

Citizens Advice Surrey Heath

Report and Financial Statements

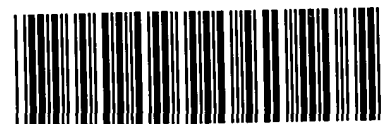
For the year ended 31 March 2015

Registered Charity No. 1118181

Company No. 6058583

Authorised and regulated by the Financial Conduct Authority FRN:617536

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Citizens Advice Surrey Heath

Report and Financial Statements For the year ended 31 March 2015

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Citizens Advice Surrey Heath

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 2015. 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.

Citizens Advice Surrey Heath was formerly known as Camberley Citizens Advice Bureau. The name change was made on 15th January 2014 following passing of a Special Resolution.

1. Reference and Administrative Details

<u>Charity Name:</u>	Citizens Advice Surrey Heath		
<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>	Nigel Downey	<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>				
Nigel Downey	Chairman (from 15 September 2014)			
Trevor Williams	Chairman (to 15 September 2014)			
David Booth	Company Secretary			
David Horton				
Sarah Jay	Hon Solicitor			
Ray McCann				
David Paterson			15 Sept 2014	
Mani Rai			8 Dec 2014	
Caroline Sawdy				
<u>Representative Members</u>				
Valerie Marsh		S.S.A.F.A.		
Councillor Glyn Carpenter		Surrey Heath Borough Council		15 Sept 2014
<u>The following Representatives attended Meetings of the Directors</u>				
Councillor Chris Pitt	Representing Surrey Heath Borough Council			
Tara Hastings*	Bureau Manager			
Irene Coates*	Deputy Manager			
Simon Strachan^				
Patrick Purtill^	Voluntary Adviser			

*In paid employment of Citizens Advice Surrey Heath

^Volunteers of Citizens Advice Surrey Heath

Citizens Advice Surrey Heath

Report of the Directors and Trustees

2. Structure, Governance and Management

Governing Document

Citizens Advice Surrey Heath is a registered charity and a Company Limited by Guarantee. The maximum liability of each member is limited to £1. At 31 March 2015, the Company had 10 members. Citizens Advice Surrey Heath is governed by its Memorandum and Articles of Association.

Citizens Advice Surrey Heath 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) 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. On 15th January 2014 the Company changed its name from Camberley Citizens Advice Bureau.

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 Citizens Advice Surrey Heath 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 Citizens Advice Surrey Heath 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. 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

Citizens Advice Surrey Heath 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 Citizens Advice Surrey Heath 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.

Citizens Advice Surrey Heath

Report of the Directors and Trustees

Related Parties (continued)

The Charity has a share in Citizens Advice Surrey, a Registered Charity and Company Limited by Guarantee and is entitled to nominate one Director Trustee to the Board of Citizens Advice Surrey. Citizens Advice Surrey acts as a Consortium and was set up to be in a position to lead and bid for Countywide projects that individual Surrey Citizens Advice Bureaux lack the resources or expertise to deliver on their own.

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 Citizens Advice Surrey Heath 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. Citizens Advice Surrey Heath 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 its business. 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 Executive Standing 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 Citizens Advice Surrey Heath 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

Citizens Advice Surrey Heath 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 premises at Knoll Road Camberley. Advisory services were provided through face-to-face consultations, telephone advice lines, e-mail enquiries and occasional home visits. The Charity has a Website www.camberleycab.org.uk. This is intended to increase awareness in the local community of the advice services available to local residents.

The Charity has a tripartite Service Level Agreement with Accent 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 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 30 September 2015.

The Charity introduced a service to provide advice to the local Ghurkha community. This commenced in May 2013 and the project ran for one year. Rushmoor Borough Council provided funds to finance the project.

Citizens Advice Surrey Heath

Report of the Directors and Trustees

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

Grants were received from Frimley Fuel Allotments, Windlesham Parish Council and the Community Aid Foundation 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. In February 2015 this service was extended by the introduction of outreach facilities at Windle Valley Day Centre and Chobham Community Centre. This was in response to identification of a need to provide support to those in need of advice in outlying areas of Surrey Heath Borough who may be hampered by lack of transport preventing them attending advice sessions at Knoll Road Camberley.

A grant was received from Surrey Heath Borough Council to support training activity. This will enable new volunteers to be recruited and trained as gateway advisers. The project commenced in November 2013 and ran for one year.

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 Citizens Advice Surrey Heath. 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.

Citizens Advice Surrey Heath benefited from approximately 15,500 voluntary hours worked during the year. This included hours worked by more than 60 volunteers and unpaid hours worked by paid staff above their normal contractual entitlement. We estimate the value of this help in the year was over £250,000.

4. Achievements and Performance

Charitable Activities

This has been the first full year of using the Citizens Advice 'Petra' database to record our activity. We are unable to compare these results to previous years when the CASE database was used. We can however report on how we have increased and expanded our accessibility to clients: We have increased the number of home visits available to people unable to come to the bureau, we provide advice out outreaches, we are able to receive e-mail enquiries via our newly designed website, we have trained more advisers to provide telephone advice and we have signed up to the Citizens Advice pilot to deliver our service via webchat through the National website www.citizensadvice.org.uk

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 £190,458 (2014: £198,487). An operating grant of £80,000 (2014: £70,109) was received from Surrey Heath Borough Council. Citizens Advice Surrey Heath 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 (2014: £18,500).

Citizens Advice Surrey Heath

Report of the Directors and Trustees

Financial Position (continued)

Citizens Advice Surrey Heath provided a Money Advice Service to assist clients at risk of homelessness; this was funded through a tripartite Service Level Agreement with Accent Housing Association and Surrey Heath Borough Council. Equal grants from the partners totaling £39,760 for the year were treated as restricted income (2014: £40,000). 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. Citizens Advice Surrey Heath is very grateful for the contribution these grants make to the successful running of the Charity

Citizens Advice Surrey Heath 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 included 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 £12,001 (2014: £12,452) in funds. At 31 March 2015 total reserves were £134,109 (2014: £122,108) of which £97,921 (2013: £93,391) represented unrestricted funds.

It is pleasing that the joint funded Money Advice project has, for a second year, proved successful and the joint funders have committed to fund this for another year.

It is also pleasing to note that after several years of the core grant from Surrey Heath Borough Council remaining fixed the Council awarded an increased grant of £80,000 for the year to 31 March 2015 (2014: £70,109) and the grant for the current year will be at the same level. Since April 2011 it has only been viable to open for four days a week and reluctantly this is unlikely to change in the next year. Whilst general advice cannot be provided to clients on Fridays the opportunity is taken to use this day for training activity and the Money Advice project provides support to clients for a full 5-day week.

Reserves Policy

Citizens Advice Surrey Heath 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 10.

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 premises to Citizens Advice Surrey Heath 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.

Citizens Advice Surrey Heath

Report of the Directors and Trustees

6. Future Plans

Citizens Advice Surrey Heath aims to continually improve access to its services.

Citizens Advice Surrey Heath is collaborating with other Surrey Citizens Advice Bureaux through a Consortium known as Citizens Advice Surrey. Citizens Advice Surrey Heath took part in the consortium led Surrey wide projects for Health Watch and a Local Assistance Scheme in the year and both these schemes will continue for at least another year. This was supported by grants provided from Surrey County Council through the consortium. Financial contributions were made by each member Surrey Bureaux to the Consortium to cover the first two years' running costs but no financial contribution was required for the year to 31 March 2015. The Trustees have agreed that support will be given for another year. Citizens Advice Surrey Heath will monitor progress of the Consortium to ensure it remains appropriate and complementary to its activities.

Funding has been secured to enable the Money Advice Project (funded by Surrey Heath Borough Council and Accent) to continue for a further 6 months beyond 31 March 2015 with the likelihood of funding being obtained for an additional 6 months to 31 March 2016.

Grants from Frimley Fuel Allotments, Windlesham Parish Council and the Community Aid Foundation of Surrey were received to fund the continuation of the employment of an Independent Living Adviser. The project aims 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. It is intended that this service be extended. In particular it is hoped greater emphasis can be placed on supporting people needing support living in outlying areas who find it difficult to access Camberley. Outreach services have been introduced in the Community Centre in Chobham and the Windle Valley Day Centre in Bagshot as part of this strategy. To continue to provide this access it will be necessary to secure additional sources of funding.

A second golf Charity day was again held at Chobham Golf Club in May 2014 and following the success of the events in 2013 and 2014, the third golf day was held at Swinley Forest Golf Club in April 2015.

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 Citizens Advice Surrey Heath 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 Citizens Advice Surrey Heath 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 16th June 2015

Citizens Advice Surrey Heath

Independent Examiner's Report to the Trustees of Citizens Advice Surrey Heath

I report on the financial statements of the company for the year ended 31 March 2015, which are set out on pages 10 to 19.

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

16th June 2015

Citizens Advice Surrey Heath

Statement of Financial Activities for the year ended 31 March 2015 Incorporating the Income and Expenditure Account

	<u>Note</u>	<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Designated funds</u>	<u>Total funds 2015</u>	<u>Total Year to 31 March 2014</u>
		£	£	£	£	£
Incoming Resources	1b					
From Generated Funds						
Voluntary income	2a	3,672	-	-	3,672	4,278
Activities for generating funds	2b	14,515	-	-	14,515	11,830
Investment income: Interest	1b(ii)	2,578	-	-	2,578	4,040
From Charitable Activities	2c	81,061	88,632	-	169,693	178,339
Total Incoming Resources		101,826	88,632	-	190,458	198,487
Resources expended						
Activities for generating funds		4,393	-	-	4,393	3,731
Charitable activities						
Advisers' expenses		1,751	151	-	1,902	1,964
Staff costs	4	62,583	59,568	-	122,151	125,542
Office rental		-	18,500	-	18,500	18,500
Depreciation of equipment		3,108	2,783	-	5,891	5,892
Other overheads	5	14,015	11,605	-	25,620	30,406
Total Resources expended	3	85,850	92,607	-	178,457	186,035
Net incoming/ (outgoing) resources before transfers		15,976	(3,975)	-	12,001	12,452
Transfers between funds	10	(11,446)	3,942	7,504	-	-
Net movement in funds for the year		4,530	(33)	7,504	12,001	12,452
Total funds brought forward		93,391	1,283	27,434	122,108	109,656
Balances carried forward	10	97,921	1,250	34,938	134,109	122,108

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.

Citizens Advice Surrey Heath

Balance Sheet as at 31 March 2015

	Note	<u>As at</u> <u>31-March</u> <u>2015</u> £	<u>As at</u> <u>31-March</u> <u>2014</u> £
Fixed Assets			
Tangible Fixed Assets	6	3,479	9,370
Current Assets			
Debtors	7	350	19,980
Short term deposits		136,707	148,912
Cash at bank and in hand		41,753	17,065
		178,810	185,957
Creditors - amounts falling due within one year	8	48,180	73,219
Net Current Assets		130,630	112,738
Net Assets	9	134,109	122,108
Represented by:			
Funds of the Charity			
Restricted funds	10	1,250	1,283
Designated funds	10	34,938	27,434
Unrestricted funds			
Accumulated funds	10	97,921	93,391
		134,109	122,108

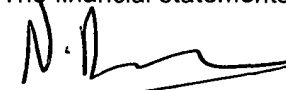
For the year ended 31 March 2015 the Company was entitled to exemption from audit under section 477 (2) of the Companies Act 2006.


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 16th June 2015 and signed on their behalf by:


 N Downey Chair


 D J Booth Director/Treasurer

16th June 2015

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2015

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 Citizens Advice Surrey Heath 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.

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2015

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

Citizens Advice Surrey Heath 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>2015</u>	<u>2014</u>
	<u>£</u>	<u>£</u>
Donations from Clients	698	1,289
Donations made by Volunteers and Staff	1,000	750
Donations made by Trustees	50	-
Other Donations	1,160	-
Our Lady Queen of Heaven Church	764	200
Surrey Heath Mayors Charity	-	500
Eagle radio	-	500
Gift Aid Reclaim	-	1,039
	<u>3,672</u>	<u>4,278</u>

b) Activities for Generating Funds

<u>Source of income</u>	<u>2015</u>	<u>2014</u>
	<u>£</u>	<u>£</u>
Camberley Youth Wind Orchestra Concert donation	-	690
Chobham Charity Golf Event	14,515	11,140
	<u>14,515</u>	<u>11,830</u>

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2015

2. Incoming Resources (continued)

c) From Charitable Activities

<u>Source of income</u>	<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Total 2015</u> <u>£</u>	<u>Total 2014</u> <u>£</u>	<u>Note</u>
Surrey Heath Borough Council	80,000	-	80,000	70,109	Operating Grant
Surrey Heath Borough Council	-	18,500	18,500	18,500	Provision of Premises
West End Parish Council	-	-	-	50	Grant
Surrey Heath Borough Council	-	-	-	3,663	Independent Living Project
Surrey Heath Borough Council	-	3,875	3,875	3,125	Grant to support training of new volunteers
Frimley Fuel Allotments Charity	-	7,803	7,803	8,792	Independent Living Project
Windlesham Parish Council	-	750	750	-	Independent Living Project
Community Aid Foundation	-	4,550	4,550	5,000	Independent Living Project
Surrey County Council	-	-	-	4,000	Grant for replacement computer systems
Surrey County Council	700	-	700	700	Reclaimed costs for training paid through Surrey Welfare Rights
Surrey County Council See note 12	-	7,906	7,906	9,748	Grant for Health Watch Project
Surrey County Council See note 12	-	3,423	3,423	4,000	Grant to help provide support for Local Assistance Scheme
Rushmoor Borough Council	-	2,065	2,065	10,312	Grants made to provide advice to the Ghurkha community
Thames Valley Housing	200	-	200	100	Contribution towards advice on Housing issue given to client
Surrey Heath Borough Council Housing Department	-	19,880	19,880	20,000	Grant for joint funded Money Advice Project
Accent Peerless	-	19,880	19,880	20,000	Grant for joint funded Money Advice Project
Other Income	161	-	161	240	
	81,061	88,632	169,693	178,339	

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2015

3. Natural classification of resources expended:

	<u>Note</u>	<u>2015</u> £	<u>2014</u> £
Advisers expenses		1,902	1,964
Information systems		4,210	3,895
Fund Raising Costs		4,393	3,731
Company Expenses		13	13
Depreciation	6	5,891	5,892
Bank Charges		35	-
Insurance	5	1,422	1,469
IT Consultancy		1,308	1,523
Maintenance of equipment		941	819
Miscellaneous		1,009	848
Payroll Expenses	4	122,151	125,542
Postage		47	1,200
Printing & stationery		3,229	3,646
Electricity		5,361	5,107
Office costs		2,052	5,419
Software costs		47	666
Staff refreshments		731	886
Office rental		18,500	18,500
Telephone		2,769	2,113
Training		685	1,385
Travel		1,761	1,417
		<u>178,457</u>	<u>186,035</u>

4. Information regarding Directors and Employees

	<u>2015</u> £	<u>2014</u> £
Salaries	114,761	116,565
Social security costs	4,775	6,471
Pension costs	2,615	2,506
	<u>122,151</u>	<u>125,542</u>
Average number of employees	10	10
Average number of employees (expressed as full time equivalents)	4.3	4.3

Travel expenses totalling £169 (2014: £96) were paid to members of the Trustee Board to reimburse travelling costs incurred in attending Citizens Advice meetings and conferences. No other expenses or fees were paid to members of the Trustee Board.

5. Other expenses

No fees were paid to the Independent Examiner.

Insurance costs include Trustee Indemnity Insurance purchased at a cost of £82 (2014: £158).

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2015

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	2,986	19,080	22,066
Additions	-	-	-
End of year	2,986	19,080	22,066
Depreciation			
Beginning of year	2,872	9,824	12,696
Charge for year	114	5,777	5,891
End of year	2,986	15,601	18,587
Net book value			
Beginning of year	114	9,256	9,370
End of year	-	3,479	3,479

7. Debtors: Amounts falling due within one year

	<u>2015</u>	<u>2014</u>
	<u>£</u>	<u>£</u>
Trade debtors	350	19,980
	350	19,980

8. Creditors: Amounts falling due within one year

	<u>2015</u>	<u>2014</u>
	<u>£</u>	<u>£</u>
Trade creditors	5,480	2,172
Payroll taxes & liabilities	2,380	1,869
Held to assist clients in hardship	12,320	20,550
Deferred income	28,000	48,628
	48,180	73,219

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 £11,770 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, who provided the funds, on recommendations made by Citizens Advice Surrey Heath. In the year £8,230 was paid out to 12 clients who met the agreed criteria (2014: nil).

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>2015</u>	<u>2014</u>	<u>Note</u>
	<u>£</u>	<u>£</u>	
Donations Anonymous	2,000	1,000	Conditional use in year 2015/2016
Surrey Heath Borough Council	-	375	Training project grant
Various receipts received for Charity Golf function April 2015	8,875	-	Fund raising function held at Swinley Forest Golf Club
Grants awarded by Frimley Fuel Allotments	7,125	5,428	Independent Living Project
Surrey Heath Borough Council Housing Services (and 2014 Accent)	10,000	39,760	Contribution to joint funded Money Advice Project
Rushmoor Borough Council	-	2,065	To fund a one year Ghurka Project to support the local Nepalese community
	28,000	48,628	

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2015

9. Analysis of net assets between Funds

	<u>Accumulated Funds</u>	<u>Restricted Funds</u>	<u>Designated Funds</u>	<u>Total</u>
	£	£	£	£
Fixed Assets	3,479	-	-	3,479
Current Assets	142,622	1,250	34,938	178,810
Current Liabilities	(48,180)	-	-	(48,180)
Net Assets	97,921	1,250	34,938	134,109

10. Funds of the Charity

Movement in Restricted Funds

	<u>Balance 1 April 2014</u>	<u>Incoming Resources</u>	<u>Resources Expended</u>	<u>Deficit / (Surplus) transferred to Accumulated Funds</u>	<u>Balance carried forward 31 March 2015</u>
	£	£	£	£	£
Money Advice Project	33	39,760	(39,857)	64	-
Provision of Premises	-	18,500	(18,500)	-	-
Ghurkha Project	-	2,065	(2,571)	506	-
Health Watch	-	7,906	(8,212)	306	-
Local Assistance Scheme	-	3,423	(3,472)	49	-
Training Project	-	3,875	(3,773)	(102)	-
Independent Living Project	-	13,103	(16,222)	3,119	-
Other Restricted Reserves	1,250	-	-	-	1,250
Total Restricted Funds	1,283	88,632	(92,607)	3,942	1,250

Ghurkha Project – A grant was received from Rushmoor Borough Council to run an advice service aimed at the Nepalese community. The project ended in May 2014.

Money Advice Project - The Charity has a tripartite Service Level Agreement with Accent 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 Housing Association and Surrey Heath Borough Council fund this project jointly. The project commenced on 1 October 2011 and funding has been received or committed to by donors to enable the project to continue to 30 September 2015.

Health Watch – The Charity is delivering advice and information for Healthwatch Surrey with funding secured from Surrey County Council through Citizens Advice Surrey.

Local Assistance Scheme - The Charity is providing access to the Local Assistance Scheme offering crisis grants with funding secured from Surrey County Council through Citizens Advice Surrey.

Training Project – Surrey Heath Borough Council provided funds to enable the charity to undertake a training programme for new volunteer advisers. This project was completed in September 2014,

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2015

Funds of the Charity

Movement in Restricted Funds (continued)

Independent Living Project – Grants were received from Windlesham Parish Council, the Community Aid Foundation 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 homes and to help them access services that would help them maintain their independence and improve their quality of life.

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>I.T. Replacement</u>	<u>Project</u>	<u>Total Designated Funds</u>
	£	£	£	£
Balance 1 April 2014	9,617	5,000	12,817	27,434
Transfers from Accumulated Funds	2,075	-	5,429	7,504
Balance carried forward 31 March 2015	<u>11,692</u>	<u>5,000</u>	<u>18,246</u>	<u>34,938</u>

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 Citizens Advice Surrey Heath that could result in closure. No redundancies are expected in the next 12 months.

I.T Replacement - The Trustees have designated £5,000 to meet the balance of the costs, not covered by grants, towards the cost of replacement of information technology systems which are approaching the end of their anticipated working life.

Designated Project - As part of the agreed Business Plan the Trustees have identified the need, in the event of new sources of funding not being secured, to designate funds to ensure key projects currently underway have sufficient financial resource in place to ensure their completion.

Movement in Unrestricted Accumulated Funds

	£
Balance 1 April 2014	93,391
Net incoming resources before transfers	15,976
Surplus / (Deficit) Transferred on Restricted Income & Expenditure	
Ghurkha Project	(506)
Money Advice	(64)
Health Watch	(306)
Local Assistance	(49)
Training Project	102
Independent Living	(3,119)
Surplus Transferred on Designated Funds	
Redundancy	(2,075)
Project	(5,429)
Balance carried forward 31 March 2015	<u>97,921</u>

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2015

11. 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.

12. Related party transactions

During the year, income was secured from Surrey County Council but paid through Citizens Advice Surrey for the Health Watch and Local Assistance Scheme amounting to £11,329 (2014: £13,748).

There were transactions between Citizens Advice Surrey Heath and Citizens Advice in relation to insurance and information services.

There have been no other related party transactions identified in accordance with FRS8.