

Camberley Citizens Advice Bureau

Report and Financial Statements

For the year ended 31 March 2011

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Registered Charity No. 1118181

Company No. 6058583

Camberley Citizens Advice Bureau

Report and Financial Statements For the year ended 31 March 2011

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Camberley Citizens Advice Bureau

Report of the Directors and Trustees

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the unaudited financial statements for the year ended 31 March 2011. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP) issued in March 2005 have been adopted in preparing the annual report and financial statements of the charity.

1 Reference and Administrative Details

<u>Charity Name:</u>	Camberley Citizens Advice Bureau		
<u>Charity Registration:</u>	1118181	<u>Company Registration:</u>	6058583
<u>Registered Office:</u>	Rear of Library, Knoll Road, Camberley, Surrey GU15 3SY		
<u>Chairman:</u>	Trevor Williams	<u>Company Secretary</u>	David Booth
<u>Bank:</u>	CAF Bank Ltd Kings Hill, West Malling Kent ME19 4TA	<u>Independent Examiner:</u>	Cherry Clayton BA (Hons) ACMA

The following people were Directors/Trustees of the charity on the date of approval of the report and served throughout the year unless otherwise noted

<u>Directors / Trustees:</u>	<u>Role:</u>	<u>Representing</u>	<u>Date Appointed</u>	<u>Date Resigned</u>
<u>Elected Members</u>				
Campbell Bartholomew	Chairman (to 31 March 2011)			
David Booth	Company Secretary			
Nigel Downey	Vice Chairman (from 1 April 2011)		13 September 2010	
Anna Illingworth	Hon Solicitor			12 January 2011
Sarah Jay	Hon Solicitor		12 January 2011	
Ray McCann				
Andrew Minson				
Shirley Nunn				23 October 2010
Eddie Williams				
Trevor Williams	Chairman (from 1 April 2011)		7 March 2011	
<u>Representative Members</u>				
Valane Marsh	Vice Chairman (to 31 March 2011)	S S A F A		
Councillor Bruce Mansell		Surrey Heath Borough Council		12 July 2010
Councillor Liane Gibson		Surrey Heath Borough Council	12 July 2010	
Paul Harker		St Tarcisius' Church		
Alan Ingram		Camberley Rotary Club		

The following Bureau Representatives attended Meetings of the Directors

Tara Hastings*	Bureau Manager
Bee Bewsey*	Deputy Manager
Irene Coates*	Deputy Manager
Richard Wanless^	Voluntary Adviser
Janet Perrott ^	Voluntary Adviser

*In paid employment in the CAB Service

^Volunteers in the bureau

Camberley Citizens Advice Bureau

Report of the Directors and Trustees

2. Structure, Governance and Management

Governing Document

Camberley Citizens Advice Bureau is a registered charity and a Company Limited by Guarantee. The maximum liability of each member is limited to £1. At 31 March 2011, the Company had 12 members. Camberley Citizens Advice Bureau is governed by its Memorandum and Articles of Association.

Camberley Citizens Advice Bureau was incorporated as a Company Limited by Guarantee on 19 January 2007. The charity commenced operations on 31 March 2007 at which date the assets and liabilities of the unincorporated Association (charity registration number 207097) also known as Camberley Citizens Advice Bureau, were transferred to the Company for nil consideration. Restricted and unrestricted fund balances were preserved. Fixed assets were transferred at net book value.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected from the local community. An Elections Committee, made up of Trustees, the Company Secretary and chaired by the Chairman is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. The Reference and Administrative Details above identifies the constituencies that elected each of the current trustees. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Camberley Citizens Advice Bureau through the provision of appropriate training and mentoring by established Trustees and Bureau management.

Organisational Structure

The Company is governed by its Directors, who are also the Charity Trustees for the purpose of Charity Law. The maximum permitted number of Trustees is fifteen and the minimum three, being either elected at the Annual General Meeting or nominated by member organisations or co-opted by the Trustee Board, provided that the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees. Elected Trustees are required to retire at the third Annual General meeting following their election or appointment, but are eligible for re-election or re-appointment. The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity and carries the ultimate responsibility for the conduct of Camberley Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. At Trustee meetings Elected and Representative Trustees have one equal vote each with resolutions requiring a simple majority vote. Bureau Representatives who attend Trustee meetings do not have a vote. In the event of a tied vote the Chairman has a casting vote. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

Related Parties

Camberley Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Camberley Citizens Advice Bureau in order to fulfil its charitable objects and comply with the 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 they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Camberley Citizens Advice Bureau

Report of the Directors and Trustees

Major 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 Camberley Citizens Advice Bureau is continually monitoring and managing its risk. An annual risk assessment exercise is undertaken with a representative from Citizens Advice. The Trustees as part of preparing the annual Business Development Plan consider risks that have been identified. The Plan sets out objectives and identifies priorities and responsibilities. The Bureau has a Business Continuity Plan that sets out procedures that are to be followed in the event of a major emergency or serious problem, which could disrupt the business of the Bureau.

A major risk is that of the loss of funding. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable Company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

3 Objectives and Activities

Objects

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

Aims, Objectives, Strategies and Activities for the Year

Camberley Citizens Advice Bureau aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

Independent and impartial advice, information and counsel for members of the public is provided at the Bureau at Knoll Road Camberley. Advisory services were provided through face-to-face consultations, telephone advice lines and occasional home visits.

The Charity has a Web site www.camberleycab.org.uk. This is intended to increase awareness in the local community of the advice services available to local residents.

A specialist Debt Advisory Service staffed by appropriately qualified personnel was run. This was funded by a partnership agreement with Citizens Advice, Surrey Heath Borough Council and Frimley Fuel Allotments Charity. The service commenced in July 2008 and will run for an initial period of 3 years.

The Charity ran a specialist Money Matters advice service to advise individuals at risk of homelessness due to debt. The Department for Communities and Local Government provided funding via an application made in conjunction with Surrey Heath Borough Council Housing Needs Department.

For a second year the Charity was able to offer increased opening times, by five hours per week. This was a result of a successful application for grants made under the Department for Business, Enterprise and Regulatory Reform and H M Treasury funded Additional Hours Advice Project. The project commenced on 1 March 2009 and ran for two years. The agreement for funding included a specified minimum numbers of additional clients that would be seen during additional hours of opening.

During the year attention was successfully given to improving a "Gateway" advice service introduced the previous year.

Camberley Citizens Advice Bureau

Report of the Directors and Trustees

Contribution of Volunteers

The Charity is largely comprised of volunteers, with paid staff mainly for management and supervision. Volunteers who receive stringent and detailed training over a 12-month period provide most of the advice and help given to clients. The volunteers come from within the community, which then benefits from the significant experience and skills of the volunteers, gained from many spheres of life as well as from within Camberley Citizens Advice Bureau. The benefits to the volunteers can be that they are able to continue to share their considerable experience and skills beyond retirement or that they gain new skills which enable them to find paid employment at a later date.

The bureau benefited from 15,500 voluntary hours worked during the year. This included hours worked by 59 volunteers and unpaid hours worked by paid staff above their normal contractual entitlement. We estimate the value of this help in the year was £242,000.

4. Achievements and Performance

Charitable Activities

Camberley Citizens Advice Bureau saw a total of 5,339 client contacts with 14,894 enquiries in the year 2010/11. The Bureau advised on debt cases with an aggregate value in excess of £6 million.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

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

5. Financial Review

Financial Position

Incoming resources in the year were £142,858 (2010: £130,826). This includes incoming resources from voluntary income of £142,049 (2010: £130,458) as set out in note 2 to the accounts. An operating grant of £70,109 (2010: £70,109) was received from Surrey Heath Borough Council. The Bureau was also grateful for the grant in kind from the Council for provision of premises valued for these accounts as income and a corresponding cost of £18,500 (2010: £18,500). A grant towards expenses was received from Bisley Parish Council of £50 (2010: £100).

An analysis of restricted income, and the use to which this income was put, is set out in note 2 in the notes to the financial statements. The Bureau is very grateful for the contribution these grants make to the successful running of the Bureau.

The Bureau received a restricted grant of £16,120 (2010: £19,764) for an Additional Hours of Advice project. The source of funding was from the Department for Business, and Innovation and Skills and HM Treasury in partnership with Citizens Advice. The objective of the project was to enable the Bureau to extend opening hours by 5 hours per week. The Bureau committed to provide advice to an agreed number of clients during these hours and it is pleasing to report that objectives agreed with Citizens Advice were met. The project was a national initiative in recognition of the need to provide advice to clients affected by the economic recession.

Camberley Citizens Advice Bureau

Report of the Directors and Trustees

Financial Position (continued)

A huge effort goes into fund raising but it remains somewhat frustrating that most organisations with funds are more responsive towards funding one off projects than with helping towards ongoing running costs

The Bureau continues to operate on a modest income. Every effort is made to minimise costs. Payroll continues to be the main expenditure but the management team continue to work hours well in excess of the hours for which they are paid. An analysis of expenditure by natural classification is set out in note 3 in the notes to the financial statements.

Careful cost control enabled a surplus of £14,368 to be made in unrestricted funds. At 31 March 2011 total reserves were £97,051 (2010 £77,836) of which £73,000 (2010 £61,974) represented unrestricted funds.

The Trustees are aware that for the next year the operating grant received from Surrey Heath Borough Council will again remain fixed at last year's level and will not contain an increase to cover cost inflation. In the year just ended the Bureau received significant funding from the Additional Hours of Advice Project and also from substantial one off grants. The Directors and Management have realised that total income in the coming year is going to be significantly lower. A thorough review of activities and cost structure has been undertaken. Regrettably it has been necessary to implement cuts in staffing levels and consequently opening hours. It was decided that it would not be practical to open the Bureau for a full five-day week and from 1 April 2011 the Bureau will be closed on Fridays. To help offset this lack of availability opening hours will be increased on Monday to Thursday. Despite these cutbacks it is envisaged that unless additional funding can be secured it will still be necessary to utilize financial reserves. The Trustees are mindful that future funding beyond the next year is under threat and this presents considerable uncertainty on whether the Bureau will be able to meet client needs.

Reserves Policy

Camberley Citizens Advice Bureau is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that 'free' reserves should be maintained equal to between 3 and 6 months normal operating expenditure.

The reasons for holding particular reserves are outlined in note 9.

Principal Funding Sources

The Directors extend their gratitude to Surrey Heath Borough Council who continue to support the core operating capacity of the charity. Surrey Heath Borough Council also provides the Knoll Road Portakabin Bureau premises to Camberley Citizens Advice Bureau at no financial cost to the charity.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Funds in Deficit

No funds were in deficit at the balance sheet date.

Investment Policy

As required in its Memorandum paragraph 4.15, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

Camberley Citizens Advice Bureau

Report of the Directors and Trustees

6 Future Plans

Camberley Citizens Advice Bureau aims to continually improve access to its service, and intends to extend its service to an even wider number of the community through increased provision of telephone advice

The Charity has agreed a tripartite Service Level Agreement with Accent Peerless Housing Association and Surrey Heath Borough Council for provision of a Debt Advisory Service to assist clients at risk of homelessness through debt, including rent or mortgage arrears. The Agreement will last for one year and is being funded jointly by Accent Peerless Housing Association and Surrey Heath Borough Council

During the coming year the CASE management software used by the Bureau is being replaced with a new case management system sourced by Citizens Advice named PETRA. This will require the Charity to utilize financial and other resources to successfully implement this project. The Trustees intend to seek grants to cover capital and revenue costs but have decided to designate some reserves to cover part of these project costs. It is likely that implementation of the new system will take place in January 2012

Camberley Citizens Advice Bureau has been in discussions with similar Surrey Bureaux to ascertain whether there may be benefits from greater collaboration. A Confidentiality Agreement and a Memorandum of Understanding with the majority of other Surrey Bureaux have been agreed and signed. A small financial contribution by each Bureau will be made to the Consortium to cover its costs in the first year. After the first year it is hoped the consortium will be self-funding. Camberley Citizens Advice Bureau will monitor progress of the Consortium to ensure it remains appropriate and complementary to its activities

A donation has been received from Frimley Fuel Allotments Charity of £5,000 which will facilitate continuation of the 3 year Debt Project, which was due to end in July 2011, for a further year. The project will be targeted at providing advice to local residents

7 Directors' Responsibilities

Company Law and Charity Law require the directors to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of Camberley Citizens Advice Bureau and of the surplus or deficit for that period. In preparing those 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 Camberley Citizens Advice Bureau and to enable them to ensure that the financial statements comply with the Companies Act 1985

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

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies



D J Booth
Company Secretary

11 July 2011

Camberley Citizens Advice Bureau

Independent Examiner's Report to the Trustees of Camberley Citizens Advice Bureau

I report on the accounts of the company for the year ended 31 March 2011, which are set out on pages 10 to 17

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed

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

- examine the accounts under section 43 of the 1993 Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act, and
- to state whether particular matters have come to my attention

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below

Independent examiner's statement

In connection with my examination, no matter has come to my attention

(1) which gives me reasonable cause to believe that in any material respect the requirements

- to keep accounting records in accordance with section 386 of the Companies Act 2006, and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice Accounting and Reporting by Charities

have not been met, or

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


Independent Examiner

Cherry Clayton BA (Hons) ACMA
2 Nash Meadows
South Warnborough
Hook, RG29 1RJ

11 July 2011

Camberley Citizens Advice Bureau

Statement of Financial Activities for the year ended 31 March 2011 Incorporating the Income and Expenditure Account

	<u>Note</u>	<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Designated funds</u>	<u>Total funds 2011</u>	<u>Total Year to 31 March 2010</u>
		£	£	£	£	£
Incoming Resources	1b					
Voluntary income	2	95,394	46,635	-	142,029	130,458
Investment income Interest	1b(ii)	829	-	-	829	368
Total Incoming Resources		96,223	46,635	-	142,858	130,826
Resources expended						
Charitable activities						
Advisers' expenses		2,909	812	-	3,721	2,733
Staff costs	4	60,586	16,623	-	77,209	71,334
Office rental		-	18,500	-	18,500	18,500
Depreciation of equipment		641	180	-	821	937
Other overheads	5	17,719	5,673	-	23,392	29,305
Total Resources expended	3	81,855	41,788	-	123,643	122,809
Net incoming/ (outgoing) resources before transfers		14,368	4,847	-	19,215	8,017
Transfers between funds		(3,342)	(2,825)	6,167	-	-
Net movement in funds for the year		11,026	2,022	6,167	19,215	8,017
Total funds brought forward		61,974	658	15,204	77,836	69,819
Balances carried forward	9	73,000	2,680	21,371	97,051	77,836

There are no recognised gains or losses in the year, other than those included in the statement of financial activities

All activities derive from continuing operations

Camberley Citizens Advice Bureau

Balance Sheet as at 31 March 2011

	Note	<u>As at</u> <u>31-March</u> <u>2011</u> £	<u>As at</u> <u>31-March</u> <u>2010</u> £
Fixed Assets			
Tangible Fixed Assets	6	152	973
Current Assets			
Short term deposits		96,919	36,247
Cash at bank and in hand		38,140	59,320
		135,059	95,567
Creditors - amounts falling due within one year	7	38,160	18,704
Net Current Assets		96,899	76,863
Net Assets	8	97,051	77,836
Represented by			
Funds of the Charity			
Unrestricted funds			
Accumulated funds		73,000	61,974
Designated funds	9	21,371	15,204
Restricted funds	9	2,680	658
		97,051	77,836

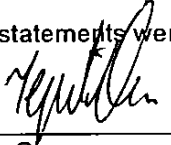
For the year ended 31 March 2011 the Company was entitled to exemption from audit under section 477 (2) of the Companies Act 2006

The members have not required the Company to obtain an audit in accordance with section 476 of the Companies Act 2006

The directors acknowledge their responsibility for

- i) ensuring the Company keeps accounting records which comply with Section 386, and
- ii) preparing accounts which give a true and fair view of the state of affairs of the Company as at the end of the financial year, and of its profit or loss for the financial year, in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Companies Act relating to accounts, so far as is applicable to the Company

The financial statements were approved by the Board on 11 July 2011 and signed on their behalf by


T Williams Chair


D J Booth Director/Treasurer

11 July 2011

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2011

1 Accounting policies

a) Accounting basis

The financial statements have been prepared under the historical cost convention and are in accordance with the Companies Act 1985, applicable accounting standards and the Statement of Recommended Practice on Accounting by Charities published in March 2005

b) Incoming resources

i) Grants receivable

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

ii) Bank interest

Bank interest is included in the income and expenditure account on receipt

iii) Other income

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

iv) Gifts and Intangible income

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

v) Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet

c) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising and publicity and management and administration as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time or floor space basis, as appropriate

d) Fixed assets and depreciation

Fixed assets are included at cost. Items are capitalised if their value is over £300

Depreciation is charged on a straight line basis on the costs of the assets over their estimated useful lives as follows

Fixtures, fittings and equipment	-	3 years
Computers	-	3 years

The depreciation policy has been reviewed in accordance with FRS 15 and no change has been made from the previous year

e) Restricted funds

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2011

Accounting policies (continued)

f) Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes
The use of such funds is at the trustees' discretion

g) Pension

Pension contributions are charged to the income and expenditure account in the period in which they are incurred

h) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

i) Cash Flow

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

2 Incoming Resources from Voluntary Income

	<u>Unrestricted Funds</u> £	<u>Restricted Funds</u> £ note 9	<u>Total 2011</u> £	<u>Total 2010</u> £
Voluntary income				
Operating grants received form Surrey Heath Borough Council	70,109	18,500	88,609	88,609
Restricted grants & donations	-	26,885	26,885	33,898
Donations from clients	1,064	-	1,064	1,111
Other donations	1,792	1,250	3,042	2,657
Other income	22,429	-	22,429	4,183
	<u>95,394</u>	<u>46,635</u>	<u>142,029</u>	<u>130,458</u>

The Charity received no income to be used for activities for generating funds

Unrestricted other donations comprised the following:

<u>Source of income</u>	<u>Amount</u> £
Our Lady Queen of Heaven Church	542
Surrey Heath Majors Charity	700
Bisley Parish Council	50
Contributions to the costs of 50 th celebration of the Bureau from Prime Sites	200
Anonymous donation to the costs of 50 th celebration of the Bureau	50
Heald Nickinson Office donation	250
	<u>1,792</u>

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2011

2 Incoming Resources from Voluntary Income (continued)

Unrestricted other income comprised the following:

<u>Source of income</u>	<u>2011</u> <u>£</u>	<u>2010</u> <u>£</u>	<u>Note</u>
Veterans Association	-	3,248	Contribution towards providing advice to former Army personnel living in Surrey Heath
H M Government and Surrey County Council	21,274	-	Received in connection with work carried out with other Surrey Citizens Advice Bureau as part of Local Public Service Agreement
Reclaimed costs for training	380	785	
Gift Aid tax reclaims	550	-	
Thames Valley Housing	100	-	Part cost of work carried out for housing client
Other	125	150	
	<u>22,429</u>	<u>4,183</u>	

Restricted income comprised the following.

<u>Donor</u>	<u>2011</u> <u>£</u>	<u>2010</u> <u>£</u>	<u>Note</u>
Surrey Heath Borough Council	18,500	18,500	Provision of Bureau premises in Knoll Road
Citizens Advice	16,120	19,764	Grant made under the Department for Business, Enterprise and Regulatory Reform and H M Treasury funded Additional Hours of Advice Project
Citizens Advice & Frimley Fuel Allotments Charity	6,717	7,000	Grants made as part of a 3 year partnership for the Debt Advisory Service
Department for Communities and Local Government	4,048	3,134	Grant for provision of a Money Matters service in Surrey Heath Paid via Surrey Heath Borough Council
Unclaimed monies	1,250	-	See note 9 Other Restricted Reserves
Solicitor donation	-	-	
Surrey County Council	-	3,000	Grant for telecommunications project
Surrey Heath B C Mayor's charity	-	1,000	Grant for telecommunications project
	<u>46,635</u>	<u>52,398</u>	

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2011

3. Natural classification of resources expended.

	<u>Note</u>	<u>2011</u> £	<u>2010</u> £
Advisers expenses		3,721	2,733
Information systems		3,249	2,930
Insurance	5	1,090	1,101
Maintenance of equipment		412	838
Telephone equipment		-	5,416
Payroll Expenses	4	77,209	71,334
Postage		464	519
Professional services	5	454	1,486
Printing & stationery		3,090	1,915
Electricity		5,494	7,434
Office costs		2,689	3,041
Staff refreshments		1,167	962
Software costs		79	240
Office rental		18,500	18,500
Recruitment		-	550
Telephone		2,555	1,547
Training & travel		1,830	713
Miscellaneous		819	613
Depreciation		821	937
		123,643	122,809

4. Information regarding Directors and Employees

	<u>2011</u> £	<u>2010</u> £
Salaries	70,977	65,658
Social security costs	4,248	3,806
Pension costs	1,984	1,870
	77,209	71,334
Average number of employees	8	7
Average number of employees (expressed as full time equivalents)	2.75	2.5

No expenses were paid to members of the Trustee Board in the year

5 Other expenses

No fees were paid to the Independent Examiner

Professional services comprised

	<u>2011</u> £	<u>2010</u> £
Specialist advice services for Money Matters Project	300	126
IT Consultancy	59	40
Adviser training costs subcontracted	95	1,320
	454	1,486

Trustee indemnity insurance was purchased at a cost of £157 (2010 £157)

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2011

6 Tangible fixed assets

	<u>Office Equipment</u>	<u>Computer Equipment</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>
Cost			
Beginning of year	2,644	1,745	4,389
Additions	-	-	-
End of year	2,644	1,745	4,389
Depreciation			
Beginning of year	1,671	1,745	3,416
Charge for year	821	-	821
End of year	2,492	1,745	4,237
Net book value			
Beginning of year	973	-	973
End of year	152	-	152

7. Creditors: Amounts falling due within one year

	<u>2011</u>	<u>2010</u>
	<u>£</u>	<u>£</u>
Trade creditors	6,848	3,293
Payroll taxes & liabilities	4,192	3,624
Held to assist clients in hardship	600	-
Deferred income	26,520	11,787
	<u>38,160</u>	<u>18,704</u>

Deferred income relates to amounts received for activities for which the donor has imposed restrictions on expenditure of resources, which are a precondition of use. This comprised the following:

<u>Source of income</u>	<u>Amount 2011</u>	<u>Amount 2010</u>	<u>Note</u>
	<u>£</u>	<u>£</u>	
Frimley Fuel Allotments Charity	5,000	-	Received in advance for one year extension of Debt Advisory Service
Citizens Advice and Frimley Fuel Allotments Charity	-	6,599	Payment received in advance for 3 year Debt Advisory Service
Donations received for Sky Dive, sponsored event	1,140	1,140	Funds to be utilized in year to 31 March 2012
Department for Communities and Local Government	-	4,048	Money Matters project
Surrey Heath Borough Council Housing Services	19,847	-	Contribution to joint funded Accent Peerless Money Advice Project 2011/2012
Donations Anonymous	533	-	Conditional use in year 2011/2012
	<u>26,520</u>	<u>11,787</u>	

8 Analysis of net assets between Funds

	<u>Accumulated Funds</u>	<u>Restricted Funds</u>	<u>Designated Funds</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Fixed Assets	152	-	-	152
Current Assets	86,161	27,527	21,371	135,059
Current Liabilities	(13,313)	(24,847)	-	(38,160)
Net Assets	<u>73,000</u>	<u>2,680</u>	<u>21,371</u>	<u>97,051</u>

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2011

9 Funds of the Charity

Movement in Restricted Funds

	<u>Debt Advisory Service</u>	<u>Additional Hours of Advice</u>	<u>Money Matters</u>	<u>Provision of Premises</u>	<u>Other Restricted Reserves</u>	<u>Total Restricted Funds</u>
	£	£	£	£		£
Balance 1 April 2010	658	-	-	-	-	658
Incoming resources	6,717	16,120	4,048	18,500	1,250	46,635
Resources expended	(5,945)	(16,255)	(1,088)	(18,500)	-	(41,788)
Transfers from (to)	-	135	(2,960)	-	-	(2,825)
Accumulated Funds						
Balance carried forward 31 March 2011	1,430	-	-	-	1,250	2,680

Other Restricted Reserves - During the year the Bureau received £1,250 being the balance on an unclaimed monies account held by a solicitor for their clients. The payment was in accordance with Rule 22(1)(h) of the Solicitors' Accounts Rules 1998. The Trustees have entered into a deed of warranty to repay any part of this to the solicitor so that they can meet any obligations to any client or his or her estate. Recognising this warranty the Trustees will hold this balance as a restricted reserve until such time as they consider there is little or no likelihood of a claim.

Movement in Designated Funds

	<u>Redundancy</u>	<u>Debt Advisory Service</u>	<u>Petra Project</u>	<u>Total Designated Funds</u>
	£	£	£	£
Balance 1 April 2010	13,098	2,106	-	15,204
Transfers from Accumulated Funds	1,167	-	5,000	6,167
Balance carried forward 31 March 2011	14,265	2,106	5,000	21,371

Redundancy fund - Redundancy reserves have been designated by the Trustees for the purpose of covering potential redundancy costs in the event of a significant reduction in the income of the Bureau which could result in closure. No redundancies are expected in the next 12 months.

Other designated funds - An amount of £2,106 has been designated by the Trustees to meet a commitment undertaken for the creation of a three year Debt Advisory Service to local residents ending in July 2011. Donations have now been secured to extend this project for another year. The Trustees have designated £5,000 to meet some of the costs of implementing the replacement CASE system called PETRA which is to be introduced in January 2011.

10 Financial commitments

Capital Commitments

At the balance sheet date there were no capital commitments.

The Company has no annual commitments under non-cancellable operating leases.

11 Related party transactions

There have been no related party transactions identified in accordance with FRS8. There were transactions between Camberley Citizens Advice Bureau and Citizens Advice in relation to insurance and information services.