
STATES OF JERSEY



JERSEY CONSUMER COUNCIL: ANNUAL REPORT FOR 2015

**Presented to the States on 21st June 2016
by the Minister for Economic Development, Tourism, Sport and Culture**

STATES GREFFE

REPORT

In 2010 the States adopted Proposition [P.182/2010](#), which prescribed a new mandate for the Jersey Consumer Council (JCC). One requirement of the new mandate was that the JCC be set up as an independent legal entity. This was achieved when the States adopted [P.89/2011](#), which led to registration in the Royal Court as an Incorporated Association under the [Loi \(1862\) sur les teneurs en fidéicommiss et l'incorporation d'Associations](#).

Under the Association Rules and Constitution, the JCC is required to prepare an annual report and forward it to the Minister for presentation to the States. The report for 2015 has now been provided to the Minister.



Annual Report
2015

Our role is to be the consumers' champion; we investigate and publicise anomalies in consumer affairs and provide Islanders with accurate and timely information to help them make informed decisions

Making the consumer voice heard and making it count

JCC Annual Report 2015



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Memberships & Meetings

The Jersey **Consumer Council** held 4 meetings in 2015.

Membership of the Jersey Consumer Council

- Advocate Rose Colley – Chairman
- Advocate Jean-Marie Renouf
- Mr Peter Tompkins
- Mr Tim De Gruchy
- Mrs Donna Le Marrec
- Mrs Daphne East
- Miss Francesca Rotheram
- Mr James Rondel
- Mr Derek Ferguson

Notable 2015 Successes

Our role is to be the consumers' champion; we investigate and publicise anomalies in consumer affairs and provide Islanders with accurate and timely information to help them make informed decisions

- We appointed six new members following the change to our constitution
- Researched and published our Rents Matters Report detailing our qualitative insight into the rental journey; highlighting key recommendations and action points
- Published 7 newsletters
- Enhanced Fuel Watch to allow the consumer to track price trends of both oil and road fuel
- We have, with the help of expert volunteers, hosted a series of #free lunchtime seminars on a broad range of topics – for example Wills, Money, Probate, and Property
- The Consumer **Council** presented the work of the **Council** and discussed how to be a savvy consumer with over 750 Jersey secondary school students
- Raised our social media profile with over 2,695 followers
- The **Council** took a snapshot look at how passengers really felt about the service Condor provides – the results were insightful
- We developed TelCoWatch – a one –stop shop website for local telecommunications services.
- The launch of P O Box 500 for SCAM mail. P O Box 500 has empowered the recipients of SCAM letters to deal with them in a constructive and meaningful way

Chairman's Statement

As my second term of office gets underway the challenges and expectations faced by the **Council** have increased in complexity and scope.

We have maintained much of our foundation work; talking to several 100 secondary school students across the island on consumer rights and scams. Working with Community Savings Limited we have been able to link consumer rights with budgeting and financial awareness in schools. We remain actively involved with Primary Health Services – to keep the patients voice at the forefront of change. We have gone back to our roots of Pricewatch – publishing small price checks and comparisons.

The change to the **Council's** constitution has allowed us to recruit a strong and knowledgeable group of members from diverse backgrounds and with wide ranging consumer interests.

We have continued to meet with business and community leaders in both our **Council** meetings and as quarterly update meetings with the Executive Officer and myself. These discussions remain an integral part of our work as two-way exchanges of information, consumer experiences and comments.

The **Council** has further enhanced working relations with Trading Standards, Channel Islands Competition Regulatory Authority (CICRA), the Citizens Advice, the Chamber of Commerce and Community Savings. Following the OXERA report last autumn we are striving to galvanise the relationships via a formal 'Consumer Protection Partnership' style agreement between CICRA, TS and the **Council**.

We have worked particularly hard to raise our social media profile – crafting engaging tweets of substance and interest. Facebook also remains an important tool in our communications kit bag. The newsletter receives compliments from a broad range of consumers’ both young and old. We understand that communication is of paramount importance to engage with our consumers.

We began hosting #free lunchtime seminars for islanders – affording consumers an opportunity to listen to and question professional across a variety of topics. Initially through the Law Society we called for help and were delighted that 3 companies volunteered their services. We have been delighted to host seminars for in excess of 250 attendees in 2015. The seminars provide the opportunity for consumers to feel at ease talking to the various professions involved. Those who have attended praise us for the initiative and also suggest additional topics, for example Long Term Care. It is additionally gratifying to note that those in attendance heard about the seminars via the newsletters, although we advertise them on social media, the media and eventbrite.

I have continued to use every opportunity to publicise the work of the **Council**. The local media have continued to recognise that the **Council** is a key voice on consumer issues.

We are pleased with the launch of TelCoWatch to provide a one-stop transparent price comparisons website for telecommunications services in Jersey. Thanks must go to Digital Jersey Coders for their commitment to the project.

The **Council** spent weeks listening to the ‘noise’ following the introduction of the Condor Liberation and the chain of events, which unfurled as the time passed. We did not want to add to the noise but rather cut through it to find out about customer service and passenger communication. We used the opportunity to ask customers via an online questionnaire to gain an insight into issues that were frustrating passengers. We spoke



with Condor to gauge their views, spoke to the media and encouraged Condor to work with us to solve many of the communication problems identified. The full results are on our website.

The **Council** is grateful for the day-to-day support of Deputy Murray Norton, Mike King, Trevor Le Roux, Alison de Bourcier and Senator Farnham.

Finally, my greatest thanks are reserved for the Council's Executive Officer, Anne King. Without Anne's enthusiasm and expertise, the Council would not be able to achieve many of its objectives in such an effective way

Advocate Rose Colley



Our role is to be the consumers' champion; we investigate and publicise anomalies in consumer affairs and provide Islanders with accurate and timely information to help them make informed decisions

The twentieth year of our work saw a considerable change in focus and activities; the **Council** recruited six new members, spoke to over 750 secondary school students, reviewed the tenants rental journey, enhanced Jersey Fuel Watch and developed Jersey TelCoWatch.

The **Consumer Council** liaises with Channel Islands Competition Regulatory Authority (CICRA), Trading Standards, Channel Islands Financial Ombudsman (CIFO), Community Savings and Citizens Advice on a regular and very constructive basis to ensure that we have a joint approach to progressing issues, which have an impact on Jersey consumers.

Communication & Helping Consumers to Make Informed Decisions

The **Council** continues to work hard on reaching and engaging Jersey consumers; we published 7 newsletters in 2015. The newsletters are now designed to look even more appealing and locally focussed. They cover a broad range of topics and help to raise awareness of local topical issues.



Our social media presence has also developed and we now have in excess of 2,600 followers allowing us to spread messages and invite debate.

In 2014 we joined forces with the States of Jersey Police, Jersey Financial Services Commission, Citizens Advice, Trading Standards and Community Savings to host a few consumer road shows at this time we hoped to develop the consumer road shows concept – we are delighted that part of the discussion about SCAMs helped to form the Jersey Fraud Prevention Forum; the **Council** plays an active role and initiated the SCAM mail collection mechanism across Jersey. We continue our work with the forum to keep islanders safe as fraud/SCAMs are for ever on the increase and are more insidious and nasty every time.



P O Box 500 is a key resource to helping those islanders receiving SCAM mail; it allows them to send it free of charge to the police for analysis. This has the added benefit of allowing recipients who feel compelled to manage their post correctly that they can send it off rather than open it and be tempted with the offers.

Media

The Chairman and Executive Officer regularly give interviews to BBC Radio Jersey & Spotlight TV, Channel Television, the Jersey Evening Post & Commercial Radio station 103 on a variety of consumer issues generated from within or from outside of the Island.

TelCoWatch



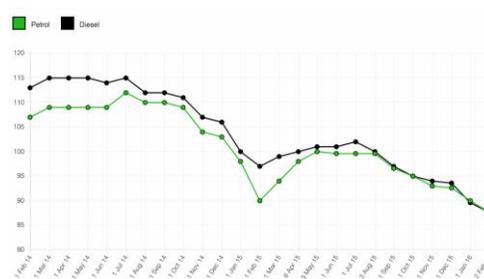
It became very evident to the **Council** that consumers were struggling to understand and evaluate the variety of products on offer from our local telecommunications providers.

We worked with the Digital Jersey Coding Programme; the programme was set up to provide training for ‘want-to-be coders’ looking to enter the tech industry. The Coders took the **Council**’s brief and designed a fully interactive **TelCo Watch** website; allowing consumers to compare prices and packages from our local suppliers. Digital Jersey and the Council liaised with the **TelCo** providers and CICRA to get their support and ‘buy in’ to the site.

<http://jerseytelcowatch.com>

Fuel Watch Jersey

The oil market now has a fourth supplier and the role of Fuel Watch was even more important as it helped to offer consumers a one stop shop for oil prices as well as road fuel prices.

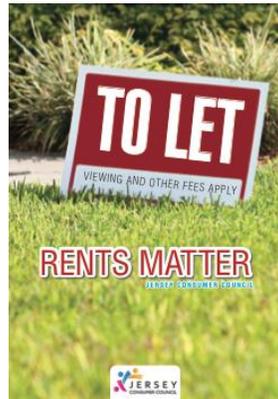


We added in graphs to help consumers to track the trends in prices. The site is very popular providing greater transparency in the market place.

<http://www.jerseyfuelwatch.com>

Rents Matter

We published our report in September 2015 following our research, focus groups and reference to existing reports and media.



The report highlighted the following key findings

1. Costs

- High monthly rental charges
- Significant refundable and non-refundable costs incurred all at once when securing a rental home

2. Concerns regarding residential rental stock

- Quality of accommodation
- Quantity

3. Transparency

- Inadequate transparency for both tenants and landlords during the rental journey – in terms of costs, quality, suitability, accuracy and documentation
- Property problems, such as damp, and appliance breakdowns are a huge source of tenant concerns ...'where and how do we seek help when our landlords will not help us?'

4. Time pressure

- Most tenants are not able to have a second viewing before signing a lease for accommodation
- Many feel they do not have adequate time to decide before saying 'yes' to a property because they are worried it will be taken by someone else.



The **Council** will continue work in this area with the Strategic Housing Unit, Citizens Advice, tenants, landlords and letting agents to develop a rental checklist and to bring about greater transparency in the rental market.

Education

The **Council** worked with Community Savings to deliver some financial and consumer rights aspects of the Personal Social and Health Education (PSHE) curriculum for children of secondary school age.

In 2015 we delivered a variety of talks to all year groups in Le Rocquier School, years 7 & 10 in Victoria College, year 10 Grainville and year 11 Hautlieu students; with the aim of helping youngsters to understand how important it is for them to be responsible for their own consumer rights and monetary matters.

All of the sessions given by the **Council** are interactive and generate interesting discussions.

Seminars

The **Council** in partnership with expert volunteers has provided a variety of #free lunchtime seminars. We began our seminars following the results of our Money Matters research and the topics have blossomed from here to include talks on Wills, Probate, Property, and Living Wills. In 2015 we had the company of over 200 attendees at our seminars and their popularity continues to grow.

Autumn Seminar Schedule

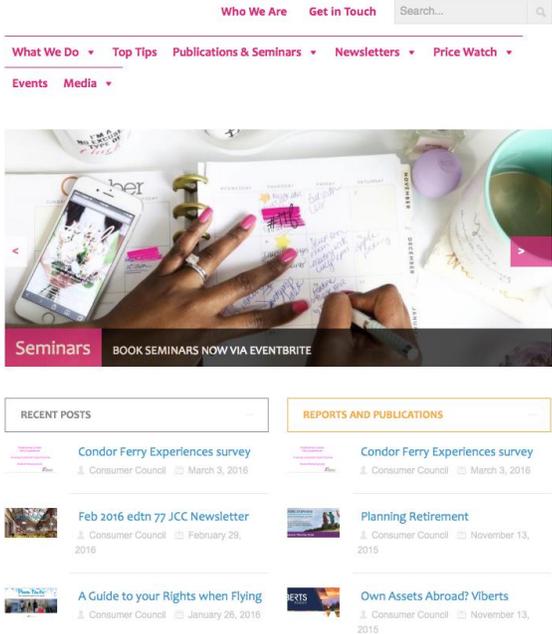
We are pleased to offer the following 'free' seminars. The seminars are all at the same time 13:10 – 13:50. These sessions will be informative yet informal – you are welcome to bring your lunch.

How to register? Simply email moneymatters@jerseyconsumercouncil.org.je or telephone the Consumer Council on 611161.

| Date | Company | Venue | Subject | Objectives |
|------------|-----------------------------------------------|------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4/11/2015 | Viberts | Viberts House Don Street St Helier JE4 8ZQ | Wills Matter | <ul style="list-style-type: none"> – Why make a Will? – What happens if you do not make a Will? – What to think about when planning to make your Will(s) |
| 10/11/2015 | Hanson Renouf | Hanson Renouf 12 Hill St St. Helier JE2 4UA | Probate Matters | <ul style="list-style-type: none"> – What is Probate? – Probate with a Will & without a Will – Role and Duties of an Executor |
| 19/11/2015 | Viberts | Viberts House Don Street St Helier JE4 8ZQ | Property Matters | <ul style="list-style-type: none"> – What are the most common pitfalls when buying a property in Jersey – What you should research or do to avoid them |
| 25/11/2015 | Collas Crill | Collas Crill 40 Don St JE1 4XD | Wills Matter | <ul style="list-style-type: none"> – Why make a Will? – What happens if you do not make a Will – What to think about when planning to make your Will (s) |
| 26/11/2015 | Collas Crill | Collas Crill 40 Don St JE1 4XD | Property Matters | <ul style="list-style-type: none"> – Boundary issues – Maintenance and access rights – Extensions, alterations and the law – Other property foibles |
| 1/12/2015 | Community Savings and Jersey Consumer Council | St Helier Town Hall Assembly Room | Practical tips for budgeting and shopping at Christmas | <ul style="list-style-type: none"> – Helpful tips for your Christmas Spending & New Year Budgeting – Shopping top tips |
| 3/12/2015 | Viberts | Viberts House Don Street St Helier JE4 8ZQ | Terms & Conditions | <ul style="list-style-type: none"> – What to look for in terms & conditions – What can you do if you do not like the terms & conditions |
| 8/12/2015 | Hanson Renouf | Hanson Renouf 12 Hill St St. Helier JE2 4UA | Living Wills | <ul style="list-style-type: none"> – Controlling the level of medical intervention you receive – Where and how should your wishes be recorded |

New JCC Website

The Community Jobs Fund accepted our application for a temporary member of staff to join the **Council** to update our website. The successful applicant via Jersey Employment Trust (JET) began work with us in September for a maximum of 6 months. At no cost to the **Council** we went back to the drawing board and developed our new look website – due to be launched in spring 2016.



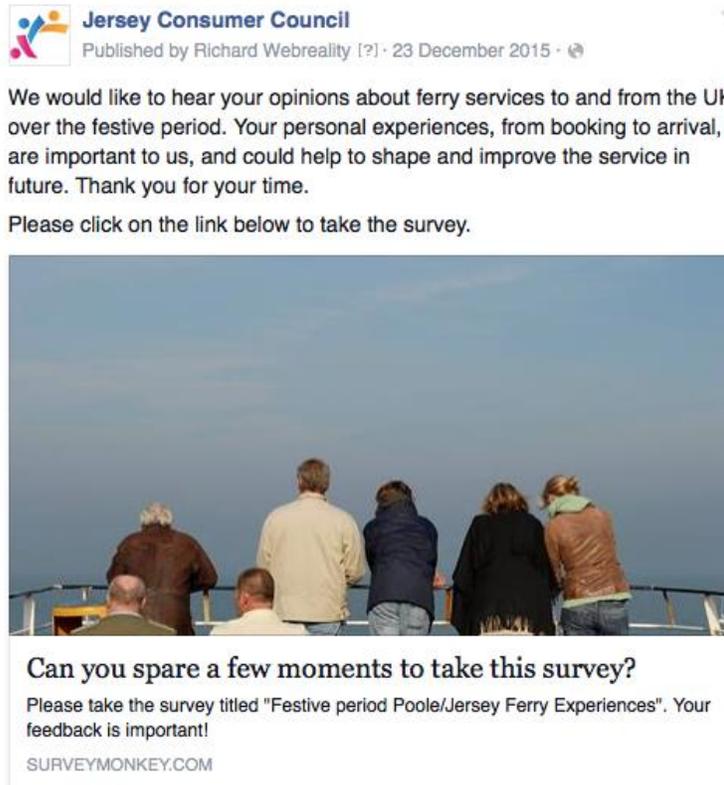
The **Council** has been able to support the young gentleman to begin to understand the working environment and understanding client liaison. We would recommend the Community Jobs Fund and Jersey Employment Trust to other employers.

Primary Health

The **Council** continues to be involved with Primary Health issues and liaises with both the Primary Health Care Body and Health & Social Services.

Condor

In light of the ‘noise’ regarding Condors service and reliability we undertook a simple self-selecting survey via our Facebook page - ‘We would like to hear your opinions about the ferry services to and from the UK, over the festive period 2015/16. Your personal experiences - from booking to arrival - are important to us and could help to shape and improve the service in future.’ We had 739 respondents and were overwhelmed with email comments, letters and telephone calls on the topic.



Jersey Consumer Council
Published by Richard Webreality [?] · 23 December 2015 ·

We would like to hear your opinions about ferry services to and from the UK over the festive period. Your personal experiences, from booking to arrival, are important to us, and could help to shape and improve the service in future. Thank you for your time.

Please click on the link below to take the survey.



Can you spare a few moments to take this survey?
Please take the survey titled "Festive period Poole/Jersey Ferry Experiences". Your feedback is important!
SURVEYMONKEY.COM

There had been so much consumer disquiet about the new **Condor Liberation**, that the **Council** decided to take a snapshot look at how passengers really felt about the service it provides.

We recognise that it is not possible to do anything about changing the vessel, which has been purchased by *Condor*, to deliver our Channel Island to UK ferry service. However, we thought it would be helpful to take a positive look at which aspects of the service could be altered and improved, to enhance the experience of crossings for local passengers.

We dipped our toe in the water over the Christmas and New Year period, as so many people would be travelling to and from the UK between our selected dates of 11th December 2015 and 11th January 2016.

We posted our survey online, on our Facebook page and invited people to complete the questionnaire and provide us with feedback about their experiences.

Our main finding was that, of our respondents' journeys, less than 20 per cent of them actually ran on time. According to three quarters of the respondents who completed our survey, *Condor* did not advise them about the delay - or altered timing - to their sailing. This is clearly leaving passengers feeling frustrated and under-valued, especially after many had to endure some awful travelling experiences.

Over 56% of passengers felt that *Condor* staff are attentive and 73% of passengers said that they felt that on-board staff were helpful and courteous. This suggests that the problem is not with *Condor*'s frontline customer service staff, but with the delivery systems for necessary and important communications.

We spoke to *Condor* about our findings and they did say that many passengers do not provide the correct contact details on their booking form and so it is not always physically possible for *Condor* to notify them of any changes to sailings.

Overall, the difficulty in reaching staff to make alternative arrangements, on being advised that sailings have been delayed or altered, seems to be one of the most overwhelming frustrations among passengers. Many people ended up driving to the terminal, in order to make contact. We have suggested that to overcome this problem, perhaps Condor could look into increasing the number of available phone lines and staff to deal with queries during these periods.

We will be meeting with Condor on a regular basis to follow up on the results and actions.

General Contact

Consumers contact the **Council** through our website and email us directly from newsletter articles or word of mouth references.

Consultations

We responded to a variety of consultations throughout 2015; ranging from Telecommunications issues, to the Ombudsman's complaints procedure and we collaborated with the Citizens Advice to provide a comprehensive and considered response to the Property Tax consultation paper

Code of Consumer Lending

We are working with Citizens Advice, Jersey Banking Association, Guernsey Financial Services Commission and Trading Standards to update the Code of Consumer Lending. The work is being undertaken as a Pro Bono project by a local law company; after advertising for help via the Law Societies regular bulletin. We hope to re launch the code in 2016.



Financial Report

The **Council's** expenses in 2015 were met by a grant of £ 117,000.00 from the Economic Development Department.

Grant Thornton has audited the financial matters of the **Council** and the audited accounts are attached.

JERSEY CONSUMER COUNCIL
AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2015

Jersey Consumer Council

Council Information

| | | |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| Council Members | Advocate Rose Colley Advocate Jean-Marie Renouf Peter Tompkins Tim de Gruchy Donna Le Marrec Daphne East Francesca Rotheram James Rondel Derek Ferguson | Chairman Member Member Member Member Member Member Member Member |
| Office Address | 9-13 Central Market St Helier Jersey, Channel Islands JE2 4WL | |
| Independent Auditors | Grant Thornton Limited Kensington Chambers 46/50 Kensington Place St. Helier Jersey JE1 1ET | |

Jersey Consumer Council

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Jersey Consumer Council

Report of the Council Members for the year ended 31 December 2015

The Council Members present their report and the financial statements for the year ended 31 December 2015.

Principal Activity

The Jersey Consumer Council was established by the States in 1995 to 'seek information, investigate, highlight and publicise anomalies and irregularities in consumer affairs and to encourage good trading practices by local business'. In addition, the Consumer Council seeks to promote good trading practices, the ability to exercise individual rights, value for money and adequate compensation. A regular newsletter is published to inform the public about the work of the Council and also any news which is of interest to consumers.

Council's Responsibilities for the Accounts

The Council is responsible for preparing the accounts which shall be in accordance with generally accepted accounting principles and show a true and fair view of the income or deficit of the Council for the year and of the state of the Council's affairs at the end of the year.

In preparing the accounts the Council is required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable 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 Council will continue in operation.

The Council is also responsible for keeping proper accounting records which are sufficient to show and explain the Council's transactions and disclose with reasonable accuracy at any time the financial position of the Council and to enable them to ensure that the accounts comply with the Council's Constitution. They are also responsible for safeguarding the assets of the Council and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Council Members

The Council Members were as detailed on the Council Information page.

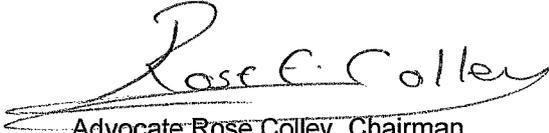
The Chairman was appointed by the Minister in accordance with the JAC Code of Practice and with the approval of the States. Other members were nominated by the relevant representative organisation and appointed by the Minister with such appointment notified to JAC. Members from the general public were appointed by the Minister in accordance with the JAC Code of Practice.

The Chairman shall hold office for a term of three years and may be appointed to hold office for a further term of three years but shall not hold office as Chairman for more than six consecutive years. Other members shall hold office for either a two or three-year term with further re-appointments allowed subject to a maximum of either six or nine consecutive years.

Jersey Consumer Council
Report of the Council Members
for the year ended 31 December 2015

Independent Auditors

Grant Thornton Limited were appointed auditors to the Council on 23 February 2012. They have indicated their willingness to continue to act as auditors. A resolution proposing that Grant Thornton Limited be reappointed as auditors will be proposed.



Advocate Rose Colley, Chairman

Date 7.4.16.



Grant Thornton

An instinct for growth™

Independent auditors' report To the members of the Jersey Consumer Council

Our opinion on the financial statements is unmodified

In our opinion:

- the financial statements give a true and fair view of the state of the council's affairs as 31 December 2015 and of its net movement in funds resources for the year then ended;
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- the financial statements have been prepared in accordance with the requirements of the applicable law.

Who we are reporting to

This report is made solely to the council's members, as a body. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

What we have audited

The Jersey Consumer Council's financial statements comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

The financial reporting framework that has been applied in their preparation is applicable law and Financial Reporting Standards for Smaller Entities (Effective 2015) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

Matters on which we are required to report by exception

We have nothing to report in respect of the following:

We are required to report to you if, in our opinion:

- proper accounting records have not been kept by the Council; or
- the financial statements are not in agreement with the accounting records; or
- we have not received proper returns adequate for our audit; or
- we have not obtained all the information and explanations, which to the best of our knowledge and belief, are necessary for the purposes of our audit.

Under the ISAs (UK and Ireland), we are required to report to you if, in our opinion, information in the annual report is:

- materially inconsistent with the information in the audited financial statements; or
- apparently materially incorrect based on, or materially inconsistent with, our knowledge of the entity acquired in the course of performing our audit; or
- otherwise misleading.

We have nothing to report in respect of the above.

Independent auditors' report (continued)

Responsibilities for the financial statements and the audit

What an audit of financial statements involves:

A description of the scope of an audit of financial statements is provided on the Financial Reporting Council's website at www.frc.org.uk/auditscopeukprivate

What the directors are responsible for:

As explained more fully in the Report of the Council Members set out on page 1, the council's members are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

What are we responsible for:

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable legal and regulatory requirements and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.



Grant Thornton Limited
Chartered Accountants
St Helier, Jersey, Channel Islands

7 April 2016

Jersey Consumer Council
Statement of Financial Activities
for the year ended 31 December 2015

| | | 2015 | 2014 |
|------------------------------------------|--------------|------------------|------------------|
| | Notes | £ | £ |
| Incoming Resources | | | |
| Income | 1 | 119,023 | 146,113 |
| Total Incoming Resources | | <u>119,023</u> | <u>146,113</u> |
| Resources Expended | | | |
| Administrative Expenses | 7 | (124,370) | (160,354) |
| Total Resources Expended | | <u>(124,370)</u> | <u>(160,354)</u> |
| Net (outgoing)/incoming resources | | <u>(5,347)</u> | <u>(14,241)</u> |
| Net movement in funds resources | | <u>(5,347)</u> | <u>(14,241)</u> |
| Reconciliation of funds | | | |
| Funds brought forward | | 13,015 | 27,256 |
| Funds carried forward | | <u>7,668</u> | <u>13,015</u> |

All amounts relate to continuing operations.

There is no difference between the net profit retained for the year as stated above and its historical cost equivalent.

There are no other recognised gains and losses other than those included above and therefore no separate statement of total recognised gains and losses has been prepared.

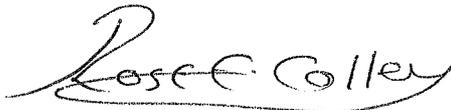
The notes on pages 7 to 9 form an integral part of these financial statements.

Jersey Consumer Council

**Balance Sheet
as at 31 December 2015**

| | Notes | 2015 | | 2014 | |
|-------------------------------------------------------|-------|-----------------|-------------------|-----------------|---------------|
| | | £ | £ | £ | £ |
| Fixed Assets | | | | | |
| Tangible assets | 2 | | - | | 652 |
| | | | <u> </u> | | <u>652</u> |
| Current Assets | | | | | |
| Cash at bank and in hand | 3 | 19,697 | | 25,463 | |
| Prepayments | | 2,000 | | - | |
| Debtors | 4 | 1,731 | | 2,603 | |
| | | <u>23,428</u> | | <u>28,066</u> | |
| Creditors: amounts falling due within one year | 5 | <u>(15,760)</u> | | <u>(15,703)</u> | |
| Net Current Assets | | | <u>7,668</u> | | <u>12,363</u> |
| Total Assets Less Current Liabilities | | | <u>7,668</u> | | <u>13,015</u> |
| Net Assets | | | <u>7,668</u> | | <u>13,015</u> |
| Reserves | | | | | |
| Total Accumulated Fund | | | <u>7,668</u> | | <u>13,015</u> |

The financial statements were approved and authorised for issue by the Council Members and were signed on its behalf by



Advocate Rose Colley, Chairman

Date 7.4.16.

The notes on pages 7 to 9 form an integral part of these financial statements.

Jersey Consumer Council

Notes to the Financial Statements for the year ended 31 December 2015

1. Accounting Policies

1.1. Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention and on a going concern basis, in accordance with FRSSE (Effective January 2015). A summary of the more important accounting policies are set-out below.

1.2. Grant Income

Grant Income is credited to the Statement of Financial Activity in the period to which it relates.

1.3. Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

| | |
|---------------------------------|---------------------|
| Fixture, fittings and equipment | - 20% straight line |
| Computer equipment | - 33% straight line |

1.4. Taxation

The Council has been granted charitable status under article 115(a) of the Income Tax (Jersey) Law 1961, as amended, by the Comptroller of Income Tax, and therefore is not liable for Jersey.

1.5. Operating Leases

Operating lease rentals are charged to the Statement of Financial Activity on a straight-line basis.

1.6. Resources expended

Expenditure is recognised in the Statement of Financial Activity on an accruals basis.

1.7. Funds

The Council Funds are comprised of unrestricted funds.

1.8. Cash Flow Statement

The Council is exempt from producing a cash flow statement as required by Financial Standard No 1(Cash Flow Statements) on the grounds that it is a small entity.

Jersey Consumer Council

**Notes to the Financial Statements
for the year ended 31 December 2015**

2. Tangible fixed assets

| | Computer equipment £ | Furniture, fixtures & fittings £ | Printers £ | Total £ |
|------------------------|----------------------------|-------------------------------------------|---------------|------------|
| Cost | | | | |
| At 1 January 2015 | 3,739 | 1,784 | 958 | 6,481 |
| Addition | - | - | - | - |
| At 31 December 2015 | 3,739 | 1,784 | 958 | 6,481 |
| Depreciation | | | | |
| At 1 January 2015 | 3,342 | 1,784 | 703 | 4,789 |
| Charge for the year | 397 | - | 255 | 651 |
| At 31 December 2015 | 3,739 | 1,784 | 958 | 5,829 |
| Net book values | | | | |
| At 31 December 2015 | - | - | - | - |
| At 31 December 2014 | 397 | - | 255 | 652 |

3. Cash at bank and in hand

| | 2015 £ | 2014 £ |
|----------------------|-----------|-----------|
| HSBC current account | 2,564 | 21,316 |
| HSBC deposit account | 17,127 | 4,114 |
| Petty cash | 6 | 33 |
| | 19,697 | 35,285 |

4. Debtors

| | 2015 £ | 2014 £ |
|-----|-----------|-----------|
| GST | 1,731 | 2,603 |
| | 1,731 | 2,603 |

5. Creditors

| | 2015 £ | 2014 £ |
|----------|-----------|-----------|
| Accruals | 15,760 | 15,703 |
| | 15,760 | 15,703 |

Jersey Consumer Council

Notes to the Financial Statements for the year ended 31 December 2015

6. Council Members' remuneration and Other Related Parties

During the year, Advocate Rose Colley was paid an honorarium of £10,000 (2014: £10,000) for the work carried out on behalf of the Council. Additionally, Advocate Rose Colley was paid £2,000 in advance for next year's honorarium.

The Jersey Consumer Council endeavours at all times to ensure that any contracts it enters into provide value for money for the Council.

At times, certain work has been undertaken by persons closely connected to Officers of the Council. On all occasions the Council has been aware of these relationships and has ensured that they are appropriate to the circumstances of the Council and represent good value for the service being provided.

During the course of the year the following transactions were made with persons closely connected to Officers of the Jersey Consumer Council:

A relative of Advocate Rose Colley was paid in 2014, £400 in respect of consultancy fees for work carried out for the Council.

A relative of key member of staff Anne King, was paid £1,645 for supplying IT services to the Council during the year.

7. Administrative expenses

| | 2015 | 2014 |
|--------------------------------------------|----------------|----------------|
| | £ | £ |
| Focus Group, Project Work and Survey Costs | 13,595 | 51,022 |
| Payroll Expenses | 45,918 | 42,823 |
| Issued Publications | 37,914 | 36,205 |
| Honorarium | 10,000 | 10,000 |
| Professional and Consultancy Fees | 900 | 9,866 |
| Pricewatch | 846 | 2,459 |
| Licenses and Permits | 5,817 | 2,636 |
| Audit Fee | 1,000 | 1,000 |
| Office Expenses | 1,712 | 809 |
| Depreciation | 652 | 1,040 |
| Insurance | 339 | 324 |
| Telephone and Postage | 291 | 283 |
| Meeting costs | 2,051 | 1,382 |
| Dues and Subscriptions | 716 | 289 |
| Miscellaneous Expenses | 2,619 | 216 |
| | <u>124,370</u> | <u>160,354</u> |