

**Here to help
Whoever you are
Whatever the problem**



Citizens Advice Waverley

**Report and Financial Statements
For the year ended 31 March 2012**



As my last report as Chair it is interesting to reflect on the six years since Citizens Advice Waverley began.

The changes introduced then, with a borough-wide advice line and appointment system, continue to be central to providing an effective and efficient service to clients. They enable us to resolve remotely a significant number of clients problems, freeing up scarce resources for our essential face-to-face work for those with more complex needs.

The quality of our service also continues to be high. Our second Citizens Advice audit last July recognised a “commendable 13%” improvement in our quality of advice and that “quality was consistently high across the District.”

We should all feel proud of Citizens Advice Waverley, both within the service and our Councils, for the part played in creating what we have today. I thank them all, our Trustees, our staff, our more than 150 volunteers, Waverley Borough Council, our Town Councils, our Parish Councils and those individuals who have supported us in numerous ways, for the part they have played and for providing me with the privilege of being involved in something truly embedded in our community.

But we can't stand still. Whilst our local authorities clearly value our work their financial support has decreased. Only through prudent housekeeping have we been able to continue the service at its current levels. We recognise that in our harsh economic climate and the impending welfare benefit changes, the demands on our service are only likely to increase.

So as I depart, more change is inevitable, whether through building on our success in community fundraising, creating stronger partnerships with other local bureaux and organisations or greater use of IT, such as web based support.

A handwritten signature in black ink, which appears to read 'Norma Corkish'. The signature is written in a cursive style.

Norma Corkish, Chair of Trustees



This was a year of significant challenge, with continuing high demand for our services against a backdrop of reducing local authority funding.

Highlights included:

- being recognised by Citizens Advice as delivering a quality of service that is amongst the best in the country
- raising more money than any other CAB in England through our community fundraising and donations
- officially opening our new Godalming advice centre.

In response to a third year of reductions in local authority funding (totalling nearly **£15,000** over that period) we minimised our salary costs through restructuring our staff team, cutting the opening hours at our Farnham bureau and the reducing the capacity of our telephone helpline. We also increasingly turned to the local community for their direct financial support, running seven separate fundraising events that, together with donations from local charitable trusts and individual benefactors, raised over **£54,000**.

As a result we were still able to:

- help nearly **6,000** local people (nearly **7%** of the adult population) with over **25,800** issues
- provide budgeting advice to an additional **756** financially vulnerable people and
- offer volunteering opportunities to over **150** local people.
-

In addition our work in 2011/12 strengthened the local community by:

- **reducing social exclusion** through raising clients' incomes, helping people back into work and empowering them to manage their own issues
- **improving mental health and physical wellbeing** by reducing anxiety, stress, depression and associated ill health by providing the help people need to manage their problems
- **reducing discrimination** by providing redress for people experiencing discrimination, unfair dismissal or poor goods or services
- **saving taxpayers' money** by reducing burdens on local authorities and the NHS
- **improving people's lives** by campaigning for social justice and providing local volunteering opportunities that raise the skills base of local people
- **reducing homelessness** by helping manage housing debts.

Phil Davies
-District Manager

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For the year ending 31 March 2012

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The Trustees of Citizens Advice Waverley have pleasure in presenting the Annual Report and Financial Statements for the year 1 April 2011 to 31 March 2012.

History

Citizens Advice Waverley was established on 1 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 27 March 2006. It is also a charity registered with the Charity Commission (registration number 1098859).

Registered Office

36 Bridge Street
Godalming
Surrey
GU7 1HP

Independent Examiner

PPK Accountants
Evolution House
2-6 Easthampstead Road
Wokingham
Berks RG40 2EG

Bankers

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 2011/12 were:

Norma Corkish	(Chair-reappointed 9 October 2009)
Michael Taylor	(Treasurer-appointed 22 October 2010)
Stuart Spencer	(reappointed 9 October 2009)
Andrew Higgs	(reappointed 22 October 2010)
John Vardon	(reappointed 22 October 2010)
Dr Chris Tibbott	(reappointed 28 October 2011)
Jo Reynolds	(reappointed 28 October 2011)
Frank Bennett	(appointed 9 October 2009)
Larry Westland	(appointed 9 October 2009)
Maureen Swage	(appointed 22 October 2010)
David Travers Smith	(Treasurer up to 22 October 2010, co-opted thereafter)

The Company Secretary during 2011/12 was Stuart Spencer.

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 Manager, who is 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 2011 to have due regard to the Charity Commission's general guidance on public benefit.

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 and monitors members' compliance with 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 Objective

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 2011/12 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
- providing outreach services in five locations of significant social deprivation within Waverley (Ockford Ridge and Binscombe in Godalming and Sandy Hill, the Chanty and Wrecclesham 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 thorough and on-going training. Their work is regularly monitored and quality assured.

In 2011/12, more than **140** volunteers freely donated a total of more than **50,000** hours of their time. This is estimated to have been worth well over **£750,000** to the Charity.

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.

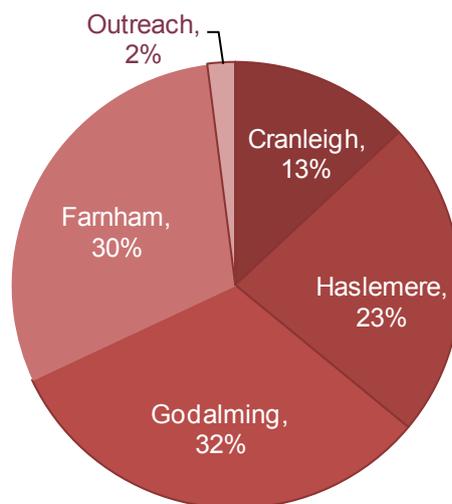
The charity believes that to be truly effective it should participate in and contribute to regional and national Citizens Advice initiatives and influence its policy and decision-making processes.

These values underpin everything that the charity does.

Operational Review

Over the reporting period we helped nearly **6,000** local people with nearly **26,000** issues. The chart on page 8 shows the distribution of our work between our four advice centres.

Distribution of clients



Our work during the report period helped to:

reduce social exclusion by

- raising income for over one third of our clients
- securing nearly **£2.25 million** in unclaimed financial entitlements for more than **350** clients
- providing information, advice and support on nearly **26,000** different issues
- getting one third of CAB volunteers nationally back into paid work.

improve mental and physical wellbeing;

- 15%** of clients surveyed said they felt 'some difference' to their health
- 35%** of clients surveyed said they felt 'a lot of difference' to their peace of mind and
- 30%** of clients surveyed felt 'a lot of difference' to their self-confidence in handling their own problems.

reduce discrimination by

- resolving over **2,700** employment related issues for over **1,000** clients (9.5% of whom were disabled and 12% under 24 years old).
- resolving over **600** service related issues for more than **400** clients (13% of whom were disabled and 5% under 24 years old).

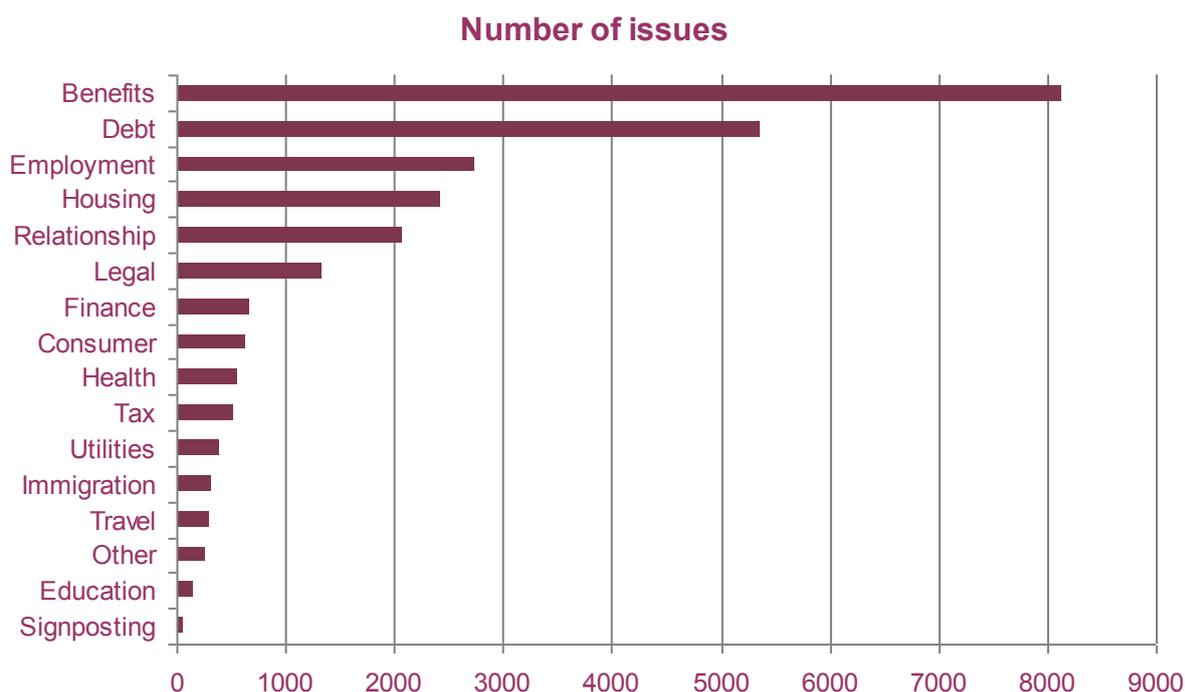
save taxpayers money by:

- helping to prevent homelessness for **153** local people
- reducing stress, depression and related ill-health by helping clients to resolve their problems.

improve people's lives by:

- using evidence gathered in our work with clients to identify and report on **315** separate incidents in which the law or policy was ineffective or unfair
- providing volunteering opportunities for over **150** local people and
- training **21** new people in advisory work.

The chart on page 9 shows the range of issues on which local people sought our help.

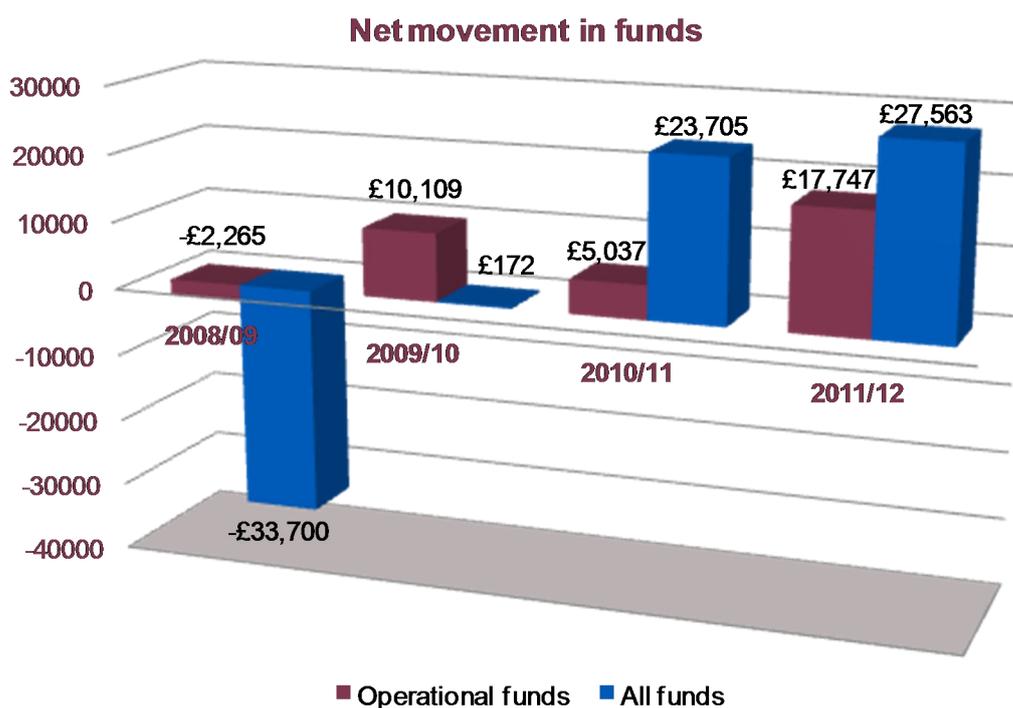


Additionally our “MoneyMatters” training programme helped over **750** financially vulnerable local people to improve their skills and confidence in managing their money.

Financial Review

General

The attached accounts show the financial results for the year. In summary, operating funds rose by **£17,747** and total funds by **£27,563**. The main reasons for this result are the reduction in the employment costs of the paid staff and an increase in the level of community fundraising.



Funds and Reserves

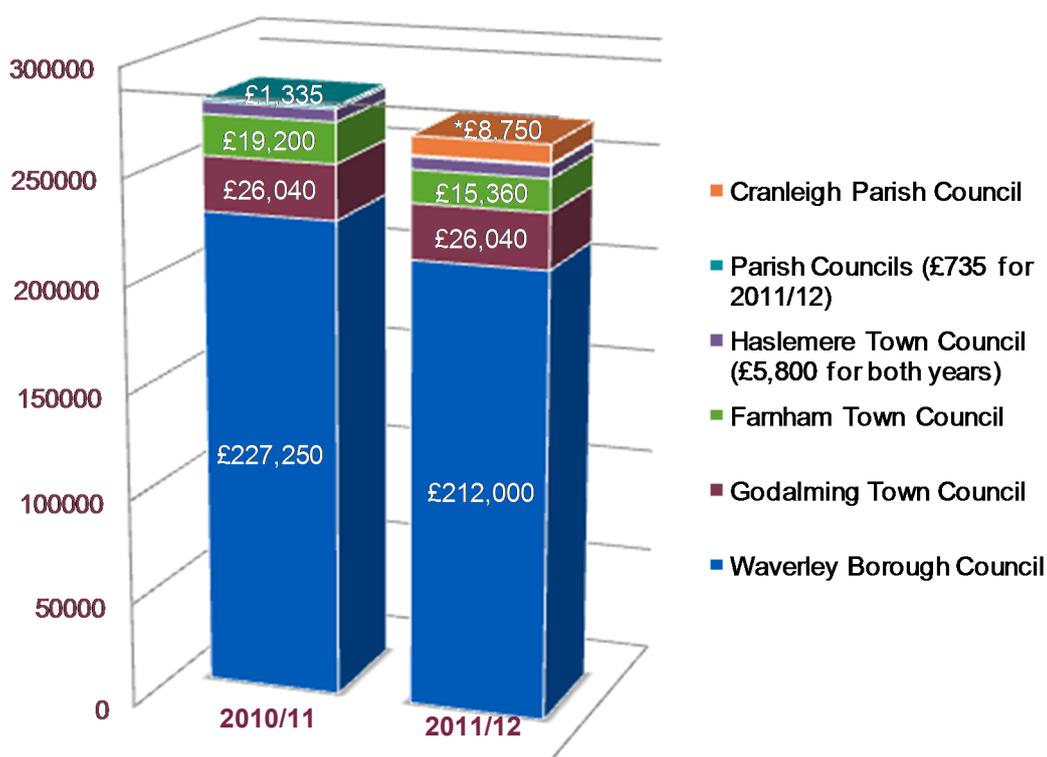
It is the Trustees' view that the balance on our Unrestricted Funds should be equivalent to three months' operating expenditure. At 31 March 2012, unrestricted funds were above this target. The Trustees have been prudent in their capital investment over the last few years due to the climate of financial uncertainty surrounding the future. The Trustees now intend to invest further to ensure that our IT systems are able to handle the growing complexity of our clients' needs.

Funding

The Trustees 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.

Local Authority Grants



* The figure of support from Cranleigh Parish Council represents an in-kind donation of the value of the rent on the premises that it has made available to us on a rent-free basis since 1 April 2011.

Future Plans

During the period of this report the charity undertook a significant restructuring of its paid core staff team, which helped to deliver salary cost savings worth almost **£20,000**.

However, the charity recognises that it must still further consider whether its current structures are sustainable and appropriate to meet the anticipated need for its services over the longer term. This is particularly relevant when we have evidence that the need for our services is likely to continue to grow. As part of this review we will look at whether there are better ways of collaborating with other organisations, including other Citizens Advice services locally.

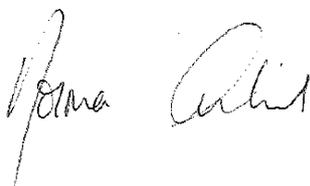
Trustees' Responsibilities in respect of these Accounts

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 2006. 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 4 October and signed on their behalf:



Norma Corkish, Chair of Trustees

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

I report on the accounts of the company for the year ended 31 March 2012 which are set out on pages 13 to 21.

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 exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ACCA.

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 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission (under section 145 (5) (b) of the 2011 Act); 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 386 of the Companies Act 2006 and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

J Brooks FCCA
PPK Accountants
Evolution House
2-6 Easthampstead Road
Wokingham RG40 2EG
Date: 12 October 2012



Statement of Financial Activities

Statement of financial activities for the year ending 31 March 2012						
	Notes	Restricted Funds	Designated Funds	Unrestricted Funds	Total 2012	Total 2011
		£		£	£	£
INCOMING RESOURCES:						
Incoming resources from charitable activities						
Voluntary Income	3			325452	325452	337204
Investment income	3			219	219	196
Income from Charitable Activity	3	26372		18214	44486	61987
TOTAL INCOMING RESOURCES		<u>26372</u>		<u>343885</u>	<u>370257</u>	<u>399297</u>
RESOURCES EXPENDED:						
Charitable activities	4	16556	13113	309684	339353	373177
Governance	4			3341	3341	2415
TOTAL RESOURCES EXPENDED		<u>16556</u>	<u>13113</u>	<u>313025</u>	<u>342694</u>	<u>375592</u>
NET MOVEMENT IN FUNDS		<u>9816</u>	<u>(13113)</u>	<u>30860</u>	<u>27563</u>	<u>23705</u>
Transfer Capital Expenditure			1714	(1714)	0	0
NET MOVEMENT AFTER TRANSFERS		9816	(11399)	29146	27563	23705
TOTAL FUNDS AT 1 April 2011		8492	36103	88329	132924	109219
TOTAL FUNDS AT 31 MARCH 2012		<u>18308</u>	<u>24704</u>	<u>117475</u>	<u>160487</u>	<u>132924</u>

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

Balance Sheet

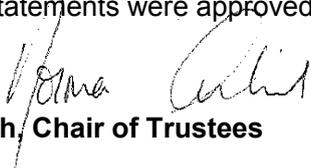
Balance Sheet as at 31 March 2012						
	Notes	Restricted Funds	Designated Funds	Unrestricted Funds	Total 2012	Total 2011
		£	£	£	£	£
FIXED ASSETS						
Tangible assets	6		24704		24704	36103
CURRENT ASSETS						
Debtors	7			12085	12085	4619
Cash at bank and in hand		18308		132558	150866	103602
Creditors falling due within one year	7	18308	24704	144643	162951	108221
NET CURRENT ASSETS		18308		117475	135783	96821
NET ASSETS		18308	24704	117475	160487	132924
FUNDS						
Restricted	8				18308	8492
Designated	6				24704	36103
Unrestricted					117475	88329
TOTAL FUNDS					160487	132924

The directors are satisfied that the company was entitled to exemption from audit under section 477 of the Companies Act 2006 and that members have not required an audit in accordance with section 476.

The Trustees acknowledge their responsibilities for:

- i ensuring that 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 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 sections 394 and 395, 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 4 October 2012 and were signed on their behalf by:


Norma Corkish, Chair of Trustees

Notes to the financial statements for the year ending 31 March 2012

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 2006 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.

(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

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. Reimbursed expenses totalled £748 (£428 in 2010/11).

Notes to the financial statements

3 Incoming Resources

	Restricted Funds	Unrestricted Funds	Total 2012	Total 2011
	£	£	£	£
Local Authority Grants		270685	270685	279625
Donations and Fundraising		54235	54235	55875
Other Ordinary Income		262	262	1704
Voluntary Income		325452	325452	337204
Investment Income		219	219	196
Income from Charitable Activity	26372	18214	44486	61897
Total Income	26372	343885	370257	399297

4 Resources Expended

	Restricted Funds	Desig- nated Funds	Unrestricted Funds	Total 2012	Total 2011
	£		£	£	£
Salaries (Note 9)	16556		152164	168720	201044
Premises (Note 10)			89604	89604	89106
Telephone			12059	12059	10217
Travel			16453	16453	12820
Training costs			8928	8928	13451
Office Running Costs			26921	26921	24762
Other			3555	3555	8572
Depreciation		13113		13113	13205
Charitable Activities	16556	13113	309684	339353	373177
Governance			3341	3341	2415
Total Resources Expended	16556	13113	313025	342694	375592

Notes to the financial statements

5. Operating Surplus	Total 2012	Total 2011
	£	£
The operating surplus is stated after charging:		
Independent Examiner's Fee	1200	1200
Depreciation	13113	13205

6. Tangible Fixed Assets	Designated Funds				Total
	Leasehold Buildings Haslemere	Leasehold Improvements Godalming	IT Office Equipment	Office Equipment & Furniture	
	£	£	£	£	£
Cost					
As at 1 April 2011	34310	17469	19977	37197	108953
Additions	-	-	1714	-	1714
Disposals					
As at 31 March 2012	34310	17469	21691	37197	110668
Depreciation					
As at 1 April 2011	27420	1746	8481	35203	72850
Charge for the year	2296	1747	7076	1994	13113
As at 31 March 2012	29716	3493	15557	37197	85963
Net Book Value					
As at 31 March 2012	4594	13976	6134	0	24704
As at 31 March 2011	6890	15723	11497	1994	36103

Notes to the financial statements

7. Debtors and Creditors			
Debtors	Unrestricted Funds £	Total 2012 £	Total 2011 £
Sundry Debtors	7502	7502	300
Prepayments	4583	4583	4319
Total	12085	12085	4619
Creditors			
	Unrestricted Funds £	Total 2012 £	Total 2011 £
Sundry Creditors	0	0	1982
Accruals	19138	19138	9418
Deposits	8030	8030	0
Total	27168	27168	11400

Deposits represent cash received for a fundraising event that took place in April 2012.

8. Restricted Funds				
	Balance at 1/4/11 £	Incoming resources £	Expenditure in the period Salaries £	Balance at 31/3/12 Total £
Outreach Projects				
Farnham Over 60 Home Visits	1236	8500	6562	3174
District Outreach Project	4740	966	2407	3299
Other Projects				
Financial Literacy Project	2516	16906	7587	11835
Total Restricted Funds	8492	26372	16556	18308

Notes on Restricted Funds

Farnham over 60s Home Visits

Funding for this post is provided by a grant from the Farnham Charity Catalyst.

District Outreach Project

Funding has been received from Lloyds TSB Foundation for outreach services in Waverley.

Financial Literacy Project

This project has been jointly funded by a number of local charities.

9. Salary Costs	Total 2012 £	Total 2011 £
Central Staff	55200	73184
Bureau Operations from General Funds	96964	96475
Staff Cost from Unrestricted Funds	152164	169859
Bureau Operations from Restricted Funds	16556	31385
Total	168720	201044

During the year Citizens Advice Waverley employed sixteen part-time paid staff (5.76 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 Trustee received any remuneration in either 2011/12 or 2010/11.

10 Operating Lease Commitments

As at 31 March 2012 the company had annual commitments under non-cancellable operating leases as set out below:

Cranleigh

The Cranleigh outlet in Village Way, Cranleigh is occupied rent free from Cranleigh Parish Council. A figure of £8,750, the open market rental value of the premises, is included in premises costs and in local authority grants.

Farnham

The Farnham outlet is leased from Waverley Borough Council for three years starting in 2008, for £18,400 per annum. The company is holding over whilst negotiating with Waverley Borough Council for an extension.

Godalming

The Godalming premises are leased from Waverley Borough Council under a 10-year lease from 10th January 2011 at a rent of £20,000 per annum.

Haslemere

The Haslemere outlet is leased from a private landlord for a term of 15 years from 15 June 1999. The current rent is £14,000 per annum with effect from 15 June 2011.