

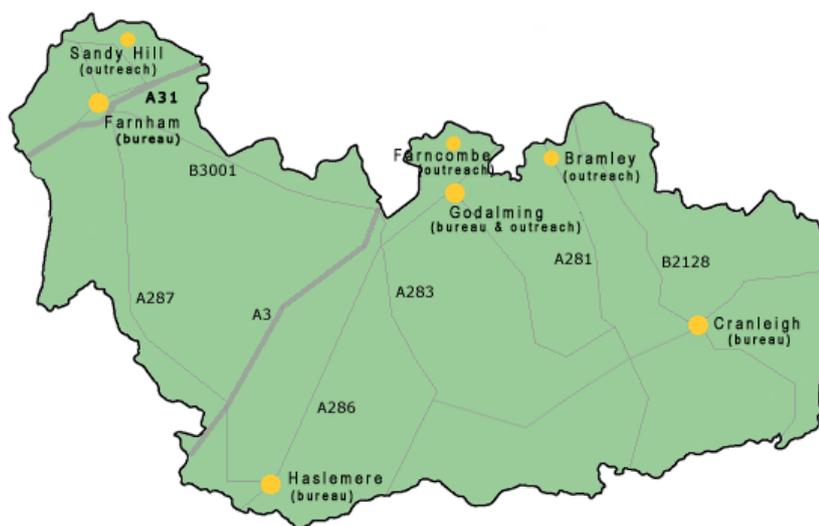
Citizens Advice Waverley

Report and Financial Statements
For the year ended 31 March 2011

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For the year ending 31st March 2011

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The needs of the majority of our clients do not change. They continue to experience problems with housing, shortage of income, debt, along with associated stress and anxiety, and an increased isolation because of living within an area of affluence. And in fact some evidence suggests that for some, things are getting worse: a significant increase in disadvantage has been recorded in one of our areas of deprivation; and more of our elderly are suffering from low incomes, possibly as a result of low interest on savings or investments.



If our service is denied to those in need, we deny them a safety net and a support structure, which no other organisation can provide and we do it to our detriment and peril. The large amount of debt we manage and the welfare benefits we bring into the community not only add to our economic well being, but also make for greater community cohesion and a healthier community with less stress and anxiety. We must also acknowledge that it is said that one in two people are likely to need the services of CAB at some time in their lives, as none of us are immune to crisis or difficult times.

But, in the face of known cuts to our grants for the coming financial year and anticipated ones for the following, we cannot, as things stand, retain the service at its present levels.

There has been much talk about the Big Society and what it means. It certainly exists in Waverley in terms of the work Citizens Advice Waverley does through the use of volunteers, who are highly trained to give out information and advice in a professional way. But if the CAB service is to survive without damaging rationing of its support, we need the Big Society to encompass a more widespread community understanding of need and self-help, through individual financial support. Whilst our community fundraising is growing and now raises something like £10,000 per annum, we have a long way to go before we are in a position to replace sustainably the known reductions in our local authority grants.

Alongside this, we are mindful that working with others potentially provides ways of providing a more cost-effective and efficient service and with this in mind we have been instrumental in establishing a Consortium of Surrey-wide Citizens Advice Bureaux – Citizens Advice Surrey, a charity and company limited by guarantee.

But however we deal with these cuts and ensure that our expenditure does not outstrip our income, we will keep the needs of our clients as our focus and do all that we can to meet them. Finally, I pay tribute to all those who have supported our work this year whether financially or in other ways – our volunteers, our staff, our Trustee Board, our local authority funders and those individuals who have provided donations.

Norma Corkish
Chair of Trustees

The Trustees of Citizens Advice Waverley have pleasure in presenting the Annual Report and Financial Statements for the year 1st April 2010 to 31 March 2011.

History

Citizens Advice Waverley was established on 1st April 2006 from a merger of Farnham Citizens Advice Bureau, Godalming Citizens Advice Bureau and Haslemere and Cranleigh District Citizens Advice Bureau.

Structure, Governance and Management

Citizens Advice Waverley Ltd is a company limited by guarantee (registration number 04823693). It has a Memorandum and Articles of Association, which were adopted on 27th March 2006. It is also a charity registered with the Charity Commission (registration number 1098859).

<i>Registered Office</i>	<i>Reporting Accountants</i>	<i>Bankers</i>
Montrose House South Street Farnham Surrey GU9 7RN	PPK Accountants Evolution House 2-6 Easthampstead Road Wokingham Berks RG40 2EG	CAF Bank Ltd. 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ

The Company is governed by its Directors, who are also the Charity Trustees for the purposes of Charity law. The maximum number of Trustees permitted under its Memorandum and Articles of Association is twelve and the minimum is four. Trustees are elected at the Annual General Meeting, nominated by member organisations or co-opted by the Trustee Board, provided that the number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees. Although Trustees are required to retire at the third Annual General meeting following their appointment, they remain eligible for reappointment. The Trustee Board meets at least four times each year.

The charity is controlled by the Board of Trustees. The Directors/Trustees who served during 2010/11 were:

Norma Corkish	(Chair-reappointed 9 th October 2009)
Michael Taylor	(Treasurer-appointed 22 nd October 2010)
Stuart Spencer	(reappointed 9 th October 2009)
Andrew Higgs	(reappointed 22 nd October 2010)
John Vardon	(reappointed 22 nd October 2010)
Dr Chris Tibbott	(appointed 31 st October 2008)
Jo Reynolds	(appointed 31 st October 2008)
Frank Bennett	(appointed 9 th October 2009)
Larry Westland	(appointed 9 th October 2009)
Maureen Swage	(appointed 22 nd October 2010)
David Travers Smith	(Treasurer up to 22 nd October 2010, co-opted thereafter)

The Company Secretary during 2010/11 was Berenice Rance (appointed 10th May 2006).

The Trustee Board is responsible for setting the policy and strategic direction for the Charity. Trustees carry ultimate responsibility for the conduct of Citizens Advice Waverley and for ensuring that it satisfies its legal and contractual obligations. The Trustees have no beneficial interest in the company and do not receive any remuneration. A register of their interests is maintained at the Charity's Registered Office, and is available for inspection by the public.

The Trustees delegate day-to-day operation of the Charity to its District Managers, who are assisted by a small team of part-time employees, and a larger team of volunteers.

The Trustee Board, through its Finance, Operations and Risk Committee (FORC), periodically reviews the risks to which the Charity is exposed. It was satisfied that during the time of this report appropriate systems were in place to mitigate its exposure to those risks.

The Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit. The Trustees are proud to report that, in a recent survey of over 2000 charities initiated by the Charity Commission and conducted by Sheffield Hallam University, Citizens Advice Waverley was one of the three charities cited by the survey for the excellence of its public benefit reporting. They say "the trustees of this charitable company are focused on their beneficiaries from the outset. The whole [report] is just eight pages including a number of bar charts and pie charts showing the clients they have reached, and monitoring achievements against targets."

Related Parties

Citizens Advice Waverley is a member of Citizens Advice, the operating name for the National Association of Citizens Advice Bureaux. This organisation provides a national framework for standards of advice and casework management as well as monitoring progress against these standards. Citizens Advice Waverley's Trustee Board independently determines the operating policies for Citizens Advice Waverley in order to fulfil its charitable objectives and comply with the national membership requirements.

Charitable Aims

The Charity's aim is to promote any charitable purpose for the benefit of the community in Waverley and the surrounding area by advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Strategic Aims and Objectives

The overall strategic aim of the Charity is:

"To help people in all sectors of the Waverley Community to resolve their problems through the provision of high quality information, advice and advocacy and by influencing policy makers"

During 2010/11 it delivered this aim by:

- providing free, confidential, impartial and independent advice and information to the local community from four advice centres, located in Cranleigh, Farnham, Godalming and Haslemere
- exercising a responsible influence on the development of social policies and services so as to ensure individuals did not suffer through a lack of knowledge or an inability to express their needs effectively
- delivering a programme of basic training in money management that provided people at risk of financial exclusion and those facing significant new financial responsibilities with the knowledge and skills to best manage their money

It also provided outreach services in three locations of significant social deprivation within Waverley (Ockford Ridge and Binscombe in Godalming and Sandy Hill in Farnham), a weekly outreach at Bramley Village Hall and a home visiting service for people unable to visit their local advice centre because of age or disability.

Service Delivery

The Charity is largely comprised of volunteers with a small team of paid staff providing support, supervision and management. Most of the information, advice and advocacy is delivered to clients by highly skilled volunteers, who receive stringent and on-going training. Their work is regularly monitored and quality assured.

In 2010/11, more than 140 volunteers freely donated a total of more than 50,000 hours of their time. The benefit of this to the Charity is estimated to have been worth well over £750,000.

Organisational Values

Citizens Advice Waverley believes in:

- providing a free, confidential, impartial and independent advice service;
- providing a high quality and inclusive service that is focussed on clients' needs, particularly the vulnerable, disenfranchised and socially excluded;
- recognising the value of our staff and volunteers and using them to their full potential across the service;
- challenging disadvantage and barriers to social inclusion through our social policy work and partnerships with strategic bodies within the borough;
- providing sound governance, with a Trustee Board working with integrity and transparency; and
- leaving behind a green footprint.

Citizens Advice Waverley believes that to be truly effective we should participate in and contribute to regional and national Citizens Advice initiatives and influence its policy and decision-making processes.

These values underpin everything that Citizens Advice Waverley does.

Achievements and Performance

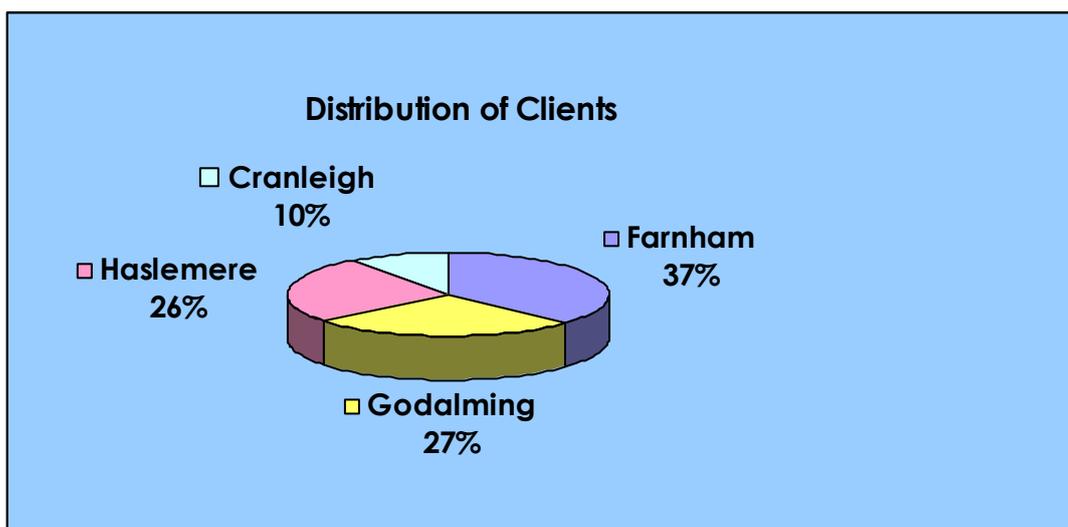
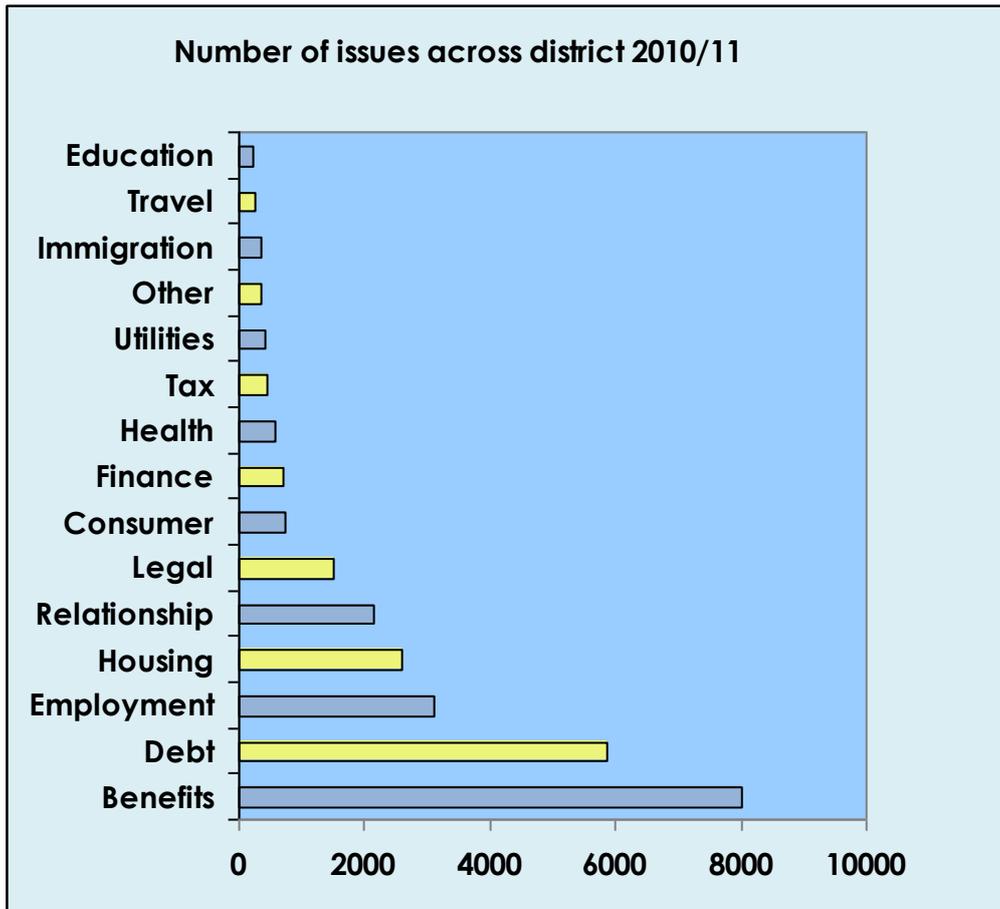
The year 2010/11 was a mixed one for Citizens Advice Waverley. There were notable highlights:

- continuing to provide a high-quality advice service to nearly 10% of the local adult population,
- providing budgeting advice to nearly 670 financially vulnerable people through our "MoneyMatters" project,
- providing evidence that was cited in five national social policy campaigns, and moving our Godalming advice centre into bigger, better and cheaper premises.

And significant challenges:

- suffering further cuts in financial support from some local authorities
- planning reductions in service levels for the following year, including bureau and telephone helpline open hours, to reflect reducing local and national funding

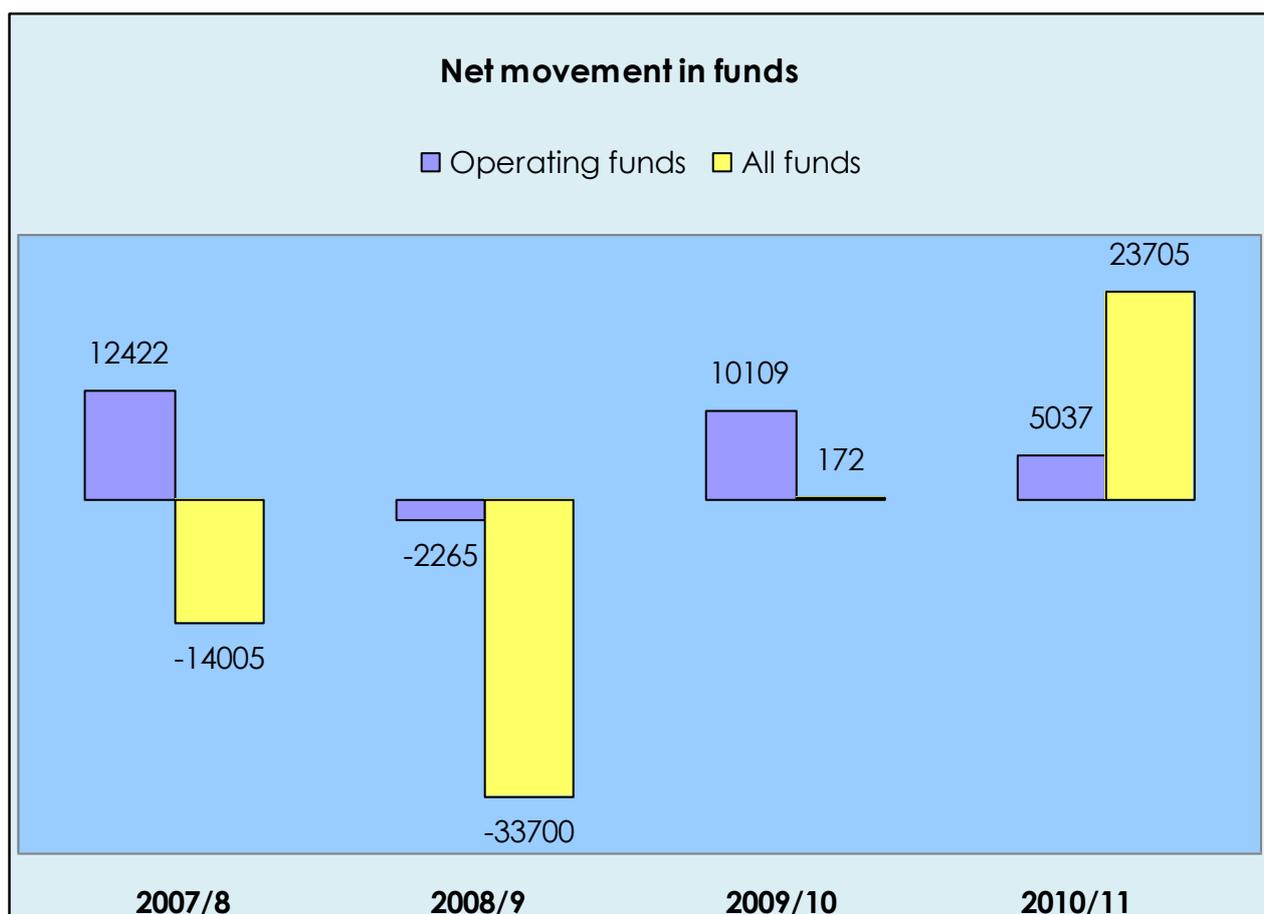
The demand for our service remained high, with people seeking our help on over 27,000 issues during the reporting period. The charts below show the distribution of this work between our four advice centres, and the range of issues on which clients sought our help.



Financial Review

General

The attached accounts show the financial results for the year. In summary, operating funds rose by £5037 and total funds by £23705. The main reasons for this result are the move of the Godalming office and the reduction in the employment costs of the paid staff.



The Godalming move

In relation to the move of our premises in Godalming, we raised just over £20000. We are particularly grateful for the support of The Big Lottery Fund, which gave us £10000 and Godalming Town Council, who gave us an additional grant of £2000 specifically for the project. We would also like to thank a number of local Councillors, who made individual donations and to all our other supporters and fundraisers.

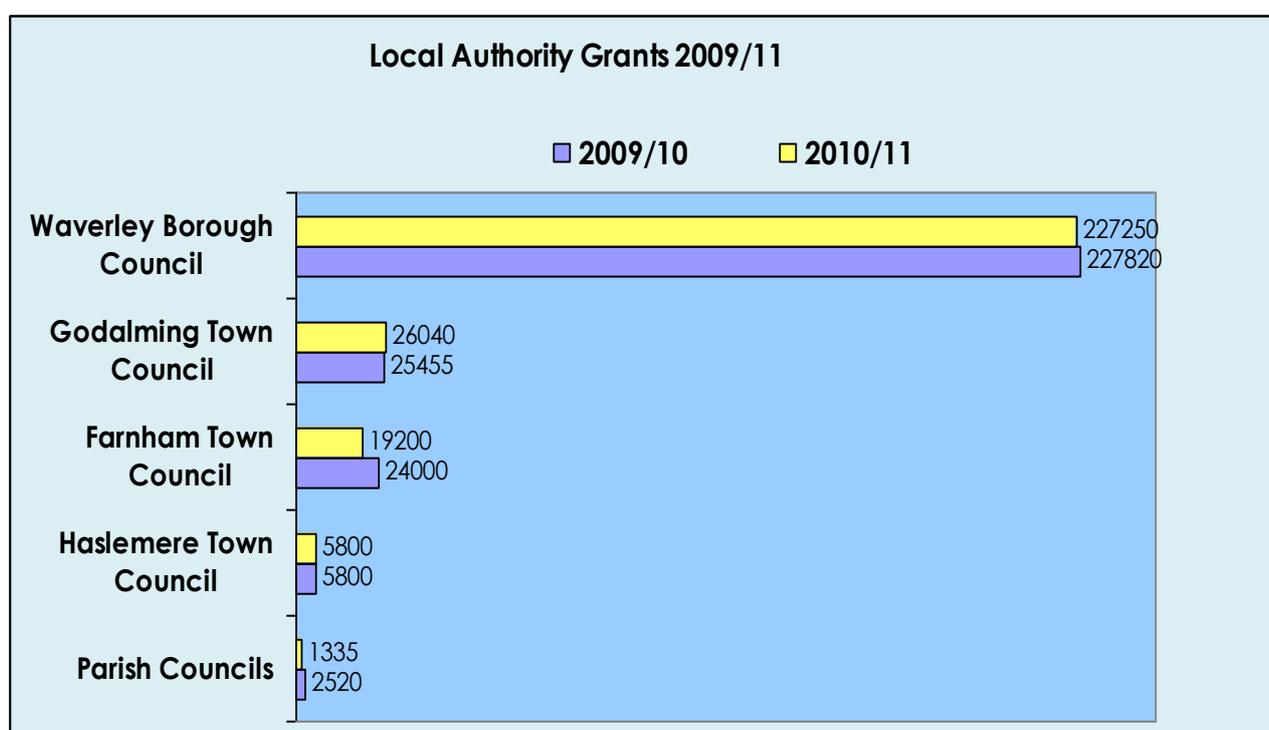
The costs of our move amounted to £13500. In addition, we had to spend a further £17500 of capital expenditure to fit out our new office to our specifications. This cash outlay has been met from accumulated funds, but we are continuing to raise funds to restore our financial reserves.

Funds and Reserves

In view of the significant capital expenditure on the Godalming move, and our continued need to invest in IT equipment, the Trustees resolved to create a Designated Fund to recognise the value of our fixed assets. This has meant a slight re-statement of last year's accounts in order to maintain consistency. This change will mean that the balance on our Unrestricted Funds will more closely reflect our available financial resources. It is the Trustees' view that the balance on our Unrestricted Funds should be equivalent to three months' operating expenditure. At 31 March, unrestricted funds were £88329 whereas three months' running costs are estimated at £81024.

Funding

We are grateful to all our local councils for their continuing financial support.



Funding was also received from a number of different organisations for specific projects. Further details of these projects and the funding are given in Note 9. We are grateful to all of these donors for their support.

Charitable Expenditure

The charity fulfils its charitable objectives by the operation of four fixed outlets and a number of outreach services. These are supported by a small central team. Their costs amount to less than 20% of our total costs. Governance costs are also less than 1% of our total expenditure.

Future Plans

As with many charities at this time, CA Waverley faces the prospect of increasing demand for its services alongside reducing levels of local authority financial support. With this in mind, in 2010/11 the Charity began a review of all of its services aimed at identifying how it could deliver them better and at less cost.

This review identified some valuable opportunities for better collaboration and coordination with other organisations, including other CABs across the county. The newly formed Citizens Advice Surrey, a consortium of 12 of the 14 bureau across the county, is designed to play a key role in helping to deliver these opportunities.

However the Charity cannot depend on these opportunities alone to deliver the savings required to meet the anticipated reductions in funding over the next few years. In 2011/12 it will, therefore, return to the question of whether the current infrastructure is sustainable over the longer-term.

Trustees' Responsibilities in respect of these Accounts

Company law requires Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company at the year-end and of the net incoming resources of the charitable company for the year then ending. In preparing these financial statements, Trustees are required to:

- select suitable accounting policies;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare financial statements on a going-concern basis unless it is inappropriate to assume that the company will continue on that basis

Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company, and to enable it to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Board on and signed on their behalf

Norma Corkish
Chair

Independent Examiner's Report to the Trustees of Citizens Advice Waverley

I report on the accounts of the company for the year ended 31st March 2011 which are set out on pages 14 to 23.

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. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ICAEW.

Having satisfied myself that the charity is not subject to an 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;
- follow the procedures laid down in the general Directions given by the Charity Commission (under section 43(7)(b) of the Act, as amended); and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with 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 221 of the Companies Act 1985 and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 226A of the Companies Act 1985 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.

D Coupland FCA
PPK Accountants
Evolution House
2-6 Easthampstead Road
Wokingham RG40 2EG
Date:

Statement of financial activities

Consolidated statement of financial activities for the year ending 31st March 2011						
	Notes	Restricted Funds	Designated Funds	Unrestricted Funds	Total 2011	Total 2010
		£		£	£	£
INCOMING RESOURCES:						
Incoming resources from charitable activities						
Voluntary Income	3			337204	337204	336496
Investment income	3			196	196	447
Income from Charitable Activity	3	37718		24179	61987	42713
TOTAL INCOMING RESOURCES		37718		361579	399297	379656
RESOURCES EXPENDED:						
Charitable activities	4	38291	13205	321681	373177	375057
Governance	4			2415	2415	4427
TOTAL RESOURCES EXPENDED		38291	13205	324096	375592	379484
NET MOVEMENT IN FUNDS		(573)	(13205)	37483	23705	172
Transfer Capital Expenditure			32446	(32446)	0	0
NET MOVEMENT AFTER TRANSFERS	5	(573)	19241	5037	23705	172
TOTAL FUNDS AT 1st April 2010, as restated.	6	9065	16862	83292	109219	109047
TOTAL FUNDS AT 31st MARCH 2011		8492	36103	88329	132924	109219

All the company's recognised gains or losses are shown above. The movement on reserves is shown above.

Consolidated Balance Sheets as at 31st March 2011						
	Notes	Restricted Funds	Designated Funds	Unrestricted Funds	Total 2011	Total 2010
		£	£	£	£	£
Fixed Assets						
Tangible assets	7		36103		36103	16862
Current Assets						
Debtors	8	300		4319	4619	10085
Cash at bank and in hand		8192		95410	103602	98447
		8492		99729	108221	108532
Creditors falling due within one year	8			11400	11400	16174
Net Current Assets		8492		88329	96821	92357
Net Assets		8492	36103	88329	132924	109219
Funds						
Restricted	9				8492	9065
Designated	7				36103	16862
Unrestricted					88329	83292
Total					132924	109219

The directors are satisfied that the company was entitled to exemption from audit under section 249A(1) of the Companies Act 1985 and that members have not required an audit in accordance with subsection (2) of section 249B .

The directors acknowledge their responsibilities for:

- i ensuring that the company keeps accounting records which comply with section 221; and
- ii preparing accounts which give a true and fair view of the state of affairs of the charitable 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 226, and which otherwise comply with the requirements of this Act relating to accounts, so far as applicable to the charitable company.

The financial statements were approved by the directors on and were signed on their behalf by:

N Corkish , Chair

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

1 Share capital and members' liability

The charitable company is limited by guarantee and does not have a share capital. In the event of the charitable company being wound up every member, whilst he or she is a member, or within one year after he or she ceases to be a member, undertakes to contribute to the assets of the company such amount as may be required not exceeding one pound.

2. Accounting policies

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the charitable company's financial statements.

(a) Basis of preparation

- (i) The financial statements have been prepared in accordance with the Companies Act 1985 and the Statement of Recommended Practice "Accounting by charities" (SORP 2005).
- (ii) Under Financial Reporting Standard 1 (Revised), the charitable company is exempt from the requirement to prepare a cash flow statement on the grounds of its size.
- (iii) The financial statements include the charities that were merged on the 1st April 2006. The assets of the other offices have been donated to the company and are included under income.

(b) Incoming resources

Donations, Bank Interest and Other Income are accounted for when received. Other incoming resources (grants) are accounted for when receivable.

(c) Fund accounting

- (i) The unrestricted funds consist of funds which the charitable company may use for its purpose at its discretion in furtherance of the general charitable objectives of the company.
- (ii) Designated funds represent the net book value of the Company's fixed assets.
- (iii) The restricted funds are those where the donor has imposed specific conditions.

(d) Expenditure

All expenditure is stated inclusive of any relevant VAT, which cannot be recovered and is accounted for on an accruals basis.

(e) Fixed assets and depreciation

Individual fixed assets costing more than £400 are capitalised at cost.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset over its expected useful life, as follows.

Leasehold Improvements	6.66%-10% straight line basis
Office Equipment	33.33% straight line basis
Demonstration Centre Project	33.33% straight line basis

Assets taken over from Farnham and Godalming Citizens Advice Offices at 1 April 2006 have been included in the accounts at their original cost less accumulated depreciation.

(f) Leases

Where the company enters into leases that entail taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a "finance lease". There were no finance leases in force during the year. All other leases are treated as "operating leases" and the rental charges are charged to the income and expenditure account as they are incurred.

(g) Intangible Income

The company enjoys considerable support of volunteers in all areas of its activities and no monetary value is placed on this benefit in these accounts.

(h) Taxation

Being a registered charity, the charity is exempt from Corporation Tax on any surplus or gain arising, but not from VAT.

(i) Trustee Remuneration & Expenses

No trustee received any remuneration in either the current or previous year.

notes to the financial statements

3 Incoming Resources

	Restricted Funds	Unrestricted Funds	Total 2011	Total 2010
	£	£	£	£
Local Authority Grants		279625	279625	285595
Donations and Legacies		55875	55875	48733
Other Ordinary Income		1704	1704	2169
Voluntary Income		337204	337204	336496
Investment income		196	196	447
Income from Charitable Activity	37718	24179	61897	42713
Total Income	37718	361579	399297	379656

4 Total Resources Expended

	Restricted Funds	Designated Funds	Unrestricted Funds	Total 2011	Total 2010
	£		£	£	£
Salaries (Note 10)	31385		169659	201044	215180
Premises (Note 11)			89106	89106	86724
Telephone	563		9654	10217	9174
Travel			12820	12820	14227
Training costs	3224		10227	13451	6572
Office Running Costs	145		24617	24762	23879
Other	2974		5598	8572	12667
Depreciation		13205		13205	6634
Charitable Activities	38291	13205	321681	373177	375057
Governance			2415	2415	4427
Total Expense	38291	13205	324096	375592	379484

notes to the financial statements

5 Re-statement of opening funds				
	Restricted Funds £	Designated Funds £	Unrestricted Funds £	Total £
Funds at 31 March 2010, as originally reported	16420		92799	109219
Transfer of the net book value of fixed assets at 31 March 2010 (Note a)	(11203)	16862	(5659)	0
Other transfer (Note b)	3848		(3848)	0
Opening Funds at 1 April 2010, as re-stated	9065	16862	83,292	109219

- a) The Trustees resolved to record the Company's tangible fixed assets in a specific Designated Fund. This transfer represents the net book value of the Company's fixed assets at the end of the previous financial year.
- b) In 2009, the Trustees sold a vehicle which had been used on the Mobile Rural Advice Project, a restricted fund. This transfer represents the sale proceeds from the vehicle. The amount is now shown as part of the balance of the Financial Literacy Project in restricted funds.

6 Operating Surplus

	Total 2011 £	Total 2010 £
The operating surplus is stated after charging:		
Reporting Accountants' Fee	1200	1175
Depreciation	13205	6634

notes to the financial statements

7 Tangible Fixed Assets - as at 31 March 2011

	Designated Funds					
	Leasehold Buildings Haslemere	Leasehold Improvements Godalming	Office Equipment & Furniture	IT Office Equipment	Office Equipment & Furniture	Total
	£	£	£	£	£	£
Cost						
As at beginning of year	34310		464	4537	37197	76508
Additions		17469		14977		32446
Disposals						
As at end of year	34310	17469	464	19514	37197	108954
Depreciation						
As at beginning of year	25135		309	1512	32689	59646
Depreciation 2009/10	2285	1746	155	6505	2514	13205
Disposals						
As at end of year	27420	1746	464	8017	35203	72851
Net Book Value						
As at 31 March 2011	6890	15723	0	11497	1994	36103
As at 31st March 2011	9175	0	155	3025	4508	16862

notes to the financial statements

8 Creditors and Debtors - as at 31st March 2011						
Debtors	Restricted Funds £	Unrestricted Funds £	Total 2011 £	Total 2010 £		
Sundry Debtors	300		300			
Prepayments		4319	4319	10085		
Total	300	4319	4619	10085		
Creditors						
	Restricted Funds £	Unrestricted Funds £	Total 2011 £	Total 2011 £		
Sundry Creditors		1982	1982	12724		
Accruals		9418	9418	2451		
Total		11400	11400	16174		
9 Restricted Funds						
	Balance at 1/4/10 £	Incoming resources £	Expenditure in the period		Balance at 31/3/11	
			Salaries £	Training & Other £	Current Assets £	Total £
Outreach Projects						
Farnham Over 60 Home Visits	371	8992	8127		1236	1236
Loseley Fields CC	36	615	651		0	0
SMART	36	615	651		0	0
District Outreach Project		7260	2520		4740	4740
Volunteer Training						
Training - District	723			723	0	0
Other Projects						
Capacity builders	1803			1803	0	0
Additional Hours Project		12561	11130	1431	0	0
Financial Literacy Project	4064	7675	8938	285	2516	2516
Celebrating Surrey Project	2032			2032	0	0
Total Restricted Funds	9065	37718	32017	6274	8492	8492

Notes on Restricted Funds

Farnham over 60s Home Visits

Funding for this post in 2010/11 is provided by a grant from the Farnham Charity Catalyst.

Outreach - St Mark's Active Residents Team (SMART) - Loseley Fields Children's Centre

These two organisations received funds from Surrey County Councillors to purchase outreach advice sessions from Citizens Advice Waverley. This work continues as part of the District Outreach Project.

District Outreach Project

Funding has been received from Lloyds TSB Foundation for outreach programmes in six locations in Waverley, including the continuation of the outreaches at St Mark's and Loseley Fields.

Training

This represents the balance of a grant in 2009/10 from Surrey County Council used to provide training for paid staff and advisers across the district.

Additional Hours of Advice Project

This grant was provided under the Department for Business, Enterprise and Regulatory Reform and HM Treasury Additional Hours project in partnership with Citizens Advice to support the provision of additional hours of advice across the four bureaux from February 2009-March 2011 to help meet the anticipated increase in demand for this service resulting from the current economic downturn.

Financial Literacy Project

This project has been jointly funded by the Money Saving Expert Charitable Trust and the Citizens Advice Nationwide Grant.

Celebrating Surrey

These funds represent a donation in 2009/10 from a private arts patron to commission a piece of music celebrating the 70th anniversary of the Citizens Advice service, to be premiered at the Surrey Arts "Celebrating Surrey" day. The money was fully spent in the year.

10 Salary Costs	Total 2011	Total 2010
	£	£
Central Staff	68732	73184
Bureau Operations from General Funds	92166	96475
Staff Cost from Unrestricted Funds	160898	169659
Bureau Operations from Restricted Funds	32017	31385
Total	192915	201244

During the year CA Waverley employed sixteen part-time paid staff (6.58 FTE.) There were no highly paid staff.

The Company does not operate a pension scheme. New employees are given a contribution towards pension, calculated at 6% of their salary, on completion of 6 months' service, backdated to the commencement of their employment.

No Director received any remuneration in either 2010/11 or 2009/10.

11 Operating Lease Commitments

As at 31st March 2011 the company had annual commitments under non-cancellable operating leases as set out below:

Cranleigh

The Cranleigh outlet in Village Way, Cranleigh is built on land belonging to Cranleigh Parish Council and leased long-term to Waverley Borough Council, who charge a rent of £8,750 per annum.

Farnham

The Farnham outlet is leased from Waverley Borough Council for five years starting in 2005, for £18,400 per annum. The Company is negotiating with Waverley Borough Council for an extension.

Godalming

The lease of the Godalming premises in Queen Street was terminated on 31st December 2010. Citizens Advice Waverley has taken a 10 year lease from Waverley Borough Council for premises in Bridge Street at a rent of £20,000 per annum from 1st January 2011.

Haslemere

The Haslemere outlet is leased from a private landlord for a term of 15 years from 15 June 1999. The current rent is £13000 per annum and is reviewed every 4 years, at which point there is a termination option. We completed the second review on 15 June 2007.