short, we must be ready, as part of the wider advice community, to play a vital role in helping the country get back on its feet.

During the period under review, 10,613 people, with over £26.8m of unmanageable unsecured debt, contacted the charity's free telephone helpline for advice, delivering over £5m of social benefits*.

The charity also provided money management education lessons via its DebtAware financial capability programme to over 10,000 children across England and Scotland, consolidating its position as the UK's leading provider of debt advice and debt education.

In terms of the charity's finances, 2019 proved to be a challenging year. The income derived from charitable activities during the period was £556,623, down £27,810 on the previous financial year (primarily the result of continuing downward pressure on office holder fees). Expenditure for the year was £623,757, up £25,072 on the previous twelve months (principally due to increased salary costs). This resulted in an operating deficit of £67,494.

There were however, many positives to take from the year in terms of future financial sustainability with Money and Pensions Service increasing our annual grant funding in April 2019 to £118,011 and the award of a five year National Lottery Community grant of £150,000 to support our financial education work in schools.

Post year trading has significantly outperformed budget with the nine months to May 2020 generating a surplus of £33,178 against a budgeted deficit of £4,123, due primarily to significant additional MaPS funding from April 2020.

The next few months will undoubtedly prove challenging for the charity as the long term economic impact of the government's social distancing measures begin to be felt and demand for our helpline increases. Fortunately, we have already established full home-working capability for our debt advisers, which means we are able to operate at full debt session capacity with immediate effect.

The ongoing health crisis is set to have a more significant continuing impact on the charity's DebtAware financial capability programme, which is delivered in schools. Even once schools have fully reopened, remaining social distancing measures may mean it isn't possible to continue with the programme in the short to medium term.

I would like to thank all of the charity's paid and volunteer staff for their hard work and dedication during the year. Whilst the next twelve months will be extremely

challenging for all of us at Debt Advice Foundation, I will say, without hesitation, that we will rise to that challenge.

Yours sincerely



David Rodger
Chief Executive Officer
Debt Advice Foundation

* LSE Housing and Communities report for CAP (October 2018). This figure related to generic health benefits that are derived from the provision of debt advice. It does not include the benefit to society of our financial capability education work or benefits that are derived directly from services the charity does not offer such as addiction services.

Our Year in Numbers

Social Benefit

1:8.1

For every £1 we spend, society receives over £8 in additional health related benefits*.



Income
£556,623



Expenditure
£623,757



Social Benefit
£5,033,186

Debt Managed



AVERAGE
DEBT

£19,061

Who we helped



10,000

school children
received
Debt Aware
lessons



10,613

people called
the charity's
Debt Advice
helpline



£30.26

cost per financial
wellbeing
intervention

 = 500 school children
 = 500 helpline contacts

Debt Advice
Foundation

Sector Update

According to Money and Pensions Service, over 9m people in the UK are over-indebted. Even prior to the coronavirus outbreak, there were concerns about the financial health of the UK with the number of people entering insolvency at a ten year high, unsecured consumer borrowing at record levels and uncertainty surrounding the long term economic impact of Brexit.

Although it's too early to quantify the long term financial implications of the coronavirus with any certainty, we know that the number of people requiring our help is going to climb significantly. Self-employed, small and large businesses all face substantial reductions in sales income, whilst employees face reduced working hours, lower protected pay rates and being laid off. Despite welcome government interventions, many sectors will find it difficult to recover in the short term with initial estimates suggesting up to a quarter of all UK jobs could be lost.

The last twelve months has also seen significant changes to the governance of the money advice sector with the newly formed Money and Pensions Service (MaPS) taking over the money, pensions and debt guidance functions from its predecessors, the Money Advice Service, The Pensions Advisory Service and Pension Wise. Debt Advice Foundation welcomes MaPS to the sector and is looking forward to working closely with the new body to provide advice and support to as many people as possible in this most challenging of times.

Public Benefit

Debt Advice

During the accounting period, 10,613 people, with over £26.8m of unmanageable unsecured debt, contacted the charity's free telephone helpline.

A further 100,000 people visited the charity's website where they were able to access the free, downloadable money management tools on offer.

42% of callers were referred either by Money Advice Service or by other partner organisations such as local authorities, consumer advocate websites and charities. 58% of callers found out about the charity's helpline via internet searches.

Credit cards accounted for 37.2% of total unsecured debt reported by callers to the charity's helpline with personal loans the next highest represented form of unsecured credit, accounting for 34.5% of total debt.

The number one specified cause of financial difficulties was loss of job (17%).

25% of cases managed by the charity's helpline advisers required a managed debt solution intervention (Administration Order, Debt Relief Order, Bankruptcy, Individual Voluntary Arrangement, Free Debt Management Plan, Debt Arrangement Scheme or Trust Deed). Of the non-solution enquiries, issues with bailiffs (10%), disputed liabilities (9%) and legal matters (8%) represented the most common caller concerns.

In terms of quality of service, 100% of callers to the charity's helpline provided feedback that they were satisfied or very satisfied with the service whilst 100% stated they would recommend the charity to others (see Appendix A for more information).

The charity also distributed 1,008 My Budget guides over the period. My Budget is a personalised money management guide that has been designed to improve client outcomes by mitigating solution failure and to create longer term financial resilience by reinforcing more effective financial behaviours.

Public Benefit

Debt Education

The charity now provides financial capability education lessons to over 10,000 children annually from 150 schools across England and Scotland.

Eighteen schools currently hold accreditation status, which means the school has achieved and maintained high standards of strategic planning, delivery, development and evaluation of the DebtAware programme.

In July, the charity was awarded a five year National Lottery Community grant to support its financial education work in schools.

The charity was also shortlisted as a finalist in the Centre for Social Justice Annual Financial Education Awards.



Client Feedback Report

Report period: 01 Sep 18 to 31 Aug 19

Summary

Feedback received in period	49				
How satisfied were you with the way your call was answered?	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
	0%	0%	0%	2%	98%
Was the advisor able to answer your query?	Yes	No			
	100%	0%			
Was the information accurate?	Yes	No			
	100%	0%			
How would you rate the overall call?	Very Unhelpful	Unhelpful	Neutral	Helpful	Very Helpful
	0%	0%	0%	4%	96%
Would you recommend us to others?	Yes	No			
	100%	0%			

Client feedback

Date: 05/09/2018 23:12:06

Name: Samantha Whitney

How satisfied where you with the call: Very satisfied

Feedback:

Date: 06/09/2018 16:57:06

Name: Ashley birchall

How satisfied where you with the call: Very satisfied

Feedback: To many detts need to put into one payment heard by a government info about yourselves.

Date: 23/09/2018 09:10:24

Name: Julia May

How satisfied where you with the call: Very satisfied

Feedback: debt management advice, advisers were extremely professional, knowledgeable and non judgemental. Cant thank them enough.

Date: 26/09/2018 10:55:12

Name: Barry Paul Gaught

How satisfied where you with the call: Very satisfied

Feedback: Justine was very helpful kind and non judgemental, which put me completely at ease with her.

Date: 03/10/2018 16:24:23

Name: Joe Whittle

How satisfied where you with the call: Very satisfied

Feedback:

Date: 03/10/2018 16:32:23

Name: Ronald Owen

How satisfied where you with the call: Very satisfied

Feedback: I felt that Justine McGinnis was exceptional in the way that she imparted information and the sympathetic attitude that she had. I felt greatly relieved after I had spoken to her, and finally saw a way out of my problems.

Date: 03/10/2018 16:33:13

Name: cerith pierce

How satisfied where you with the call: Very satisfied

Feedback: i called the helpline after getting myself into quite a pickle - its fair to say I have been acting irresponsibly and recklessly to get into the situation I had. Stephen made me feel very comfortable talking about my debt and at all times reassured me that this can be handled and I am not alone. Really appreciate the effort made in calling me back and helping with all the 'leg work'

Date: 06/10/2018 14:13:13

Name: Sereena

How satisfied where you with the call: Very satisfied

Feedback:

Date: 16/10/2018 16:10:36

Name: Liam Noble

How satisfied where you with the call: Very satisfied

Feedback: I had reached the point of no return in juggling my finances. I hadn't done a very good job at all and didn't know where to turn. My wife found your details on Money Advice Service and we both called to speak to advisers without the other knowing.

Date: 18/10/2018 16:00:04

Name: Nuriyya Mckee

How satisfied where you with the call: Very satisfied

Feedback: Credit card debts spiralling out of control. The adviser has given me viable options. I am very relieved.

Date: 20/10/2018 20:07:30

Name: Juha Kivi

How satisfied where you with the call: Very satisfied

Feedback: Debt advice and help what to do next.

Date: 25/10/2018 19:26:30

Name: Joanne Sykes

How satisfied where you with the call: Very satisfied

Feedback: I have spoken to Steve 3 nights in a row and he has been fantastic, really helpful and non judgemental. He has talked me through all the options and not made me feel like a failure.

Date: 28/10/2018 09:36:20

Name: Paul Hulston

How satisfied where you with the call: Very satisfied

Feedback: Spoke to just one person who was not only helpful but had a caring manner and a kindness in her voice. A big Thankyou Lauren.

Date: 29/10/2018 10:09:26

Name: mark husbands

How satisfied where you with the call: Very satisfied

Feedback: My wife and I ran up some considerable household debts. We spoke to Martyn who was very reassuring and clear with his advice on the options we had. He put us in touch with Payplan to negotiate with the creditors on our behalf and we've been impressed with his professional but sympathetic approach.

Date: 29/10/2018 12:51:43

Name: Anna

How satisfied where you with the call: Very satisfied

Feedback: I found your number online when I was trying to get some advice about how to manage my debt and I called to enquire. The debt advisor I talked to, Martyn, was extremely helpful and knowledgeable and throughout all our calls made me feel like he actually cared if I will get appropriate help. He provided excellent customer service!

Date: 12/11/2018 19:39:28

Name: Chantelle Goldsworthy

How satisfied where you with the call: Very satisfied

Feedback: To help with debts that I'm struggling with. Advisor Lauren was such a great help. Feeling better now I've spoken to somebody about my problems.

Date: 14/11/2018 22:01:29

Name: Kerry Webb

How satisfied where you with the call: Very satisfied

Feedback:

Date: 21/11/2018 15:33:49

Name: Wes O'Neill

How satisfied where you with the call: Very satisfied

Feedback:

Date: 29/11/2018 15:57:53

Name: Joanne Toll

How satisfied where you with the call: Very satisfied

Feedback: Debt advise was excellent. Mr Somerville was very sympathetic to my situation and has given me the right tools to make an informed decision on how to proceed.

Date: 12/12/2018 12:39:24

Name: Elizabeth Tonge

How satisfied where you with the call: Very satisfied

Feedback: I need advice and help with financial difficulties

Date: 12/12/2018 17:10:58

Name: Lynne Bradley

How satisfied where you with the call: Very satisfied

Feedback: Was terrified of my debts. Your adviser was excellent. She went through everything with me, then called me back within the hour with the best solution for me. She then emailed all the details through for me to proceed. Excellent service.

Date: 11/01/2019 14:10:26

Name: Stephen Hartley

How satisfied where you with the call: Very satisfied

Feedback: To get some advice regarding debt and the options available to me.

Date: 16/01/2019 17:20:53

Name: Stephen Harris

How satisfied where you with the call: Very satisfied

Feedback:

Date: 12/02/2019 10:11:05

Name: sarah chamberlain

How satisfied where you with the call: Very satisfied

Feedback:

Date: 14/02/2019 14:05:40

Name: Altair A de Almeida

How satisfied where you with the call: Very satisfied

Feedback: I was referred to you by a friend Rachael Mutimer was very helpful and patient and explained my options very clearly

Date: 05/03/2019 14:57:05

Name: Altair A de Almeida

How satisfied where you with the call: Very satisfied

Feedback: It put more perspective on my situation For example I had no idea how little I was earning.

Date: 07/03/2019 15:21:30

Name: Dawn Northfield

How satisfied where you with the call: Very satisfied

Feedback: called for my debt and the adviser was very helpful

Date: 13/03/2019 18:11:36

Name: Graham Barulis

How satisfied where you with the call: Very satisfied

Feedback: Guidance on bankruptcy options

Date: 08/04/2019 16:10:50

Name: Amie

How satisfied where you with the call: Very satisfied

Feedback: Very helpful in encouraging me to get and face the facts of my situation as well as advise me of a solution. It was such a relief to speak to Stephen today.

Date: 12/04/2019 12:40:05

Name: Michael Norcliffe

How satisfied where you with the call: Very satisfied

Feedback: I have built up an almost unmanageable amount of debt but was told by your advisor that debt solutions would not be necessary and to instead speak to a financial adviser. I did this and have agreed a secured loan at a reasonable rate to cover all debts, this will transfer on to my mortgage aim a few years when I am able to renegotiate it but in the meantime has enabled me to cut monthly costs enough (from around £500 to £112)

Date: 14/04/2019 09:29:38

Name: Leslie Berry

How satisfied where you with the call: Very satisfied

Feedback: Income from self-employment reduced very significantly over last two years and a significant rent increase means I can no longer service debt repayments. Reaching my overdraft limit a few days earlier each month so in a month or two I would not be able to pay my rent.

Date: 16/04/2019 11:01:13

Name: Kenneth J Daniels

How satisfied where you with the call: Very satisfied

Feedback: I got myself in a bit of a financial mess but talking to DAF really helped. The adviser went through my debts and gave me sound advice on the payment options available to me. I will forever be grateful. Thank you Rachael and everyone at DAF.

Date: 16/04/2019 14:21:18

Name: Graham Wright

How satisfied where you with the call: Very satisfied

Feedback: Suffering from serious mental health problems over the past two years, where three debts have accrued.

Date: 30/04/2019 16:59:13

Name: Christian Malim

How satisfied where you with the call: Very satisfied

Feedback: I have a situation with an credit card debt and insufficient income to pay the debt off in one go as desired by the debt recovery company PRA Group

Date: 08/05/2019 17:19:00

Name: Christopher Morris

How satisfied where you with the call: Very satisfied

Feedback: I am in terrible debt and out of all the other advisory organisations yours looked the most promising. I had a good conversation with Stephen who called me back and was most courteous and professional and put me in the right direction.

Date: 15/05/2019 15:01:24

Name: Paul Ahmed

How satisfied where you with the call: Very satisfied

Feedback: I had incurred a high level of debt and was concerned about managing it.

Date: 17/05/2019 13:03:10

Name: Fotoulla Lytras

How satisfied where you with the call: Very satisfied

Feedback:

Date: 17/05/2019 13:03:23

Name: Fotoulla Lytras

How satisfied where you with the call: Very satisfied

Feedback:

Date: 22/05/2019 13:58:59

Name: Paul Ahmed

How satisfied where you with the call: Very satisfied

Feedback: I needed to update the details relating to the plan I had received previously because they affected the kind of help I was likely to need going forward. The adviser understood what was required and is acting on the conclusions we drew.

Date: 23/05/2019 13:58:27

Name: Fiona D Pacquette

How satisfied where you with the call: Very satisfied

Feedback: I was advised to consider a free Debt Management company called Payplan.

Date: 04/06/2019 15:45:10

Name: Hugh Addison

How satisfied where you with the call: Very satisfied

Feedback: I have let my debt situation run away with me for years. Today was the first time making any first steps.

Date: 05/06/2019 19:47:42

Name: Angela Jackson

How satisfied where you with the call: Satisfied

Feedback: Rent arrears

Date: 06/06/2019 04:07:48

Name: Michael Braza

How satisfied where you with the call: Very satisfied

Feedback:

Date: 08/07/2019 19:03:13

Name: Karl Ingle

How satisfied where you with the call: Very satisfied

Feedback: I kept denying how bad my situation was, my wife was worried about her mother has she had Lung cancer and I do I like people to worry so kept everything to myself.

Date: 13/07/2019 15:26:48

Name: Siobahn M Armstrong

How satisfied where you with the call: Very satisfied

Feedback: My advisor made me feel comfortable talking through circumstances and current situation which I have been worried about. I am glad I will be speaking to the same advisor next week which shows person centred practice which I am very grateful for.

Date: 15/07/2019 17:29:30

Name: FIONA D COOKE

How satisfied where you with the call: Very satisfied

Feedback: I was in so much debt with different creditors, I have been unable to sleep or eat properly and knew I needed help to resolve the difficulties I had got myself into. I feel so much better in having spoke to Martyn today who has been wonderful and not judged my situation.

Date: 08/08/2019 13:55:49

Name: Dawn Beattie

How satisfied where you with the call: Very satisfied

Feedback: Struggling with debt and suffer depression and anxiety. Justine was really helpful and put my mind at ease.

Date: 08/08/2019 15:31:27

Name: andrea wilson

How satisfied where you with the call: Very satisfied

Feedback: Got myself in a little debt as i reduced my work due to an injury, being self employed i cant guarantee my income



6. FY18-19 Budget

Debt Advice Foundation Budget

Report created: 03/01/2020 17:48

Pack contents

1. FY 2019-2020 Budget
2. FY 2019-2020 Budget (Cost Centre)





1. FY 2019-2020 Budget

	FY 19-20	FY 18-19	FY 19-20 (actual movement)	FY 19-20 (percentage change)
Turnover				
Officeholder Fees	£366,935.40	£370,097.31	-£3,161.91	99%
Consultancy & Research Fees	£29,500.00	£29,500.00	£0.00	100%
Big Lottery	£30,000.00	£5,648.38	£24,351.62	531%
Education	£23,000.00	£7,564.00	£15,436.00	304%
Donations	£11,688.20	£11,688.20	£0.00	100%
MaPS	£117,443.06	£117,443.06	£0.00	100%
Ancillary Income	£0.00	£13,700.00	-£13,700.00	0%
	£578,566.66	£555,640.95	£22,925.71	104%

Cost of Sales

Education - School Money Management Programmes	£630.44	£630.44	£0.00	100%
Publications - Diaries	£2,000.00	£4,130.00	-£2,130.00	48%
Education - DBS	£60.00	£60.00	£0.00	100%
Other Advertising	£655.00	£655.00	£0.00	100%
IP Supervisor Fees	£114,000.00	£134,332.46	-£20,332.46	85%
Durrants PR Services	£0.00	£1,523.95	-£1,523.95	0%
PR Consultancy - LI	£0.00	£2,000.00	-£2,000.00	0%
	£117,345.44	£143,331.85	-£25,986.41	82%

Gross profit	£461,221.22	£412,309.10	£48,912.12	112%
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Administration expenses

Gross Wages	£299,700.00	£303,507.86	-£3,807.86	99%
Employers N.I.	£26,265.24	£24,328.25	£1,936.99	108%
Staff pension	£5,520.00	£4,705.26	£814.74	117%
Staff health insurance	£2,312.46	£2,312.46	£0.00	100%
Premises Rent	£21,999.98	£21,999.98	£0.00	100%
Water Rates	£496.37	£496.37	£0.00	100%
Rates	£1,938.95	£1,938.95	£0.00	100%
Business Insurance	£3,370.11	£3,370.11	£0.00	100%
Premises Insurance	£1,025.70	£1,025.70	£0.00	100%
Electricity	£5,192.70	£5,192.70	£0.00	100%
Vehicle Insurance	£633.12	£633.12	£0.00	100%
T&S - Car Parking	£207.00	£207.00	£0.00	100%
T&S - Hotels	£673.47	£673.47	£0.00	100%
T&S - Taxis	£422.74	£422.74	£0.00	100%
T&S - Train Tickets	£3,308.95	£3,308.95	£0.00	100%
T&S - Mileage Claims	£5,024.53	£5,024.53	£0.00	100%
Car Lease Costs	£5,934.00	£5,934.00	£0.00	100%
Miscellaneous Motor Expenses	£158.90	£158.90	£0.00	100%
All Costs for Ent Staff	£1,380.08	£1,380.08	£0.00	100%
AQS Fees	£431.28	£431.28	£0.00	100%
Refreshments	£540.00	£540.00	£0.00	100%
Subsistence	£1,813.71	£1,813.71	£0.00	100%
Postage and Carriage	£300.00	£1,063.08	-£763.08	28%
Telecoms World Phone Charges	£2,600.00	£3,813.17	-£1,213.17	68%
Telephone BT	£1,500.00	£0.00	£1,500.00	0%
Telephone Armstrong	£3,334.90	£3,334.90	£0.00	100%
Telephone Chess	£0.00	£6,595.59	-£6,595.59	0%
Website Hosting Charges	£1,329.97	£1,329.97	£0.00	100%
Internet B/Band Services	£2.49	£2.49	£0.00	100%
IT Support - Amber	£9,825.00	£9,825.00	£0.00	100%
IT Licences	£649.51	£649.51	£0.00	100%

IT Equipment	£390.99	£390.99	£0.00	100%
Amber Online Backup Services	£2,940.00	£2,940.00	£0.00	100%
Internet Security - AV	£1,916.86	£1,916.86	£0.00	100%
Photocopier Usage Charges	£725.75	£725.75	£0.00	100%
Office Stationery	£880.86	£880.86	£0.00	100%
Mobile Phones O2	£1,600.00	£2,269.29	-£669.29	71%
Audit and Accountancy Fees	£11,035.98	£11,035.98	£0.00	100%
Equipment Hire - Photocopier	£2,124.00	£2,124.00	£0.00	100%
Office Repairs & Renewals	£659.67	£659.67	£0.00	100%
Office Cleaning	£3,600.00	£6,600.12	-£3,000.12	55%
Window Cleaning	£270.00	£270.00	£0.00	100%
Sanitary disposal	£100.50	£100.50	£0.00	100%
Confidential Waste Services (NB)	£526.55	£526.55	£0.00	100%
Fire safety Expenses	£113.30	£113.30	£0.00	100%
Water coolers	£41.64	£41.64	£0.00	100%
Airconditioning Maintenance Costs	£511.30	£511.30	£0.00	100%
Commercial Waste Disposal	£248.14	£248.14	£0.00	100%
Bank Charges	£294.27	£294.27	£0.00	100%
Credit Card Charges	£45.00	£45.00	£0.00	100%
Subscriptions	£1,972.74	£1,972.74	£0.00	100%
Advice UK Membership fee	£634.87	£634.87	£0.00	100%
NLA Annual Subscription	£0.00	£131.77	-£131.77	0%
Prmax Subscription	£0.00	£1,152.00	-£1,152.00	0%
Regulatory Costs	£40.00	£40.00	£0.00	100%
Training Costs	£304.00	£304.00	£0.00	100%
Irrecoverable VAT	£14,475.75	£14,475.75	£0.00	100%
Furniture/Fitting Depreciation	£3,194.63	£3,194.63	£0.00	100%
Goodwill Amortisation	£8,916.16	£8,916.16	£0.00	100%
Leasehold Improvement Depreciation	£1,217.03	£1,217.03	£0.00	100%
TV License	£149.31	£149.31	£0.00	100%
	£466,820.47	£479,901.61	-£13,081.14	97%
Bank Interest Received	£101.45	£101.45	£0.00	100%
Profit before taxation	-£5,497.80	-£67,491.06	£61,993.26	8%
Tax on profit	£0.00	£0.00	£0.00	0%
Actual Profit/Loss for the period	-£5,497.80	-£67,491.06	£61,993.26	8%



2. FY 2019-2020 Budget (Cost Centre)

	Advice P+L	Education P+L	Advice weighting	Education weighting
Turnover				
Officeholder Fees	£366,935.40	£0.00	100%	0%
Consultancy & Research Fees	£29,500.00	£0.00	100%	0%
Big Lottery	£0.00	£30,000.00	0%	100%
Education	£0.00	£23,000.00	0%	100%
Donations	£0.00	£11,688.20	0%	100%
MaPS	£117,443.06	£0.00	100%	0%
Ancillary Income	£0.00	£0.00	100%	0%
	£513,878.46	£64,688.20		

Cost of Sales				
Education - School Money Management Programmes	£0.00	£630.44	0%	100%
Publications - Diaries	£0.00	£2,000.00	0%	100%
Education - DBS	£0.00	£60.00	0%	100%
Other Advertising	£655.00	£0.00	100%	0%
IP Supervisor Fees	£114,000.00	£0.00	100%	0%
Durrants PR Services	£0.00	£0.00	100%	0%
PR Consultancy - LI	£0.00	£0.00	100%	0%
	£114,655.00	£2,690.44		

Gross profit	£399,223.46	£61,997.76		
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Administration expenses				
Gross Wages	£248,151.60	£51,548.40	83%	17%
Employers N.I.	£22,929.55	£3,335.69	87%	13%
Staff pension	£5,520.00	£0.00	100%	0%
Staff health insurance	£2,312.46	£0.00	100%	0%
Premises Rent	£16,499.98	£5,499.99	75%	25%
Water Rates	£372.28	£124.09	75%	25%
Rates	£1,454.21	£484.74	75%	25%
Business Insurance	£3,370.11	£0.00	100%	0%
Premises Insurance	£769.27	£256.42	75%	25%
Electricity	£3,894.53	£1,298.18	75%	25%
Vehicle Insurance	£633.12	£0.00	100%	0%
T&S - Car Parking	£155.25	£51.75	75%	25%
T&S - Hotels	£673.47	£0.00	100%	0%
T&S - Taxis	£317.06	£105.69	75%	25%
T&S - Train Tickets	£827.24	£2,481.71	25%	75%
T&S - Mileage Claims	£251.23	£4,773.30	5%	95%
Car Lease Costs	£5,934.00	£0.00	100%	0%
Miscellaneous Motor Expenses	£158.90	£0.00	100%	0%
All Costs for Ent Staff	£1,242.07	£138.01	90%	10%
AQS Fees	£431.28	£0.00	100%	0%
Refreshments	£486.00	£54.00	90%	10%
Subsistence	£1,632.34	£181.37	90%	10%
Postage and Carriage	£270.00	£30.00	90%	10%
Telecoms World Phone Charges	£2,600.00	£0.00	100%	0%
Telephone BT	£1,125.00	£375.00	75%	25%
Telephone Armstrong	£3,334.90	£0.00	100%	0%
Telephone Chess	£0.00	£0.00	100%	0%
Website Hosting Charges	£997.48	£332.49	75%	25%
Internet B/Band Services	£2.49	£0.00	100%	0%
IT Support - Amber	£7,368.75	£2,456.25	75%	25%
IT Licences	£487.13	£162.38	75%	25%

IT Equipment	£293.24	£97.75	75%	25%
Amber Online Backup Services	£2,205.00	£735.00	75%	25%
Internet Security - AV	£1,437.65	£479.22	75%	25%
Photocopier Usage Charges	£544.31	£181.44	75%	25%
Office Stationery	£660.65	£220.22	75%	25%
Mobile Phones O2	£1,280.00	£320.00	80%	20%
Audit and Accountancy Fees	£8,276.99	£2,759.00	75%	25%
Equipment Hire - Photocopier	£1,593.00	£531.00	75%	25%
Office Repairs & Renewals	£494.75	£164.92	75%	25%
Office Cleaning	£2,700.00	£900.00	75%	25%
Window Cleaning	£202.50	£67.50	75%	25%
Sanitary disposal	£100.50	£0.00	100%	0%
Confidential Waste Services (NB)	£394.91	£131.64	75%	25%
Fire safety Expenses	£84.98	£28.33	75%	25%
Water coolers	£31.23	£10.41	75%	25%
Airconditioning Maintenance Costs	£383.48	£127.83	75%	25%
Commercial Waste Disposal	£186.11	£62.04	75%	25%
Bank Charges	£220.70	£73.57	75%	25%
Credit Card Charges	£33.75	£11.25	75%	25%
Subscriptions	£1,972.74	£0.00	100%	0%
Advice UK Membership fee	£634.87	£0.00	100%	0%
NLA Annual Subscription	£0.00	£0.00	100%	0%
Prmax Subscription	£0.00	£0.00	100%	0%
Regulatory Costs	£40.00	£0.00	100%	0%
Training Costs	£304.00	£0.00	100%	0%
Irrecoverable VAT	£10,856.81	£3,618.94	75%	25%
Furniture/Fitting Depreciation	£2,395.97	£798.66	75%	25%
Goodwill Amortisation	£6,687.12	£2,229.04	75%	25%
Leasehold Improvement Depreciation	£912.77	£304.26	75%	25%
TV License	£111.98	£37.33	75%	25%
	£379,241.71	£87,578.76		
Bank Interest Received	£76.09	£25.36	75%	25%
Profit before taxation	£20,057.84	-£25,555.64		
Tax on profit	£0.00	£0.00	75%	25%
Actual Profit/Loss for the period	£20,057.84	-£25,555.64		