

CITIZENS ADVICE EDENBRIDGE & WESTERHAM
the operating name of
EDENBRIDGE & WESTERHAM CITIZENS ADVICE BUREAU
A COMPANY LIMITED BY GUARANTEE

**TRUSTEES' REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2021**



Company Number: 08880174

Charity Registration Number: 1155993

Edenbridge & Westerham Citizens Advice Bureau
TRUSTEES' REPORT AND ACCOUNTS
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DIRECTORS AND TRUSTEES	ROLE
Graham Edward Coldman MBE	(resigned 6th November 2020)
Howard Victor Jennings	(resigned 13th January 2021)
Colin Stewart Jones	IT & Information Assurance Director
Mary Perrett	(resigned 16th July 2020)
Gavin Raymond Allard	Deputy Chairman
Michael William Musgrove	Finance Director
Mark David Faithful	
Alan Feasey	(appointed 29th September 2020)
Diane Walker	(appointed 29th September 2020)

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INTRODUCTION

Graham Coldman said last year that he would be standing down as Chairman by 31st March 2020. In fact, he served the maximum term possible and carried on until the end of the financial year and no replacement has come forward at present. Much has been said and written in other places about Graham's immense contribution to Edenbridge and Westerham Citizens Advice but it is important that this should be recognised formally in this Annual Report. Graham had expected to continue as a Trustee but, sadly, ill health has meant that he has had to step down from that role as well.

The past year has seen many changes amongst the paid staff and volunteers. Jill Eyre retired at the end of September 2020 and at the beginning of October it was announced that she had been awarded the BEM "for services to the community of Edenbridge" – an honour that was richly deserved.

Sian Hiller was appointed as the new Chief Officer and came to us with considerable experience having worked for Citizens Advice in Sevenoaks and Swanley. Sian started on 1st October and the second lockdown came into force on 5th November so she had very little time in the office to become accustomed to her new role before everything changed again. Despite all that she has had to deal with during the pandemic, Sian has risen to the challenge and ensured that the service to the community has continued, albeit in a different form as it has not been possible to hold face to face interviews.

The Trustees have immense respect for our staff and volunteers for the commitment they have for the people in our local community. As has been said many times previously, apart from being generalist Advisers, our volunteers need to take on the roles of social workers, counsellors and advocates. They continued to provide a service from home throughout the year and we remain much in their debt.

We continue to enjoy an excellent relationship with Sevenoaks District Council and the various Officers and Members with whom we have come in contact. We have been very grateful for the continuing financial support from the Council. We are certain that there would not be a Citizens Advice office in Edenbridge without this support.

We have continued to be helped by two local Charitable Trusts, the Great Stone Bridge Trust and the John Coldman Charitable Trust and also West Kent Housing Association who have been long-time supporters and benefactors. This support has been very gratefully received. We have also been thankful for

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the backing we have had from local organisations within the community. These are mentioned in "fundraising activities" elsewhere in this Report.

On behalf of the Board of Trustees I would particularly like to thank our Examiner, Rachael Best, for continuing to review our Accounting records and to put the figures in some semblance of order. Rachael has been undertaking this on a pro-bono basis for the past seven years, since we became a Limited Company.

Finally, the Trustees would like to thank the Volunteers, Staff, Friends and Supporters, and Benefactors and Funders who have contributed to the continuing success of this Citizens Advice Office.

Michael Musgrove
Finance Director

September 2021

REPORT OF THE TRUSTEES AND DIRECTORS

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act, are pleased to submit their Annual Report and the Financial Statements for the year ended 31st March 2021. The provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in 2005 have been adopted in preparing the Annual Report and Financial Statements of the charitable company.

1. STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Edenbridge & Westerham Citizens Advice Bureau ("the Charity") is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. The Charity was incorporated on 6th February 2014 and registered with the Charity Commission on 3rd March 2014. The Charity is governed by its Memorandum and Articles of Association dated 27th January 2014.

The Charity was originally formed as an Unincorporated Association on 6th August 1974 (although it did exist in some form from 1943 probably until the end of the war) and was governed by a constitution adopted on 15th September 1993 and as amended at an EGM on 18th June 2004. This Unincorporated Association was registered with the Charity Commission under Charity Registration number 267793. The assets of this Unincorporated Association were transferred to the new Company under a resolution made on 19th March 2014 at a Special General Meeting.

Recruitment and Appointment of Trustees

The Board of Trustees is responsible for selecting and recruiting suitable Trustees at the Annual General Meeting. The maximum number of Trustees shall be fifteen and the minimum shall be three with a maximum of ten Trustees being elected at an AGM with others being co-opted by the Trustee Board. Other than at the first three Annual General Meetings following incorporation all elected Trustees shall retire from office at the third AGM following the AGM at which they were elected but they may be re-elected. At each of the first three AGMs following incorporation one third of the first Trustees shall retire in rotation but may be re-elected. The Chairman, Vice-Chairman (if appointed) and Treasurer may only serve for a maximum of six consecutive years. After the end of this period, two further years must elapse

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before any former Chairman, Vice-Chairman or Treasurer shall be eligible for re-election to any of these offices, although all can remain as Trustees/Directors.

Induction of Trustees

New Trustees and Board Members are inducted through a process of briefings by the Chairman and Chief Officer. It is a requirement that Trustees have a sound knowledge of the role and activities of the Charity before they are appointed. They are made aware of their legal obligations, the content of the Memorandum and Articles of Association, the annual budget and financial performance, the Business Plan and the major objectives of the Charity.

Organisational Structure

The Charity is governed by its Trustee Board which is responsible for setting the direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the Charity and for ensuring that the Charity satisfies its legal and contractual obligations. The Trustees meet a minimum of four times per annum and delegate the day-to-day operation of the organisation to the senior management. The Trustee Board is independent from the Management of the charity but does include the participation of Representative Members (from local Authorities), the Chief Officer, an honorary Solicitor and a Staff Representative, but none of these have voting powers.

Related Parties

The Charity 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 performance against these standards. Operating policies are independently determined by the Trustee Board of the Charity in order to fulfil its charitable objects and comply with national membership requirements.

The Charity also co-operates and liaises with a number of 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, it is the Charity's policy that they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

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Risks

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 the Charity is continually monitoring and managing its risks via a Risk Register and a Business Continuity Plan and this process is undertaken at minimum once a year. Included in external risks is that of loss of funding. The Charity continues to seek to diversify its funding sources.

Information Assurance

The Charity has adopted the recommended Citizens Advice Information Assurance policy, which covers how we manage and minimise the risks of data and information loss, however held. The majority of this is covered by policies and procedures for handling, storing and accessing data and information, reinforced by training and refreshers at least annually. A Director/Trustee, Colin Jones, who is the Accounting Officer under the Data Protection Act 2018 (GDPR), has the responsibility for overseeing this.

2. OBJECTIVES AND ACTIVITIES

Objects

The Charity's objects 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 in particular, but without limitation, for the benefit of the community in Edenbridge & Westerham and surrounding areas.

Public Benefit

The Trustees pay due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the Charity during the year. The Trustees are satisfied that the information provided in the Report & Accounts meet the public reporting requirements.

The principal activity of Citizens Advice Edenbridge & Westerham is the provision of free, confidential, independent and impartial advice, information and counsel for members of the public.

Contribution of Volunteers

The Charity is fortunate to have a number of dedicated volunteers undertaking roles in governance, as Trustee Directors or Representative Members, as Advisers and in Administrative tasks. The majority of our volunteers are engaged in the delivery of advice which is normally either face to face or via telephone or other media.

Some of our volunteers decided that the change in circumstances brought about by the continuing pandemic would be a suitable time to complete their service to Citizens Advice and we thank them for the immense contribution they have made, sometimes over many years.

We have been fortunate that a number of trainees have joined and some are already nearing the end of their training.

3. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

During the financial year we have assisted over 416 unique clients on 1123 separate issues. Because of Covid, face-to-face interviews were not possible throughout the financial year and 70% of client contacts were by phone with email being the other main channel. 300 houses have been built a stone's throw from our Office, which could add 10% to the overall population of Edenbridge and therefore we may expect to see a corresponding rise in the numbers of people seeking our assistance. We believe that there are still many people within Edenbridge and the surrounding parishes who do not have internet access and are unable to contact us in any way other than through traditional methods. In addition, around 30% of our clients are over 60 and they generally prefer a direct approach rather than through e-mail and social media.

As might be expected our top advice categories are Benefits & Tax Credits, Debt, Housing, Relationships & Family issues and Employment. 52% of our clients are either disabled or have long term health issues. More details of the range of issues that are dealt with can be found in the Key Statistics for the year which are appended.

We are pleased to report that we have obtained an income gain of £43,206 per annum for our clients through assisting them with benefit claims. This latter

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figure, means that considerable sums can be “ploughed back” into the local economy.

Social Policy (Research & Campaigns) Activities

A third of our Evidence Forms related to Issues surrounding Benefits & Tax Credits, a pattern which has continued from year to year. Prominent other categories related to Tax issues (both Income and Council Tax), Housing and Utilities and Communications.

We continue to pay due regard to this important part of Citizens Advice work and have appointed a Director, Gavin Allard, to overview this activity.

We continue to be grateful for the support we have had from our Members of Parliament, Tom Tugendhat MBE MP and Laura Trott MBE MP

Fundraising Activities

We were delighted to receive donations from various Charitable Trusts and other local organisations, amongst them Edenbridge Town Council (£2,000) and Crockham Hill Parish Church Council (£250). We were also surprised to receive a legacy of £1,200 from the estate of Ann Cox. Ann and Ken were long time supporters of Citizens Advice.

As mentioned in the Introduction, substantial funds, without any conditions, have also been received from the John Coldman Charitable Trust (£15,000), the Great Stone Bridge Estate (£8,000) and West Kent Housing Association (£3,000).

The “Friends of Edenbridge & Westerham Citizens Advice Bureau” raises money through subscriptions, donations, fundraising events (when this is possible), 100 Club, Gift Aid and income from www.easyfundraising.org.uk support the Local Office. This is a separate Charity registered with the Charity Commission (Registered Charity No. 1079043).

We are, as always, immensely grateful to all those who have donated funds to the Charity, and thereby assisted us in maintaining and improving our service.

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Investment Activities

The Charity does not currently hold any major investments. Cash balances are held in two CAF Bank accounts which provide short term access. During the financial year we opened two accounts with Shawbrook Bank. These accounts, styled a CAF 12 Month Fixed Rate Saver and a CAF 60 Day Notice Account.

4. FINANCIAL REVIEW

The Charity set a breakeven budget for the year 2020/21. However, as a result of increased income from grants etc. and less expenditure, mainly because of a reduction in office expenditure as it was closed for most of the year, there was a surplus of £6,434 for the year.

At the year-end our total funds were £72,141, of which £960 was restricted.

Contingent Liability

As a result of actions taken previously, no pension liability now exists and the organisation, therefore, has no contingent liability.

Reserves Policy

The aim of the Directors is to ensure that the Charity's ongoing and future activities are reasonably protected from unexpected variances in income and expenditure. This is to ensure that its operations are maintained with a reasonable degree of certainty in the short term and to provide a prudent financial base from which to develop the Charity's services. The Directors/Trustees have agreed that the Charity should hold unrestricted funds which are not less than 26 weeks of budgeted operating expenses. Additionally, the Board agreed to extend this policy to include a "Contract Commitment Reserve" to cover any redundancy payments that might become payable and any liability that might arise under the lease of the Eden Centre. This latter Reserve is subject to annual review as it depends on our predicted annual expenditure. For the year 2021/22 our Reserves should be a minimum of £56,405.

Principal Funding Sources

The Directors extend their thanks to Sevenoaks District Council who continued to provide the major amount of core funding to the Charity, which in the year

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amounted to £31,843. In addition huge thanks are due to two locally based Charitable Trusts, the John Coldman Charitable Trust and the Great Stone Bridge Estate who donated £15,000 and £8,000 respectively and who between them, since the start of the millennium, have donated over £368,000 without any conditions.

5. FUTURE PLANS

We would like to take the Charity out into the community (Schools, Parishes etc.) to tell and/or remind the community what we can offer. However, Covid 19 is severely limiting our ability to fulfil this ambition at present.

6. DIRECTORS' RESPONSIBILITIES

Company Law and Charity Law require the Directors to prepare financial statements for each financial year, which gives a true and fair view of the state of affairs of the Charity and of the surplus or deficit for that period. In preparing these financial statements, the Directors are required to:

- a) Select suitable accounting policies and then apply them consistently
- b) Make judgements and estimates that are reasonable and prudent
- c) State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- d) Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The Directors are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and to enable them to ensure that the financial statements comply with the Companies Act 2006.

The Directors are responsible for ensuring that the Company maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against material loss or unauthorised use and to prevent and detect fraud and other irregularities.



Michael Musgrove
Finance Director

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Key Statistics

Edenbridge & Westerham (member)

01/04/2020 31/03/2021

citizens
advice

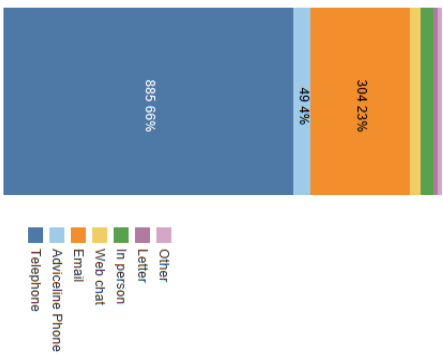
Summary

Clients	416
Quick client contacts	47
Issues	1,123
Activities	1,335
Cases	470
Outcomes	
Income gain	£43,206
Re-imbursements, services, loans	£80
Other	£660

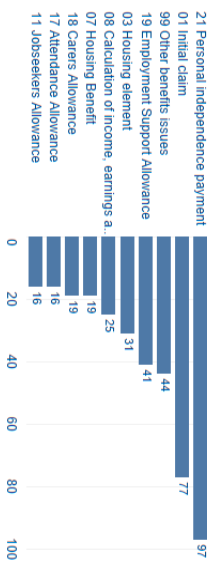
Issues

Issues	Clients
Benefits & tax credits	133
Benefits Universal Credit	91
Consumer goods & services	33
Debt	47
Discrimination & Hate & GVA	10
Education	3
Employment	77
Financial services & capability	12
Health & community care	24
Housing	84
Immigration & asylum	7
Legal	39
Other	13
Relationships & family	49
Tax	8
Travel & transport	13
Utilities & communications	16
Grand Total	1,123

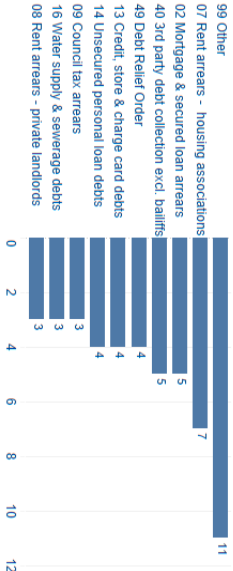
Channel



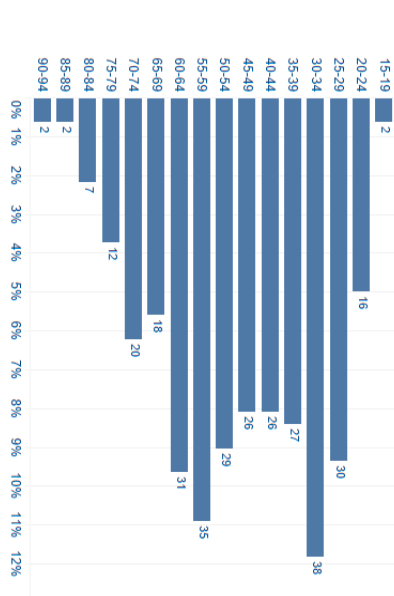
Top benefit issues



Top debt issues



Age



Gender



Disability / Long-term health



Ethnicity



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**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
EDENBRIDGE AND WESTERHAM CITIZENS ADVICE BUREAU**

I report to the Directors on my examination of the Accounts of the above Bureau for the year ended 31 March 2021, which are set out on pages 17-21 of this report

Responsibilities and basis of report

As the Charity's Directors, you are responsible for the preparation of the Accounts in accordance with the Charities Act 2011.

I report in respect of my examination of the Bureau's accounts carried out under section 145 of 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 Act.

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 which gives me cause to believe that in, any material respect;

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

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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.



Rachael Best FCCA ACA
Galloways Accounting (Horsham) Ltd
First Floor, Ridgeland House
15 Carfax
Horsham
West Sussex RH12 1DY

Date: 11th October 2021

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BALANCE SHEET					
AT 31st MARCH 2021					
	Note	2021		2020	
		£	£	£	£
<u>Current assets</u>					
Debtors and prepayments	2	109		59	
Cash in hand		112		112	
Bank Current accounts		22,142		13,035	
Bank Deposit accounts		50,000		50,000	
		<u>72,363</u>		<u>63,206</u>	
<u>Creditors</u>					
Amounts falling due within one year	3	133		-	
		<u>72,230</u>		<u>63,206</u>	
<u>Net current assets</u>					
		<u>72,230</u>		<u>63,206</u>	
<u>Total assets less current liabilities</u>					
		<u>£72,230</u>		<u>£63,206</u>	
<u>Capital funds</u>					
Restricted funds	4	3,485		-	
Unrestricted funds	5	68,745		63,206	
		<u>£72,230</u>		<u>£63,206</u>	
<u>Total funds</u>					
		<u>£72,230</u>		<u>£63,206</u>	


For the year ended 31st March 2019 the company was entitled to exemption under section 477 of the Companies Act 2006

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for:

- (a) keeping accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing accounts which give a true and fair view of the state of affairs of the company as at the end of its 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, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) (effective January 2016).

The financial statements were approved by the Board of Directors on 19th October 2021 and were signed on its behalf by:



 G Allard – Deputy Chairman


 M Musgrove – Finance Director

The annexed notes form part of these financial statements.

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STATEMENT OF FINANCIAL ACTIVITIES

	<u>Unrest'd</u> <u>Funds</u> <u>£</u>	<u>Rest'd</u> <u>Income</u> <u>Funds</u> <u>£</u>	<u>Total</u> <u>Funds</u> <u>2021</u> <u>£</u>
<u>Incoming resources</u>			
Donations, legacies & similar Incoming resources	62,803	21,517	84,320
Investment income	332	-	332
	<hr/>	<hr/>	<hr/>
<u>Total incoming resources</u>	63,135	21,517	84,652
	<hr/>	<hr/>	<hr/>
<u>Resources expended</u>			
Charitable expenditure:			
Costs of activities in furtherance of the charity's objects	7,336	-	7,336
Resources expended on managing and administering the charity	50,261	18,032	68,293
	<hr/>	<hr/>	<hr/>
<u>Total resources expended</u>	57,597	3,485	75,629
	<hr/>	<hr/>	<hr/>
<u>Net movement in funds</u>	5,539	3,485	9,022
	<hr/>	<hr/>	<hr/>
<u>Total funds brought forward</u>	63,206	-	63,206
	<hr/>	<hr/>	<hr/>
<u>Reallocation of funds</u>	-	-	-
	<hr/>	<hr/>	<hr/>
<u>Total funds carried forward</u>	68,745	3,485	72,230
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Details of incoming resources and resources used are given in the notes to the financial statements.

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STATEMENT OF FINANCIAL ACTIVITIES

DETAILED ANALYSIS OF MOVEMENTS IN FUNDS

	<u>2021</u>		<u>2020</u>	
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
<u>Restricted funds</u>				
Donations and legacies	21,517		17,973	
Management and administration	(18,032)		(2,506)	
Transfers	-		(15,467)	
	<hr/>	3,485	<hr/>	-
<u>Unrestricted Funds</u>				
Investment income	332		549	
Donations and legacies	62,803		58,878	
Transfers	-		15,467	
Insurances	(805)		(1,288)	
Subscriptions & Memberships	(3,587)		(3,087)	
Property Expenditure	(7,427)		(8,936)	
Activities in furtherance of objects	(7,336)		(2,563)	
Wages, Social Security & Pension Contributions	(33,957)		(46,066)	
Management and administration	(4,486)		(5,516)	
	<hr/>	5,537	<hr/>	7,438
<u>Total funds at 31st March</u>	<hr/>	<hr/>	<hr/>	<hr/>
	9,022		7,483	

NOTES TO THE FINANCIAL STATEMENTS

1. Accounting policies

The financial statements are prepared under the historical cost convention (as modified by the revaluation of certain assets) and in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Effective January 2016). In preparing the financial statements the charity follows best practice as laid down in the Charities (Accounts and Reports) Regulations 2008.

Cash flow statement

The Company has taken advantage of the exemption in Financial Reporting Standard No.1 from the requirement to produce a cash flow statement on the grounds that it is a small company.

Incoming resources

Income from various sources is included when receivable.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of the resources.

Fund accounting

General funds are unrestricted funds that are available for use at the discretion of the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2. Debtors and prepayments

Amounts falling due within one year:

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Prepayments and Accrued Income	<u>109</u>	<u>59</u>

3.

Creditors

Amounts falling due within one year: -

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Creditors and accruals	-	-
Pension Control	133	-
	<u>133</u>	-

NOTES TO THE FINANCIAL STATEMENTS (Continued)

4. Restricted Reserves

	<u>Balance</u> <u>1st April 2020</u>	<u>Movements</u> <u>in/out</u>	<u>Transfers</u>	<u>Balance</u> <u>31st March</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Universal Credit	-	-	-	-
Citizens Advice Bureau	-	3,485	-	3,485
Friends of Edenbridge	-	-	-	-
	<u>-</u>	<u>3,485</u>	<u>-</u>	<u>3,485</u>

5. Unrestricted Reserves

	<u>Balance</u> <u>1st April 2020</u>	<u>Movements</u> <u>in/out</u>	<u>Transfers</u>	<u>Balance</u> <u>31st March</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Designated Funds				
General Fund	63,206	5,539	-	68,745
	<u>63,206</u>	<u>5,539</u>	<u>-</u>	<u>68,745</u>

6. Employees

The average number of employees during the year was 4.