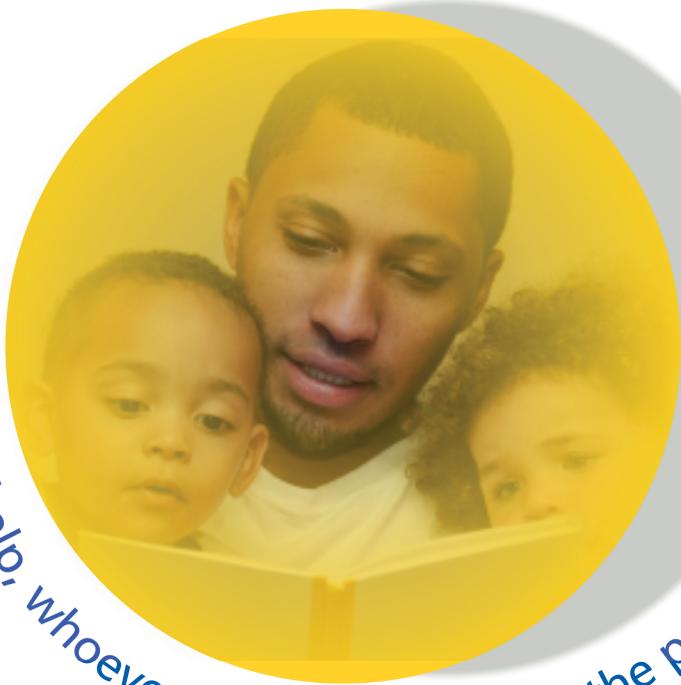


Annual Accounts 2012/13

Citizens Advice Waverley



Providing solutions to life's problems



Here to help, whoever you are, whatever the problem

Chair's Report

Our volunteers and paid staff ensure that everything we do benefits our clients

We are very proud of the positive impact our work has on the lives of countless local people

Big Lottery funding provides crucial investment to meet ever increasing challenges

I have been particularly struck in my first year as Chair by the quality, skills and dedication of our volunteers and paid staff, and their keen focus on ensuring that everything we do benefits our clients.

I am very grateful for the generous support that has been provided to me by my colleagues on the Trustee Board, the paid staff team and our volunteers. We should all feel very proud of the positive impact that our work has on the lives of countless local people.

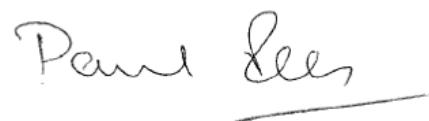
This year saw the departure of two familiar faces from our Trustee Board. Norma Corkish played a leading role in bringing together three separate organisations to form Citizens Advice Waverley in 2006 and skilfully leading it for six years. She has provided me with invaluable support as I have taken up my new role. We wish her well in her new role as Chair of Citizens Advice Surrey. Frank Bennett also spent three years on the Board, in particular providing expert advice on developing our IT facilities. I would like to thank them both for their commitment to the work of Citizens Advice Waverley.

We are all conscious of the implications of the Welfare reform agenda. These changes have only just started and we can expect their effects to continue for several years to come. This both increases the demand for advice from our clients as well as requires our advisors to learn what amounts to a complete new set of regulations.

We are all equally aware of the financial pressures on both our Local Authorities and our local community, our key sources of funding. This has an inevitable impact on our own funding. These challenges make it ever more important to be sure that we are focussed on helping our clients as efficiently and effectively as possible.

During the year we submitted a bid to the Big Lottery for funding to enable us to transform the way we and our partners in this project, Age UK Waverley and Waverley Borough Council, provide advice services in the Borough. This has provided the impetus to revisit what services our clients need, how and when they are delivered and the way we operate. We have recently been informed that this bid was successful and so we are just starting this exciting project. This funding provides the crucial investment we need to transform what we do to meet the ever increasing challenges we face. I am confident that the commitment and resourcefulness of our team will ensure that this exciting opportunity provided by the Big Lottery delivers a real step-change to the local provision of vital information and advice services within Waverley.

I look forward to reporting next year on progress on this project and in improving the services we provide to our clients.


Paul Rees

Paul Rees

District Manager's Report

The continuing tough economic outlook and prospect of wholesale reform of the benefits system mean that many more local people now face an uncertain future. This makes the availability of our free, impartial information, advice and advocacy services more important than ever.

In 2012/13 we continued to meet the high demand for our services despite reduced budgets and resources. This was only possible through pulling out all the stops, using a combination of adaptability, exceptional financial control and the enormous goodwill and dedication of our volunteers and staff team.

Highlights included:

- helping nearly 6,000 local people with over 23,000 different issues
- campaigning on a range of issues affecting our clients such as digital exclusion
- launching a new, modern and engaging website
- signing a Service Level Agreement with Waverley Borough Council that secures their grant funding to us for three years from 1st April 2012
- raising nearly £44,000 through donations and community fundraising events.

The full roll-out of Welfare Reform over the next few years will inevitably increase the need for our advice and support. The exceptional growth in demand for emergency food supplies from local foodbanks over the last year graphically illustrates the difficulties that some local families are already facing.

Meeting this need will not be easy. We cannot simply rely on placing ever-greater demands on our already hard-pressed volunteers and staff. We must find a more sustainable future that harnesses the strengths of partners in the local voluntary sector, drives greater efficiency through more joined-up working, and engages the support of our local communities.

This is the only way that we will be able to continue to provide people with the high quality information and advice services they need, when and how they want them.



Phil Davies

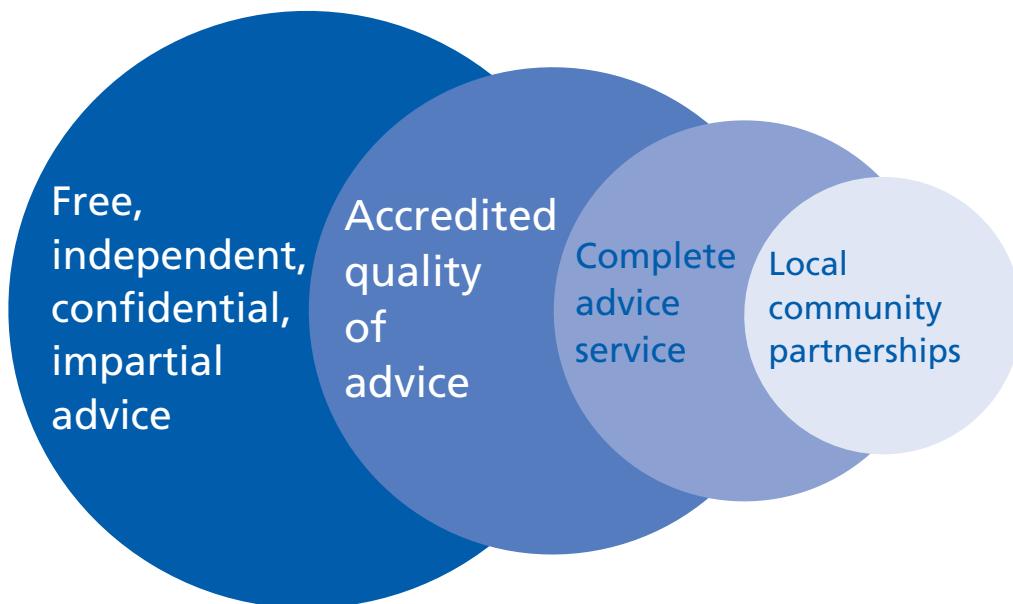
6,000
local
people
helped

23,000
different
issues
handled

£44,000
raised through
donations and
community
fundraising

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Who we are

Citizens Advice Waverley helps 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.

What we do

- we provide free, confidential, impartial advice and information to local people by telephone, email and face-to-face at four advice centres, located in Cranleigh, Farnham, Godalming and Haslemere
- we exercise a responsible influence on the development of social policies and services to ensure that individuals do not suffer through a lack of knowledge or an inability to express their needs effectively



- we deliver a programme of basic training in money management that provides people at risk of financial exclusion and those facing significant new financial responsibilities with the knowledge and skills to manage their money

- we provide outreach services in locations of significant social deprivation within Waverley and home visiting services for people unable to visit their local advice centre because of age or disability.

"We don't know what we would have done without your support."

Our impact

This year our work helped to:

Reduce social exclusion

- secure over £2.8 million in unclaimed financial entitlements for over 450 clients
- provide information, advice and support on over 23,000 different issues (see chart on page 6)

Support working people

- resolve over 2,300 employment related issues for over 700 clients

Save taxpayers money

- prevent 180 families from losing their homes

Improve people's lives

- highlight 385 examples of poor or ineffective law, policy or service
- provide volunteering opportunities for over 150 local people
- resolve over 600 service-related issues for more than 350 clients.

Enhance mental and physical wellbeing

In a survey of clients this year:

- 76% felt a positive difference to their peace of mind
- 71% felt a positive difference to their self confidence
- 20% felt a positive difference to their health.

Highlights of the year

This has been a year of significant change, both for us and our clients. But thanks to the dedication, determination and resourcefulness of our own people we were able to meet the challenges that these changes have presented and to progress as an organisation.

Service Level Agreement

The joint signing of a formal three year Service Level Agreement (SLA) with Waverley Borough Council (WBC) from 1st April 2012 put our long-standing good working relationship on a firm footing. The SLA clearly defines the scope of our work with WBC, recognises where we share common aims and values our mutual independence. By securing our grant funding it also enables us to plan our future with greater certainty. Regular monitoring meetings have helped both parties to build up a better understanding of each others' work and values.

New Website

This year also saw the launch of our new, modern and engaging website. This provides easier access to vital information for our clients, funders and other stakeholders. It has also introduced a much improved e-mail advice option, extending the scope of our service to people who cannot easily contact us by phone or in person.

Fundraising and Donations

Community fundraising has become an increasingly important element of our funding as some of our most loyal supporters have reduced their contributions because of the economic downturn.

Like many other charities, we have found it increasingly challenging to raise money in this way as more local people feel the effects of economic restrictions. However by actively encouraging donations and with a number of successful events organised by our active fundraising group, we were still able to bolster

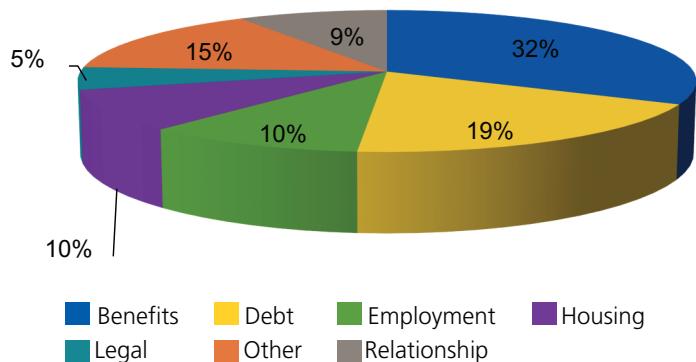
our finances by nearly £44,000 in 2012/13. (This is £10,000 less than in 2011/12).

Partnerships

Examples of the success of partnership working this year included:

- joining with Waitrose, the Orchard Club and the Haslemere Volunteer Centre to set up a new foodbank in Haslemere
- consolidating our over 60s home visiting service in Farnham through agreeing joint-funding arrangements with Age UK Waverley and Microtech, a Farnham based IT business
- helping clients to pay off more than £15,000 of fuel debt through working with the Farnham Lions on their "Wenceslas" project.

Issues Handled



There was a notable increase in the number of clients who, despite being in work, were struggling with issues (see chart above) such as debt, financial entitlements and housing.

Campaigning

This year saw a marked increase in our campaigning work based on a clear work plan by our Social Policy team. Working with other local bureaux where appropriate, we made significant progress in a number of areas including:

- working with Waverley Borough Council to plan for the local impact of Welfare Reform
- publishing the "Claiming with Confidence" report on IT capability amongst benefit claimants
- introducing a new process for collecting local evidence of instances of poor policy or service delivery
- launching a new Twitter account and online blog to raise public awareness of our campaigning work.

"Thank you for all your help, skill and understanding. We come to you and straight away worry is eased. With your wonderful help, I can finally get my life back to normal."

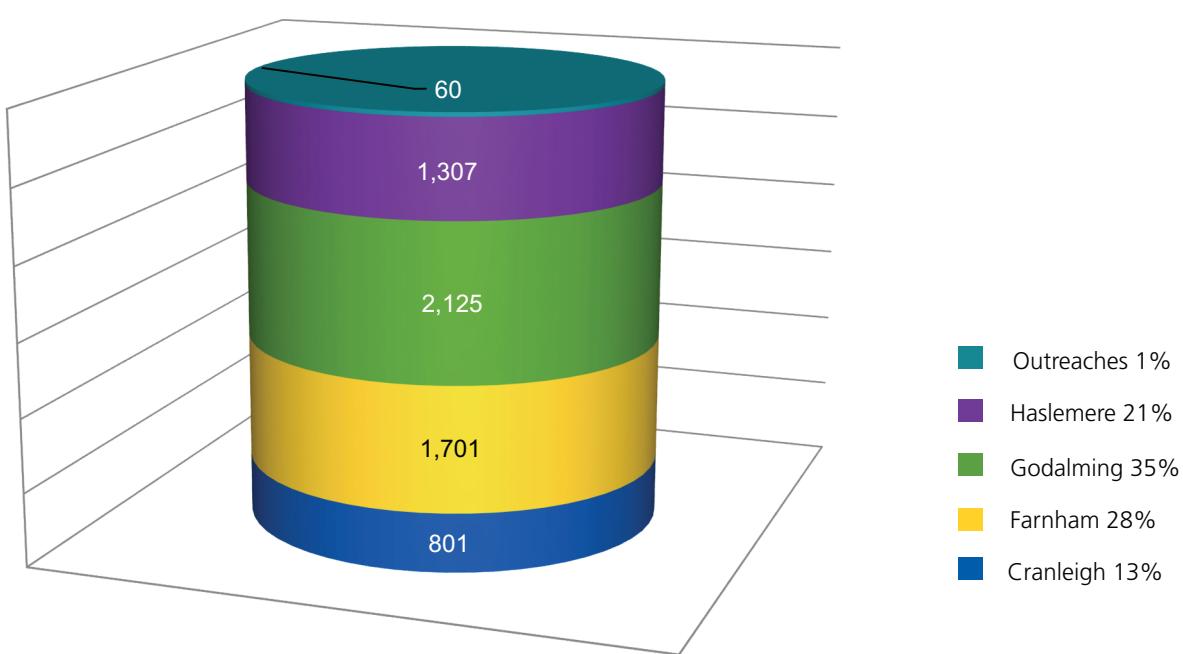
Mrs D, 2012

Financial Capability Training

As well as working with clients to resolve their financial problems we continued our successful "MoneyMatters" training programme, helping financially vulnerable people to improve their skills and confidence in managing their money. We ran sessions at Farnham University of Creative Arts, both at their "Moving On" day and at their Fresher's Fair, and at Elstead and Hale Children's Centre.

We also ran a number of sessions for front-line workers, both at Home-Start Waverley in Haslemere and Farnham, and for our own advisers on the Energy Best Deal.

Distribution of clients



Looking forward

We cannot stand still if we are to continue to meet our clients increasing needs. We must actively seek new and better ways of helping them. We must find different and sustainable sources of income to support our service as the traditional sources of financial support become more difficult to access.

Transforming Advice Services

At the end of 2012 we submitted a bid to the Big Lottery Fund to lead a Waverley project to transform the manner in which local people access advice, and to make these services more sustainable over the long run. This is more important than ever as increasing numbers of local people are expected to need help as they adjust to the combined effects of a tough economic climate and the roll-out of Welfare Reform changes.

We have recently had confirmation that our bid was successful. As the lead partner in this project we will be working closely with Waverley Borough Council and Age UK Waverley to develop closer working links across the advice sector that will ensure that local people can access the help they need, when they need it and in ways that suit their circumstances. This two year project, which will entirely be funded by the grant from the Big Lottery Fund, will commence later this year.

Joining up Services

Along with a number of other Citizens Advice Bureaux across Surrey we will also be actively involved in delivering two new Surrey County Council funded schemes. The first of these, the Local Assistance Scheme, provides emergency financial support to local people in urgent need. We will also form part of Healthwatch Surrey, a new organisation designed to help local people get the best out of their local health and social care services.



In-house changes

On a more operational level, 2013/14 sees the local introduction of PETRA, Citizen's Advice's new national database of client records. This new system will enable better partnership working between bureaux and facilitates better outcomes reporting. The new software it uses is significantly different from the CASE system used to date, and will require our volunteers and paid staff to undertake thorough training.

We must seek
new and better
ways to help our
clients increasing
needs.

Our Organisation

Citizens Advice Waverley comprises more than 150 trained and highly-skilled volunteers providing services direct to clients. Their work is supported, monitored and quality assured by a small team of paid staff. Our volunteers donate more than 58,500 hours of their time each year, estimated to be worth well over £750,000.

Our Values

All of our work is underpinned by our strong belief in:

- providing a high quality and inclusive service that is focussed on client needs, particularly the vulnerable, disenfranchised and socially excluded
- recognising the value of our staff and volunteers and using them to their full potential
- challenging disadvantage and barriers to social inclusion through our social policy work and partnerships with strategic bodies within the borough
- providing sound governance through a Trustee Board working with integrity and transparency
- participating and contributing to regional and national Citizens Advice policy
- leaving a green footprint.

Who we work with

Citizens Advice Waverley has strong working links to a number of other voluntary organisations, both locally and nationally.

We are also a member of Citizens Advice, the operating name for the National Association of Citizens Advice Bureaux, which provides the national framework for

standards and casework and monitors its members' compliance with these standards. We have a Service Level Agreement in place with Waverley Borough Council, that governs our working and financial relationship.

Our Legal Status

Citizens Advice Waverley is a company limited by guarantee (registration number 04823693). It has a Memorandum and Articles of Association, 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
Berkshire
RG40 2EG



Bankers:

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Our charitable aim is defined as "to promote any charitable purpose for the benefit of the community in Waverley and the surrounding area by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress."

**"Your people
were very kind
and non-
judgemental."**

Miss M, 2012

Our Governance and Management

Citizens Advice Waverley is governed by its Directors, who are also the Charity Trustees for the purposes of Charity law. The chart below details those who served during 2012/13.

The Trustee Board is responsible for setting the policy and strategic direction for the charity and assuring that its operating policies fulfil its charitable objectives, legal and contractual obligations and comply with Citizens Advice's national membership standards.

Our Memorandum and Articles of Association permit up to twelve Trustees and require a minimum of 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. Trustees serve for three years but are eligible for reappointment.

The Trustee Board meets at least four times each year. Trustees have no beneficial interest in the company and do not receive any remuneration. A register of their interests, held at the charity's Registered Office, is available for inspection by the public. 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.

Day to Day Management

The day-to-day operation of the charity is carried out by the District Manager, Phil Davies, assisted by a small team of part-time employees and a larger team of volunteers.

Trustees	Role	Date appointed	Date reappointed	Date resigned
Norma Corkish	Chair	09.10.09		19.10.12
Paul Rees	Chair	19.10.12		
Michael Taylor	Treasurer	22.10.10		
Stuart Spencer*			19.10.12	
Andrew Higgs			22.10.10	
John Vardon			22.10.10	
Dr Chris Tibbott			28.10.11	
Jo Reynolds			28.10.11	
Frank Bennett		09.10.09		19.10.12
Larry Westland			19.10.12	
Maureen Swage		22.10.10		
David Travers Smith**		22.10.10		

*Served as Company Secretary during 2012/13

**Co-opted

Financial Review

General

The attached accounts show the financial results for the year. In summary, operating funds rose by £2,289 but total funds reduced by £15,722 (see chart on p12). The main reasons for this was that we spent over £17,000 on our restricted fund projects. This was mainly money that had been received in 2011/12.

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 2013, 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. The Trustees also recognise a need for continued investment in the involvement of both our volunteers and our paid staff. The Trustees anticipate that there will be a deficit on operating funds in 2013/14, but this can be met from our existing reserves.

Funding

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

In addition to the funding from our local councils, we also receive funding from various county wide organisations. These include training grants from Surrey County Council and from Surrey Community Action. Other funds are received for specific projects and details are shown in the accounts. We are very grateful to all of these donors and to the many individuals who have made donations and supported our community fundraising.

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.

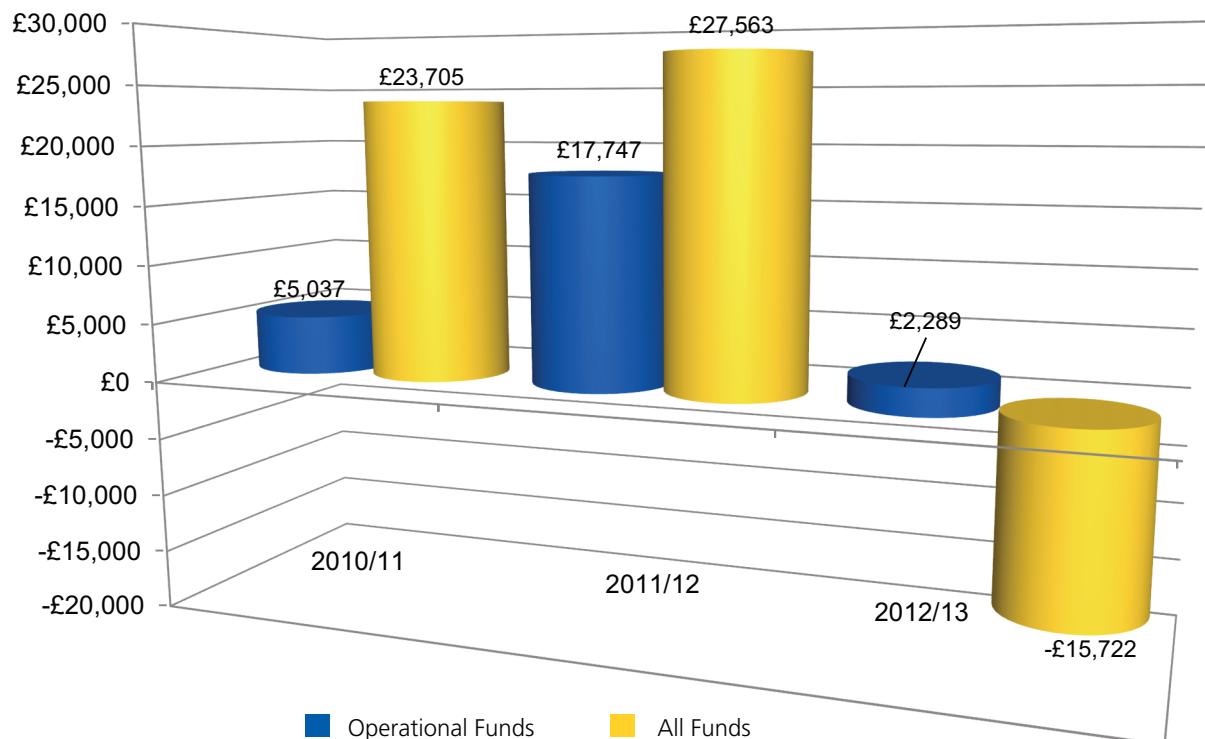
Approved by the Board on 24 October 2013 and signed on their behalf:



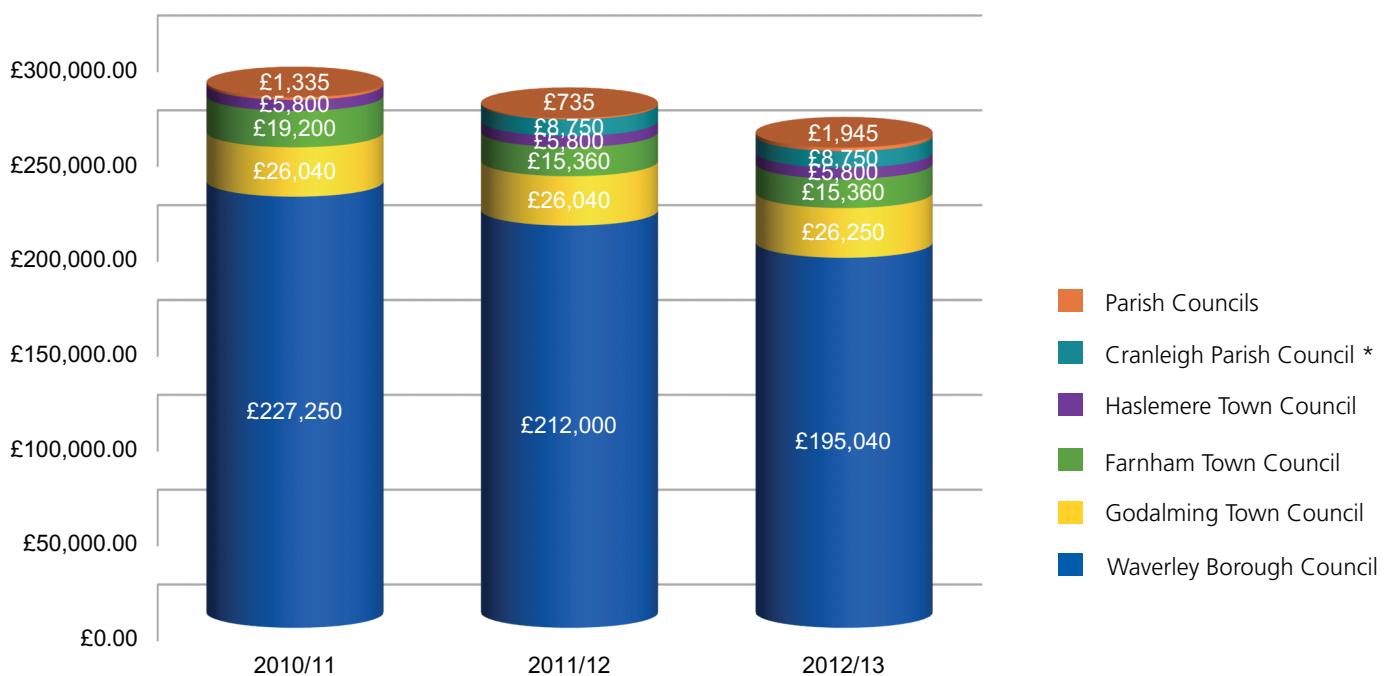
Paul Rees - Chair

Net movement in funds

The chart below shows operating funds rose by £2,289, but total funds reduced by £15,722. The main reason for this result is the spending on restricted projects of funds received in 2011/12 and treated as income in that year.



Local Authority Grants



* 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 2011.

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 2013 set out on pages 14 to 20.

Respective responsibilities of Trustees and examiner

The charity's Trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's 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 required. 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 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 the independent examiner's statement

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit,

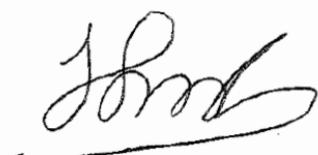
and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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

- (1) which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with Sections 386 and 387 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 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: 25 October 2013

Statement of Financial Activities

Statement of financial activities for the year ending 31 March 2013

	Notes	Restricted Funds	Designated Funds	Unrestricted Funds	Total 2013	Total 2012
INCOMING RESOURCES :		£		£	£	£
Incoming resources from charitable activities						
Voluntary Income	3	2790		295900	298690	325452
Investment income	3			182	182	219
Income from Charitable Activity	3	300		15983	16283	44486
TOTAL INCOMING RESOURCES		3090		312065	315155	370257
RESOURCES EXPENDED:						
Charitable activities	4	17397	10560	300749	328706	339353
Governance	4			2171	2171	3341
TOTAL RESOURCES EXPENDED		17397	10560	302920	330877	342694
NET MOVEMENT IN FUNDS		(14307)	(10560)	9145	(15722)	27563
Transfers		4000	2856	(6856)	0	0
NET MOVEMENT AFTER TRANSFERS		(10307)	(7704)	2289	(15722)	27563
TOTAL FUNDS AT 1 April 2012		18308	24704	117475	160487	132924
TOTAL FUNDS AT 31 MARCH 2013		8001	17000	119764	144765	160487

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 2013

	Notes	Restricted Funds	Designated Funds	Unrestricted Funds	Total 2013	Total 2012
		£	£	£	£	£
FIXED ASSETS						
Tangible assets	6		17000		17000	24704
CURRENT ASSETS						
Debtors	7			16204	16204	12085
Cash at bank and in hand		8001		138755	146756	150866
		8001		154959	162960	162951
Creditors falling due within one year	7			35195	35195	27168
NET CURRENT ASSETS		8001		119764	127765	135783
NET ASSETS		8001	17000	119764	144765	160487
FUNDS						
Restricted	8	8001			8001	18308
Designated	6		17000		17000	24704
Unrestricted				119764	119764	117475
TOTAL FUNDS		8001	17000	119764	144765	160487

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:

- ensuring that the company keeps accounting records which comply with section 386; and
- 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 24 October 2013 and were signed on their behalf by:


Paul Rees, Chair of Trustees

Notes to the financial statements

Notes to the financial statement for the year ending 31 March 2013.

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) Income 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 restricted 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

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.

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 £304 (£748 in 2011/12).

Notes to the financial statements

3. Incoming Resources

	Restricted Funds £	Unrestricted Funds £	Total 2013 £	Total 2012 £
Local Authority Grants		253145	253145	270685
Donations and Fundraising	2790	41155	43905	54235
Other Ordinary Income		1600	1600	262
Voluntary Income	2790	295900	298690	325452
Investment Income		182	182	219
Income from Charitable Activity	300	15983	16283	44486
Total Incoming Resources	3090	312065	315155	370257

4. Resources Expended

	Restricted Funds £	Designated Funds £	Unrestricted Funds £	Total 2013 £	Total 2012 £
Salaries (Note 9)	17397		155871	173268	168720
Premises (Note 10)			97913	97913	89604
Telephone			10383	10383	12059
Travel			12996	12996	16453
Training costs			4514	4514	8928
Office Running Costs			17663	17663	26921
Other			1409	1409	3555
Depreciation		10560		10560	13113
Charitable Activities	17397	10560	300749	328706	339353
 Governance			2171	2171	3341
 Total Resources Expended	17397	10560	302920	330877	342694

Notes to the financial statements

5. Operating Surplus

	Total 2013 £	Total 2012 £
The operating surplus is stated after charging:		
Independent Examiner's Fee	1200	1200
Depreciation	10560	13113

6. Tangible Fixed Assets

	Designated Funds				
	Leasehold Buildings Haslemere	Leasehold Improvements Godalming	IT Office Equipment	Office Equipment & Furniture	Total
	£	£	£	£	£
Cost					
As at 1 April 2012	34310	17469	21691	37197	110668
Additions				2856	2856
As at 31 March 2013	34310	17469	21691	40053	113524
Depreciation					
As at 1 April 2012	29716	3493	15558	37197	85964
Charge for the year	2297	1747	5564	952	10560
As at 31 March 2013	32013	5240	21121	38149	96524
Net Book Value					
As at 31 March 2013	2297	12229	570	1904	17000
As at 31 March 2012	4594	13976	6134	0	24704

Notes to the financial statements

7. Debtors and Creditors

	Unrestricted Funds £	Total 2013 £	Total 2012 £
Debtors			
Sundry Debtors	11607	11607	7502
Prepayments	4597	4597	4583
Total	16204	16204	12085
Creditors			
	Unrestricted Funds £	Total 2013 £	Total 2012 £
Accruals	32195	32195	19138
Income in advance	3000	3000	8030
Total	35195	35195	27168

Income in advance for 2012/13 is a grant received for training which will take place in 2013/14. In 2011/12, there were deposits for a fundraising event which took place in April 2012.

8. Restricted Funds

	Balance at 1/4/12 £	Incoming resources £	Transfer of funds £	Expenditure in the period £	Balance at 31/3/13 £
				Salaries	Total
Outreach Projects					
Farnham Over 60 Home Visits	3174		4000	(6890)	284
District Outreach Project	3299	50		(928)	2421
Other Projects					
Financial Literacy Project	11835	3040		(9579)	5296
Total Restricted Funds	18308	3090	4000	(17397)	8001

Notes to the financial statements

Notes on Restricted Funds

Farnham over 60s Home visits

Funding for this post has been provided by a grant from the Farnham Charity Catalyst. In 2012/13, the Trustees agreed to transfer £4,000 from unrestricted reserves to allow the project to continue. External funding has been pledged to secure the future of this project.

Financial Literacy Project

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

9. Salary Costs

During the year Citizens Advice Waverley employed nineteen part-time paid staff (6.55 FTE). There were no highly paid staff. An analysis is provided below.

The company does not operate a pension scheme. New employees are given a contribution towards a 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 2012/13 or 2011/12.

Analysis of salaries

Central Staff	
Bureau Operations	
Staff Cost from Unrestricted Funds	
Bureau Operations from Restricted Funds	
Total	

10. Operating Lease Commitments

As at 31 March 2013, 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 2012, for £18,400 per annum.

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.

	Total 2013 £	Total 2012 £
Central Staff	57548	55200
Bureau Operations	98323	96964
Staff Cost from Unrestricted Funds	155871	152164
Bureau Operations from Restricted Funds	17397	16556
Total	173268	168720

Local Authority

Waverley Borough Council
Surrey County Council

Town Councils

Farnham Town Council
Godalming Town Council
Haslemere Town Council

Parish Councils

Busbridge Parish Council
Cranleigh Parish Council
Dunsfold Parish Council
Ellens Green Mission Hall Fund
Ewhurst Parish Council
Fernhurst Parish Council
Grayshott Parish Council
Lynchmere Parish Council
Northchapel Parish Council
Peper Harow Parish Council
Shere Parish Council
Tilford Parish Council
Witley Parish Council

Other Organisations

Cranleigh Lions
Cranleigh Lodge
Farnham Catalyst
Farnham Rotary Club
Godalming Lions
Godalming Round Table
Haslemere Initiative
Inner Wheel of Farnham
Inner Wheel of Godalming
Lloyds TSB Foundation
Microtech
Rotary Club of Farnham
Surrey Community Action
Waitrose

Special Thanks

To the following for choosing us as their chosen charity:

Liz Wheatley (Mayor of Godalming)
Cyndy Lancaster (Mayor of Haslemere)
Lady Tindle (Downing Street Charity Shop)

Citizens Advice Waverley is a charity. We rely on funding from our Local Authority, Town and Parish Councils, charitable trusts, companies and individuals.

We thank them for all their support during 2012/13.

Thanks also to the many individuals and local businesses who have supported us this year by sponsoring and attending our fundraising events, baking and selling cakes for us, running for us, playing golf for us and donating their time and money in other ways too numerous to mention.

Our aims

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

Our principles

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

www.waverleycab.org.uk

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Watch our films on YouTube
youtube.com.Citizensadvice



Citizens Advice Waverley is registered charity, number: 1098859
Company number: 4823693

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