

Camberley Citizens Advice Bureau

Report and Financial Statements

For the year ended 31 March 2013



Registered Charity No. 1118181

Company No. 6058583

Camberley Citizens Advice Bureau

Report and Financial Statements For the year ended 31 March 2013

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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 2013. 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>				
Trevor Williams	Chairman			
David Booth	Company Secretary			
Campbell Bartholomew				18 March 2013
Jagdish Dhillon			10 Sept 2012	
Nigel Downey	Vice Chairman			
Sarah Jay	Hon Solicitor			
Ray McCann				
Andrew Minson				18 March 2013
<u>Representative Members</u>				
Valene Marsh		S S A F A		
Councillor Glyn Carpenter		Surrey Heath Borough Council		
Paul Harker		St Tarcisus' Church		10 Sept 2012
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
Patrick Purtil^	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 2013, the Company had 9 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 the Directors. They 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. The quorum for Trustee Board meetings is at least one third of the members of the Trustee Board, or three members of the Trustee Board, whichever number is greater. 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. In the event of an emergency being notified by the duty manager the Chairman and a sub-committee have delegated authority, with prescribed limits, to take necessary action to restore normal business.

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 by the Financial Control sub-committee to ensure that procedures remain relevant to 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.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the bureau during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

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. The service commenced in July 2008 for an initial period of three years and was extended by a further year following receipt of a further grant from Fimley Fuel Allotments Charity. The project ended in July 2012.

The Charity has a tripartite Service Level Agreement with Accent Peerless Housing Association and Surrey Heath Borough Council for provision of a Money Advisory Service to assist clients at risk of homelessness through debt, including rent or mortgage arrears. Accent Peerless Housing Association and Surrey Heath Borough Council fund this project jointly. The project commenced on 1 October 2011 and funding has been agreed to enable the project to continue to 31 March 2014.

The Bureau was awarded a grant of £45,000 from the Advice Services Fund funded by the Cabinet Office, Office for Civil Society (OCS). The Big Lottery Fund delivered this Fund on behalf of OCS. The objectives of this Advice Services Project included recruitment and training of additional volunteers, extending access by way of telephone, email and outreach services and provide specialist training to new and existing volunteers and management. These activities were supported by enhanced administrative support. The project was completed in March 2013.

Camberley Citizens Advice Bureau

Report of the Directors and Trustees

Aims, Objectives, Strategies and Activities for the Year (continued)

Grants were received from Surrey Heath Borough Council and Farnley Fuel Allotments to fund employment of an Independent Living Adviser. This aimed to provide a home visiting service and to work with elderly and disabled members of the local community to support them in their own home and to help them access services that would help them maintain their independence and improve their quality of life.

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 68 volunteers and unpaid hours worked by paid staff above their normal contractual entitlement. We estimate the value of this help in the year was £250,000.

4. Achievements and Performance

Charitable Activities

Camberley Citizens Advice Bureau saw a total of 4,597 client contacts with 14,878 enquiries in the year 2012/13.

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 £188,168 (2012: £122,001). An operating grant of £70,109 (2012: £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 (2012: £18,500).

The Bureau provided a Debt Advisory Service to assist clients at risk of homelessness. This was funded through a tripartite Service Level Agreement with Accent Peerless Housing Association and Surrey Heath Borough Council. Equal grants from the partners totaling £38,253 for the year were treated as restricted income (2012: £20,384).

The Bureau was awarded a grant of £45,000, including £5,000 for capital expenditure, from the Advice Services Fund funded by the Cabinet Office, Office for Civil Society (OCS). The Big Lottery Fund delivered this Fund on behalf of OCS. The objectives of this Advice Services Project included recruitment and training of additional volunteers, extending access by way of telephone, and email and provide specialist training to new and existing volunteers and management.

A full analysis of all 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.

Camberley Citizens Advice Bureau

Report of the Directors and Trustees

Financial Position (continued)

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. Payroll costs increased due employment of additional staff on project work funded by restricted income. An analysis of expenditure by natural classification is set out in note 3 in the notes to the financial statements.

As a result of careful cost control there were net incoming resources of £17,512 (2012 deficit £(4,907)) in funds. Unrestricted funds benefited too from a release of designated funds for redundancy provision no longer required. At 31 March 2013 total reserves were £109,656 (2012 £92,144) of which £95,226 (2012 £68,791) represented unrestricted funds.

The Trustees are aware that in the forthcoming year the operating grant received from Surrey Heath Borough Council will remain fixed at last year's level. The grant has remained the same since 2008 with no allowance to cover cost inflation. The Bureau has been fortunate that since 2008 other sources of funding have been secured which has enabled activities to be maintained. In April 2011 it was decided that it would not be viable to open the Bureau for a full five-day week and as a result the Bureau closed on Fridays and reluctantly it is still felt it will not be possible to offer Friday opening.

In the year a grant received from the Office for Civil Society was utilised to address important issues including recruitment and training of volunteers and widening of access. This project has helped put the Bureau in a much stronger position for the immediate future and it is hoped funding can be secured to continue many of these activities.

It is pleasing that the joint funded Debt Advice project has proved successful and will continue for at least one more year.

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 services

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.

The Bureau is collaborating with other Surrey Bureaux through a Consortium known as Citizens Advice Surrey. Financial contributions were made by each member Surrey Bureau to the Consortium to cover the first two years running costs. The Trustees have agreed that similar support will be given for a third year. Camberley Citizens Advice Bureau will monitor progress of the Consortium to ensure it remains appropriate and complementary to its activities. It is anticipated that the Bureau will take part in consortium led Surrey wide projects for HealthWatch and a Local Assistance Scheme in the year to 31 March 2014 and funding will be secured to facilitate this.

Funding has been secured to enable the Debt Advice Project (funded by Surrey Heath Borough Council and Accent Peerless) to continue for a further 12 months beyond 31 March 2013.

Grants were received from Surrey Heath Borough Council and Frimley Fuel Allotments to fund employment of an Independent Living Adviser. This aimed to provide a home visiting service and to work with elderly and disabled members of the local community to support them in their own home and to help them access services that would help them maintain their independence and improve their quality of life. Unless additional funding is secured this project will terminate in September 2013.

The Bureau intends to run a project for one year to support the local Nepalese community. Funding to facilitate this has been secured from Rushmore Borough Council.

In order to support activities, the Trustees intend to raise additional funds by organising fund raising functions to include a golf charity day.

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 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.

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 2006 relating to small companies.


D J Booth
Company Secretary 17 June 2013

Camberley Citizens Advice Bureau

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

I report on the financial statements of the company for the year ended 31 March 2013, which are set out on pages 10 to 18

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 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income has not exceeded £250,000 and I am qualified to undertake the examination.

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

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

- a to keep accounting records in accordance with section 386 of the Companies Act 2006, and
- b to prepare accounts which accord with the accounting records and 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

17 June 2013

Camberley Citizens Advice Bureau

Statement of Financial Activities for the year ended 31 March 2013 Incorporating the Income and Expenditure Account

	<u>Note</u>	<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Designated funds</u>	<u>Total funds 2013</u>	<u>Total Year to 31 March 2012</u>
		£	£	£	£	£
Incoming Resources	1b					
From Generated Funds						
Voluntary income	2a	1,671	-	-	1,671	5,521
Activities for generating funds	2b	842	-	-	842	317
Investment income Interest	1b(ii)	2,025	-	-	2,025	764
From Charitable Activities	2c	71,497	112,133	-	183,630	115,399
Total Incoming Resources		76,035	112,133	-	188,168	122,001
Resources expended						
Charitable activities						
Advisers' expenses		2,645	661	-	3,306	2,475
Staff costs	4	49,364	65,812	-	115,176	81,310
Office rental		-	18,500	-	18,500	18,500
Depreciation of equipment		1,448	967	-	2,415	152
Other overheads	5	9,255	22,004	-	31,259	24,471
Total Resources expended	3	62,712	107,944	-	170,656	126,908
Net incoming/ (outgoing) resources before transfers		13,323	4,189	-	17,512	(4,907)
Transfers between funds	9	13,112	(5,467)	(7,645)	-	-
Net movement in funds for the year		26,435	(1,278)	(7,645)	17,512	(4,907)
Total funds brought forward		68,791	3,125	20,228	92,144	97,051
Balances carried forward	9	95,226	1,847	12,583	109,656	92,144

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 2013

	Note	<u>As at</u> <u>31-March</u> <u>2013</u> £	<u>As at</u> <u>31-March</u> <u>2012</u> £
Fixed Assets			
Tangible Fixed Assets	6	4,829	-
Current Assets			
Short term deposits		145,000	110,451
Cash at bank and in hand		58,288	68,562
		203,288	179,013
Creditors - amounts falling due within one year	7	98,461	86,869
Net Current Assets		104,827	92,144
Net Assets	8	109,656	92,144
Represented by			
Funds of the Charity			
Restricted funds	9	1,847	3,125
Designated funds	9	12,583	20,228
Unrestricted funds			
Accumulated funds	9	95,226	68,791
		109,656	92,144

For the year ended 31 March 2013 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 17 June 2013 and signed on their behalf by

T Williams

Chair

D J Booth

Director/Treasurer

17 June 2013

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2013

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 2006, 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 2013

Accounting policies (continued)

f) Designated funds

The trustees allocate designated funds out of unrestricted funds 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

a) From Generated Funds, Voluntary Income

<u>Source of income</u>	<u>2013</u>	<u>2012</u>
	<u>£</u>	<u>£</u>
Donations from clients	862	1,352
Donations made by Bureau Volunteers and Staff	363	2,048
Donations made by Trustees	90	-
Our Lady Queen of Heaven Church	356	236
Surrey Heath Mayors Charity	-	250
Waitrose Green Token Scheme	-	240
41 Club	-	50
Windlesham WI	-	20
Anonymous donation	-	100
Sky Dive fund raising donation	-	1,140
Other	-	85
	<u>1,671</u>	<u>5,521</u>

b) Activities for Generating Funds

<u>Source of income</u>	<u>2013</u>	<u>2012</u>
	<u>£</u>	<u>£</u>
Camberley Youth Wind Orchestra Concert donation	842	-
Funds from stall at Mayor's Christmas Fayre	-	317
	<u>842</u>	<u>317</u>

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2013

2. Incoming Resources (continued)

c) From Charitable Activities

<u>Source of income</u>	<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Total 2013</u> <u>£</u>	<u>Total 2012</u> <u>£</u>	<u>Note</u>
Surrey Heath Borough Council	70,109	-	70,109	70,109	Operating Grant
Surrey Heath Borough Council	-	18,500	18,500	18,500	Provision of Premises
Bisley Parsh Council	-	-	-	50	Grant
Offices for Civil Society (via Big Lottery)	-	45,000	45,000	-	Advice Services Project
Surrey Heath Borough Council	-	4,190	4,190	-	Independent Living Project
Frimley Fuel Allotments Charity	-	4,190	4,190	-	Independent Living Project
West End Parish Council	-	-	-	50	Grant
Surrey County Council Grant	-	2,000	2,000	-	Grant for replacement computer systems
Surrey County Council	700	-	700	700	Reclaimed costs for training
Frimley Fuel Allotments Charity	-	-	-	5,000	Grants made as part of a 3 year partnership for the Debt Advisory Service
Thames Valley Housing	200	-	200	-	Contribution towards advice on Housing issue given to client
Surrey Heath B C Housing Department	-	19,127	19,127	10,192	Grant for joint funded Money Advice Project
Accent Peerless	-	19,126	19,126	10,192	Grant for joint funded Money Advice Project
Citizens Advice	488	-	488	606	Payments relating to advice provided to clients
	<u>71,497</u>	<u>112,133</u>	<u>183,630</u>	<u>115,399</u>	

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2013

3. Natural classification of resources expended:

	<u>Note</u>	<u>2013</u> £	<u>2012</u> £
Advisers expenses		3,306	2,475
Information systems		4,988	3,790
Membership fee Citizens Advice Surrey		702	727
Fund Raising Costs		30	-
Insurance	5	1,448	1,445
Maintenance of equipment		236	653
Payroll Expenses	4	115,176	81,310
Postage		744	950
Professional services	5	932	75
Printing & stationery		3,999	3,073
Electricity		4,208	4,607
Office costs		4,734	2,536
Staff refreshments		551	550
Software costs		1,173	518
Office rental		18,500	18,500
Recruitment		61	1,354
Telephone		2,824	2,817
Training		1,881	280
Travel		1,573	712
Miscellaneous		1,175	384
Depreciation	6	2,415	152
		<u>170,656</u>	<u>126,908</u>

4. Information regarding Directors and Employees

	<u>2013</u> £	<u>2012</u> £
Salaries	107,006	74,855
Social security costs	5,884	4,467
Pension costs	2,286	1,988
	<u>115,176</u>	<u>81,310</u>
Average number of employees	10	9
Average number of employees (expressed as full time equivalents)	4.0	2.9

Travel expenses totalling £269 were paid to members of the Trustee Board to reimburse costs incurred in attending Citizens Advice meetings and conferences. No other expenses were paid.

5. Other expenses

No fees were paid to the Independent Examiner.

Professional services comprised

	<u>2013</u> £	<u>2012</u> £
IT Consultancy	932	75
	<u>932</u>	<u>75</u>

Insurance costs include Trustee Indemnity Insurance purchased at a cost of £158 (2012 £158).

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2013

6. Tangible fixed assets

	<u>Office Equipment</u> £	<u>Computer Equipment</u> £	<u>Total</u> £
Cost			
Beginning of year	2,644	1,745	4,389
Additions	342	6,902	7,244
End of year	2,986	8,647	11,633
Depreciation			
Beginning of year	2,644	1,745	4,389
Charge for year	114	2,301	2,415
End of year	2,758	4,046	6,804
Net book value			
Beginning of year	-	-	-
End of year	228	4,601	4,829

7. Creditors: Amounts falling due within one year

	<u>2013</u> £	<u>2012</u> £
Trade creditors	2,358	4,434
Payroll taxes & liabilities	5,283	5,616
Held to assist clients in hardship	20,550	550
Deferred income	70,270	76,269
	98,461	86,869

Funds were held to assist clients in severe cases of hardship. An amount of £550 was held to be used to assist clients living in the Frimley ward who are experiencing financial hardship. An amount of £20,000 was held as a Repossession Prevention Fund. This fund is to be used solely to assist residents of Surrey Heath who are in danger of eviction. Payments are made on approval by Surrey Heath Housing Services on recommendations made by the Bureau.

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</u> <u>2013</u> £	<u>Amount</u> <u>2012</u> £	<u>Note</u>
Donations Anonymous	500	-	Conditional use in year 2013/2014
Office for Civil Society	-	45,000	Advice Services Fund, Year to March 2013
Surrey County Council	-	2,000	Grant towards purchase of Computer Server
Mayors Chanty	500	500	To be used for Surrey Heath Show
Various receipts received for Charity Golf function April 2013	3,510	-	Fund raising function to be held at Chohham Golf Club
Community Foundation	5,000	-	To be used in year 2013/2014
Grants towards Independent Living project	8,383	-	Grants awarded by Frimley Fuel Allotments and Surrey Heath Borough Council. Project completes 30 September 2013
Accent Peerless and Surrey Heath Borough Council Housing Services	40,000	28,769	Contribution to joint funded Money Advice Project, funded to March 2014
Rushmore Borough Council	12,377	-	To fund a one year Ghurka Project to support the local Nepalese community
	70,270	76,269	

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2013

8. Analysis of net assets between Funds

	<u>Accumulated Funds</u>	<u>Restricted Funds</u>	<u>Designated Funds</u>	<u>Total</u>
	£	£	£	£
Fixed Assets	4,829	-	-	4,829
Current Assets	123,098	67,607	12,583	203,288
Current Liabilities	(32,701)	(65,760)	-	(98,461)
Net Assets	95,226	1,847	12,583	109,656

9. Funds of the Charity

Movement in Restricted Funds

	<u>Debt Advisory Service</u>	<u>Money Advice Project</u>	<u>Provision of Premises</u>	<u>Computer Server Grant</u>	<u>Advice Services Project</u>	<u>Independent Living Project</u>	<u>Other Restricted Reserves</u>	<u>Total Restricted Funds</u>
	£	£	£	£	£	£	£	£
Balance 1 April 2012	1,516	359	-	-	-	-	1,250	3,125
Incoming Resources	-	38,253	18,500	2,000	45,000	8,380	-	112,133
Resources Expended	(2,495)	(38,015)	(18,500)	-	(40,241)	(8,693)	-	(107,944)
Capital expenditure, transferred to Accumulated Funds	-	-	-	(2,000)	(5,000)	-	-	(7,000)
Deficit / (Surplus) transferred to Accumulated Funds	(1,127)	-	-	-	241	313	-	(573)
Transferred from Designated Reserves	2,106	-	-	-	-	-	-	2,106
Balance carried forward 31 March 2013	-	597	-	-	-	-	1,250	1,847

Debt Advisory Service - The service commenced in July 2008 for an initial period of three years and was extended by a further year following receipt of a further grant from Fmley Fuel Allotments Charity. Designated reserves were set-aside at the commencement of the project to ensure the project was fully funded. The project ended in July 2012.

Money Advice Project - The Charity has a tripartite Service Level Agreement with Accent Peerless Housing Association and Surrey Heath Borough Council for provision of a Money Advisory Service to assist clients at risk of homelessness through debt, including rent or mortgage arrears. Accent Peerless Housing Association and Surrey Heath Borough Council fund this project jointly. The project commenced on 1 October 2011 and funding has been received to enable the project to continue to 31 March 2014.

Computer Server Grant - A grant was received from Surrey County Council to assist in upgrading information technology.

Advice Services Project - The Bureau was awarded a grant of £45,000 from the Advice Services Fund funded by the Cabinet Office, Office for Civil Society (OCS). The Big Lottery Fund delivered this Fund on behalf of OCS. The objectives of this Advice Services Project included recruitment and training of additional volunteers, extending access by way of telephone, and email and provide specialist training to new and existing volunteers and management. The project was completed in March 2013.

Independent Living Project - Grants were received from Surrey Heath Borough Council and Fmley Fuel Allotments to fund employment of an Independent Living Adviser. This aimed to provide a home visiting service and to work with elderly and disabled members of the local community to support them in their own homes and to help them access services that would help them maintain their independence and improve their quality of life.

Camberley Citizens Advice Bureau

Notes to the financial statements for the year ended 31 March 2013

Funds of the Charity (continued)

Other Restricted Reserves - £1,250 is held 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 2012	13,122	2,106	5,000	20,228
Transfer to Restricted Funds	-	(2,106)	-	(2,106)
Transfers from / (to) Accumulated Funds	(5,539)	-	-	(5,539)
Balance carried forward 31 March 2013	7,583	-	5,000	12,583

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 that could result in closure. No redundancies are expected in the next 12 months.

Other designated funds - The Trustees have designated £5,000 to meet the balance of the costs, not covered by grants, of implementing the replacement CASE system called PETRA to be introduced in autumn 2013.

Movement in Unrestricted Accumulated Funds

	£
Balance 1 April 2012	68,791
Net incoming resources before transfers	13,323
Capital expenditure, transferred from Restricted Funds	7,000
Surplus / (Deficit) Transferred on Restricted Income & Expenditure	
Debt Advisory Project	1,127
Advice Services Project	(241)
Independent Living	(313)
Surplus Transferred on Designated Funds	
Redundancy	5,539
Balance carried forward 31 March 2013	95,226

10. Financial commitments

Capital Commitments

At the balance sheet date there were no capital commitments. The Charity 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.