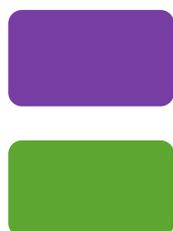




Citizens Advice Waverley

Annual Report and Accounts





Chair's Report

Increasing demand from 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 many volunteers. They should all feel very proud of the positive impact of their work on the lives of countless local people.

This year saw the departure of two familiar faces from our Trustee Board. Maureen Swage played a leading role in Chairing the Fund Raising Committee that she established. This team was responsible for helping to generate tens of thousands of pounds over the years, which in the light of cuts to our funding from local government played an important part in enabling us to maintain our service to the community. David Travers Smith was a Trustee for many years firstly as Treasurer and then as a key member of the Fund Raising Committee with Maureen. In both areas David played an essential part to the running of the Bureau.

Ever more complex needs

We are all conscious of the implications of the Welfare reform agenda. These changes still have a long way to go-some say they are less than half way through in terms of the effect on Central Government spending-no matter which political party is in power. We have during this year and the rest of 2014 seen an increasing demand from our clients, who have ever more complex needs usually with several issues. We are currently finding it very difficult to meet the level of demand for advice from our clients, as we seen as the key, if not only, organisation that is able to support them fully in the Borough. The link between our client's physical health and their financial and emotional issues which we deal with are increasingly clear. In common with many other bureaux across the country we see an increasing need for the support we offer for several years to come. The changing regulations themselves only increase the workload on all of our advisors as they have to adapt and learn.

Funders supportive in difficult times

All of our Local Authorities and the local community itself, the key sources of our funding, have continued to be very supportive in a difficult period for the economy and their own finances. We have also started to develop other project work which helps cross subsidies by core services as we are able to spread some of our overheads further. Although this is helpful it can only ever form a small part of the answer to our funding. As you can see from the accounts we made a loss (excluding restricted funds) of over £20,000 in the year and are budgeting to make a further loss in 2014/15. By 31 March 2015 we will have reached our minimum reserves level. We have recently started our negotiations with Waverley Borough Council over the proposed continuation of our Service Level Agreement. This and the discussions with the other local authorities will be key to determine the level of service that they require and what we are able to deliver from 1 April

Paul Rees



District Manager's Report

Citizens Advice is 75 years old this year, with our Haslemere office amongst the first to open in the country. It has remained relevant and vital through that long history by constantly adapting to meet our clients changing needs and expectations. 2013/14 was no exception.

This year we started two major new projects, providing new services that benefit our clients. We helped over 400 local people facing severe financial difficulties to access emergency payments under Surrey County Council's new Local Assistance Scheme (LAS). We also joined the newly launched HealthWatch Surrey whose aim is to provide a voice for local people to improve, shape and get the best out of their health and social care services. In addition to their clear benefits to our clients, these new projects also provided much needed new income streams.

We are less than half way through the wide-ranging changes envisaged by Welfare Reform. Their continuing roll-out will inevitably place new demands on our already stretched services. The scope of change we face underlines the importance of the work we begun this year, funded by the Big Lottery's Advice Services Transition Fund, to find better and more sustainable ways of delivering the high quality information and advice that local people need.

Alongside our new services our hard-working volunteer team continued to offer their long-standing support and help to an increasing number of local people:

- advising nearly 6,000 local people on over 20,000 different issues
- campaigning on a range of local issues affecting our clients, including working closely with Waverley Borough Council on addressing homelessness in the Borough and
- raising over £20,000 through donations and community fundraising events.

Through all of this one thing remains constant, the dedication, hard work and professionalism of our volunteers and staff and above all their commitment to delivering high-quality services that really help local people to find solutions to life's problems.

Phil Davies

6,000 local
people
helped

Two new
services
launched

Working with
Waverley
Borough Council



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Improving the
society in
which we live

Empowering
people to help
themselves

Challenging
injustice



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 lack of knowledge or an inability to express their needs effectively
- we work alongside Surrey County Council to deliver their Local Assistance Scheme payments to those in severe financial need
- we form part of HeathWatch Surrey, the newly formed watchdog body on health and social care provision
- we deliver a programme of basic training in

“Thank you again for all your help. You have turned my life around”

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.

This year our work helped to:

Reduce social exclusion

- secure over £1.5 million in unclaimed financial entitlements for over 300 clients
- provide information, advice and support on over 20,000 different issues

Support working people

- resolve over 1,600 employment related issues for over 700 clients

Save taxpayers money

- prevent 180 families from losing their homes

Improve people's lives

- highlight 750 examples of poor or ineffective law, policy or service
- provide volunteering opportunities for over 150 local people
- resolve over 600 consumer-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 year saw a clear shift in the way that we aim to meet our clients' changing needs and expectations. By working more closely with a range of other organisations we have delivered new services this year that better match both of these.

Healthwatch Surrey

HealthWatch Surrey began life in April 2013 as a new, independent organisation to provide a voice for local people to improve, shape and get the best from their health and social care providers. It is formed of a partnership between Health and Care, the Surrey Independent Living Council (SILC) and Citizens Advice Surrey, on behalf of 12 member bureaux, including Citizens Advice Waverley.

Since it began, HealthWatch Surrey has been actively involved with:

- Raising its public profile as an independent consumer champion
- Building on the legacy of its predecessor organisations
- Gathering evidence and campaigning on health and social care issues, including publishing its report on GP services within Surrey.

Citizens Advice Waverley has been actively involved in all of these areas, with our own Healthwatch Champion ensuring that this important work is given the necessary support.

Local Assistance Scheme

Surrey County Council's Local Assistance Scheme provides emergency financial support for local people in urgent need. We were actively involved in delivering this scheme during 2013/14, along with other bureaux across Surrey. During the year our work helped over 400 different local people to access vital emergency support.

Advice Services Transition Fund

Following our successful funding bid to The Big Lottery Fund, in October 2013 we started to lead a two-year project designed to transform the manner in which local people access advice and to make these services more sustainable over the long run. This project is focussed on delivering four primary

outcomes:

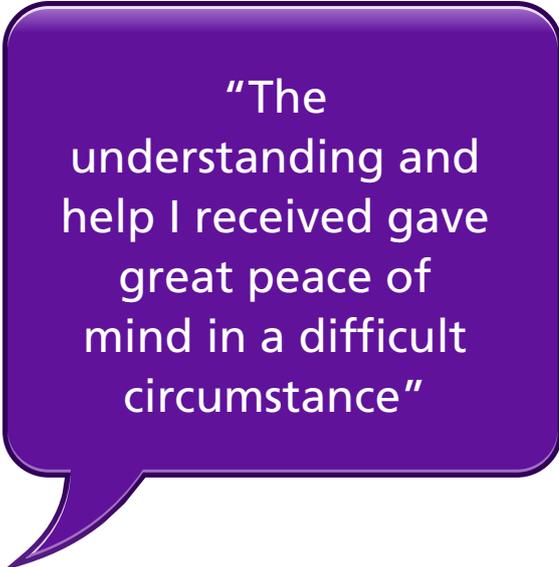
- Improving client access to information and advice services within Waverley
- Improving the consistency and quality of those services across all providers
- Providing financial advice and training to Waverley residents
- Improving the efficiency and financial resilience of advice services within Waverley.

The first few months of this project were used to gather critical data and explore a range of options for improving the effectiveness of partnership working. These data have identified a number of key areas of need that the project will focus on in its second year.

We also used the investment money available under the ASTF project to introduce changes to our IT systems. These changes have significantly reduced our running costs across the District, and will enable better integration with our partner organisations.

In-house changes

2013/14 saw the national roll-out of PETRA, Citizens Advice's new database for client records. This new software, based on Microsoft Customer Relationship Management (CRM) software, is significantly different from the previous basic CASE database system that had been in use for more than 6 years. All staff and volunteers undertook extensive retraining to familiarise them with this new software.





Fundraising and donations

Community fundraising is an increasingly important element of our funding. In 2013/14 we were able to raise nearly £20,000 from our local community in donations from individuals and local businesses and through selling tickets to fundraising events organised by our hard-working volunteer fundraising team.

Campaigning

Living in an area which is generally regarded as affluent does not lessen the hardship experienced by some Waverley residents adversely affected by poor administration or the unintended consequences of legislation.

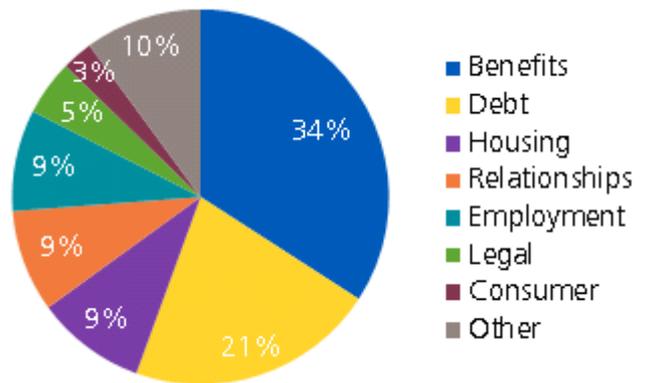
In 2013/14 we placed greater emphasis on identifying issues which we could influence locally as well as continuing to support campaigns being conducted nationally by Citizens Advice. The Make ESA Fit for Work campaign is an example of an initiative being undertaken by Citizens Advice nationally which we have supported by:

- providing evidence gathered locally and
- establishing a dialogue with the Department of Work and Pensions to draw its attention to the impact being experienced locally.

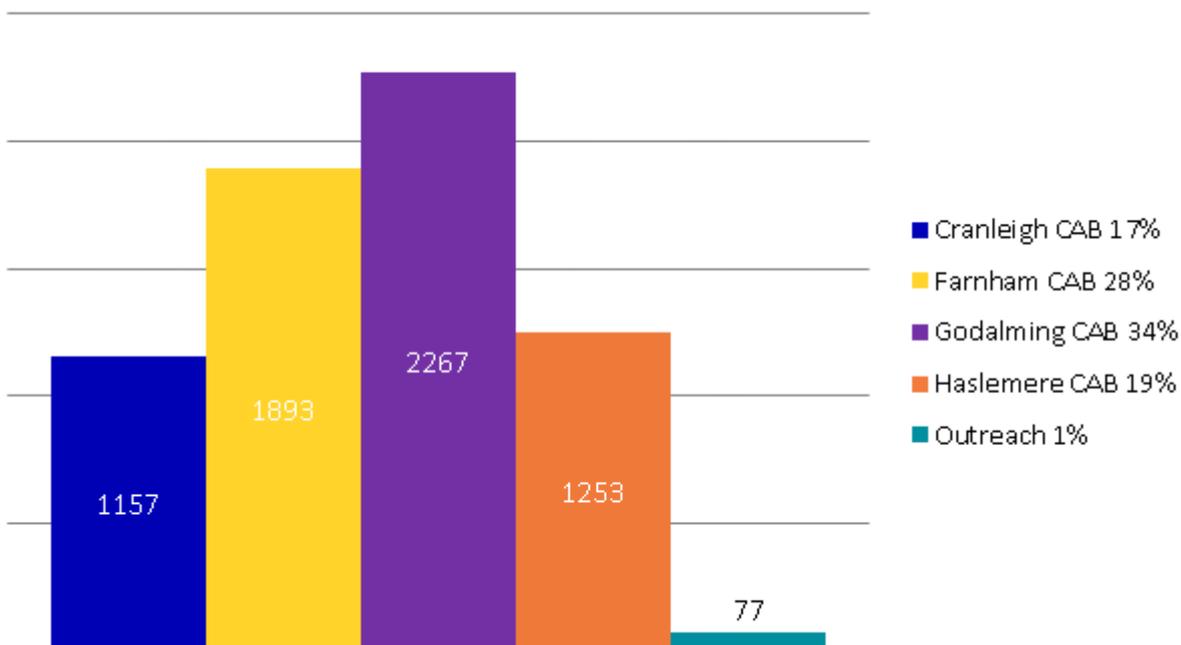
We have also focused on housing and in particular, worked closely with officers at Waverley Borough Council with the aim of accurately identifying the extent of homelessness in the Borough and ensuring that those who are declared homeless are fairly treated.

The impact of welfare reform and changes in social care provision means that our social policy team will continue to be busy in the years ahead.

Issues handled



Distribution of clients





Looking forward

Change is never easy and, some of the new initiatives we began in 2013/14 have taken time to fully embed. Given their range and complexity this is no surprise. But as we move forward the value of these new services and different ways of working are now beginning to be recognised by our clients, staff and volunteers.

Transforming Advice Services

2014/15 is the second year of this two-year project, and the time to make the changes that were carefully planned in the first year.

A prime focus of this work will be making the advice services in Waverley more robust and sustainable. These include building closer working links with a range of partner organisations.

Increasing capacity of phone advice

A 2013 national MORI survey carried out on behalf of Citizens Advice showed that most people want to be able to contact us easily by phone. As a first step in May 2014 we joined forces with other local bureaux to form a virtual call centre using our pooled resources, and actively managed by a newly appointed supervisor. Despite some teething problems at the start of this project this change has ensured that telephone enquires are now answered more quickly, and that callers are charged less.

"The understanding and help I received gave great peace of mind in a difficult circumstance"

Website developments

Following a highly successful revamp of our own website a couple of years ago we will be working with other bureau in Surrey to develop a set of new websites, including one for Citizens Advice Surrey, that will present a coordinated and unified image for our service across the County. This work will be undertaken through a series of individual contracts.

Service Level Agreement

Our 3-year Service Level Agreement (SLA) with Waverley Borough Council (WBC), which governs our working and financial arrangements with them, comes to an end in April 2015. Discussions on renewing it started in October 2014. The outcome of these discussions, and the funding available to support our work, will be key in determining our future service levels.

We are also opening discussions with other funders with a view to entering into SLAs with them.

"The adviser was so calming and helpful. She made me feel that someone genuinely cares"



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 County and national Citizens Advice work
- 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, and similar individual arrangements with a number of other funders.

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
Sandhurst House
297
Yorktown Road
Sandhurst
Berkshire
GU47 0QA

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.”

Citizens Advice Waverley is governed by its Directors, who are also the Charity Trustees for the purposes of Charity law. The chart overleaf details those who served during 2013/14.

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.



Trustees	Role	Date Appointed	Date Reappointed	Date Resigned
Paul Rees	Chair	19.10.12		
Michael Taylor	Treasurer	22.10.10	14.11.13	
Stuart Spencer	Company Secretary	27.03.06	19.10.12	
Angela Wainwright		14.11.13		
Wendy Lockwood		14.11.13		
Andy Briscoe		14.11.13		
Dr Chris Tibbott		31.10.08		
Jo Reynolds		31.10.08	28.10.11	
Christopher Smith		14.11.13		
Larry Westland		09.10.09	19.10.12	
Craig Evans		14.11.13		
David Smith		22.10.10		14.11.13
Maureen Swage		22.10.10		14.11.13
Andrew Higgs		22.10.10		14.11.13
John Vardon		22.10.10		14.11.13

Our Governance and Management

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. It also has three sub-committees chaired by Trustees, reporting to the full Board on Finance, Operations and Risk, Human Resources and Fundraising. 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.



Financial Review

General

The attached accounts show the financial results for the year. In summary, we incurred an operating deficit of £21,559. This outturn was slightly higher than the deficit we had budgeted. Total funds increased by £19,368 (see chart on p12). The main reasons for this was that we received funds for our restricted projects. These are being spent during the current year.

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 2014, 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. The Trustees now intend to use money from the Advice Services Transition Fund project to invest further in our IT systems to ensure that they 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 smaller deficit on operating funds in 2014/15, 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 21 October 2014 and signed on their behalf:

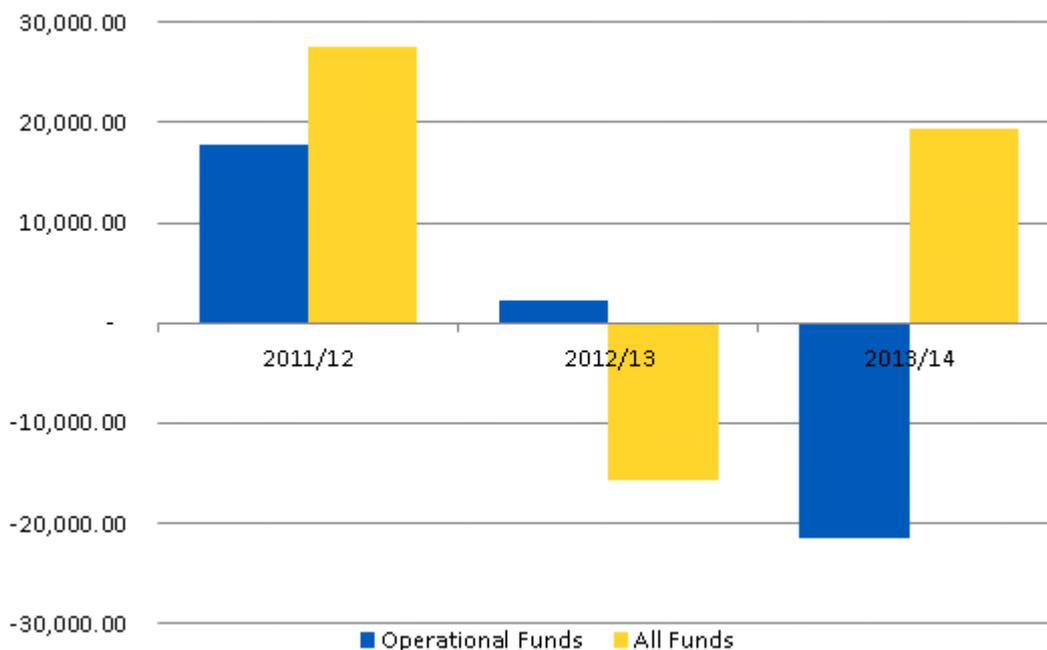
Paul Rees - Chair

Date: 21 October 2014



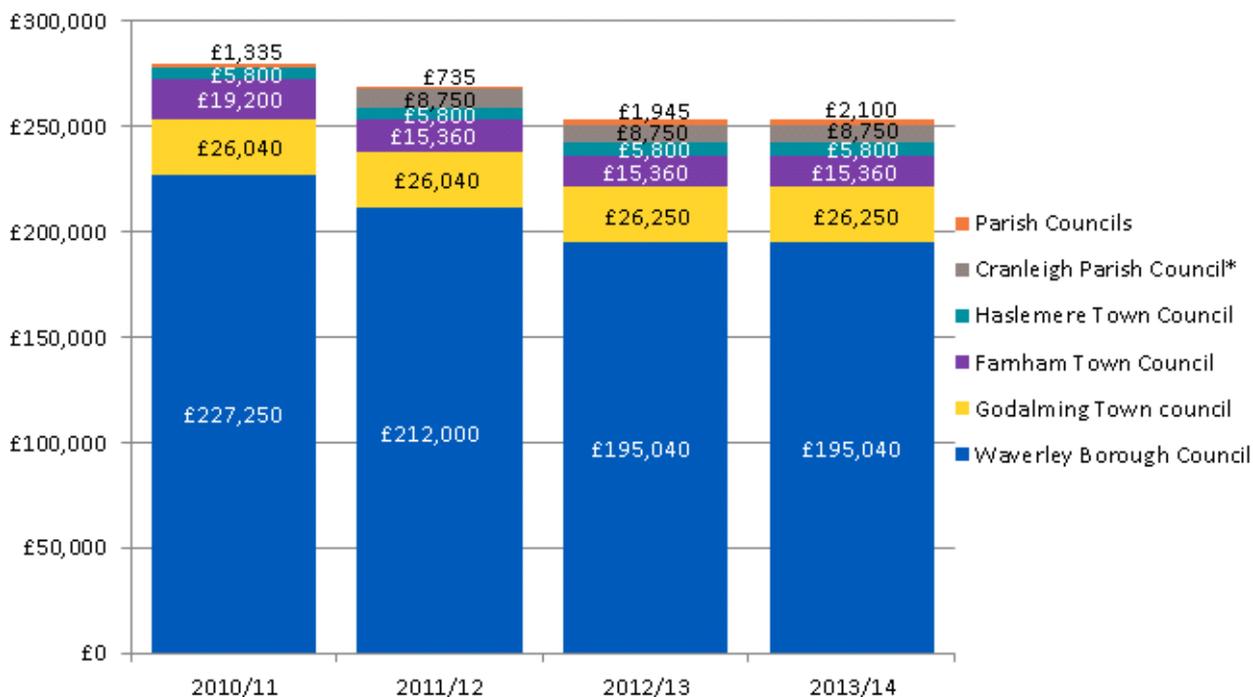
Net movement in funds

The chart below shows that operating funds fell by £21,559, but total funds rose by £19,368. This is because we received funding for restricted projects, which will be spent during 2014/15.



Local Authority grants

The chart below outlines the grants made by Waverley Borough Council (WBC) and our towns and parishes. The WBC grant has a three-year term and is due to be reviewed in 2014/15.



* 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 2014 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
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

Date: 28 October 2014



Statement of Financial Activities

Statement of financial activities for the year ending 31 March 2014

	Notes	Restricted Funds	Designated Funds	Unrestricted Funds	Total 2014	Total 2013
		£		£	£	£
INCOMING RESOURCES						
Incoming resources from charitable activities						
Voluntary Income	3	103,570		286,920	390,490	298,690
Investment income	3			416	416	182
Income from Charitable Activity	3			15,150	15,150	16,283
TOTAL INCOMING RESOURCES		103,570		302,486	406,056	315,155
RESOURCES EXPENDED:						
Charitable activities	4	62,643	5,941	315,161	383,745	328,706
Governance	4			2,943	2,943	2,171
TOTAL RESOURCES EXPENDED		62,643	5,941	318,104	386,688	330,877
NET MOVEMENT IN FUNDS						
Transfers			2,833	(2,833)		
NET MOVEMENT AFTER TRANSFERS		40,927	(3,108)	(18,451)	19,368	(15,722)
TOTAL FUNDS AT 1 April 2013		8,001	17,000	119,764	144,765	144,765
TOTAL FUNDS AT 31 MARCH 2014		48,928	13,892	101,313	164,133	144,765

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 2014

	Notes	Restricted Funds	Designated Funds	Unrestricted Funds	Total 2014	Total 2013
		£	£	£	£	£
FIXED ASSETS						
Tangible assets	6	3,296	13,892		17,188	17,000
CURRENT ASSETS						
Debtors	7			2,293	2,293	16,204
Cash at bank and in hand		48,757		142,041	190,798	146,756
		48,757		144,334	193,091	162,960
Creditors falling due within one year	7	3,125		43,021	46,146	35,195
NET CURRENT ASSETS		45,632		101,313	146,945	127,765
NET ASSETS		48,928	13,892	101,313	164,133	144,765
FUNDS						
Restricted	8	48,928			48,928	8,001
Designated	6		13,892		13,892	17,000
Unrestricted				101,313	101,313	119,764
TOTAL FUNDS		48,928	13,892	101,313	164,133	144,765

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 21 October 2014 and were signed on their behalf by:

Paul Rees, Chair of Trustees

Date: 21 October 2014



Notes to the financial statements

Notes to the financial statement for the year ending 31 March 2014.

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 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

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 on a straight line basis over its expected useful life. Leasehold improvements; 6.66%-10% p.a. Office equipment; 33.33% p.a.

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.



Notes to the financial statements

3. Incoming Resources

	Restricted Funds £	Unrestricted Funds £	Total 2014 £	Total 2013 £
Local Authority Grants		253,300	253,300	253,145
Donations and Fundraising		33,380	33,380	43,905
Other Ordinary Income		240	240	1,600
Voluntary Income		286,920	286,920	298,690
Investment Income		416	416	182
Income from Charitable Activity	103,570	15,150	118,720	16,283
Total Incoming Resources	103,570	302,486	406,056	315,155

4. Resources Expended

	Restricted Funds £	Designated Funds	Unrestricted Funds £	Total 2014 £	Total 2013 £
Salaries (Note 9)	35,881		174,058	209,939	173,268
Premises (Note 10)			95,050	95,050	97,913
Telephone			10,407	10,407	10,383
Travel and parking			19,732	19,732	12,996
Training costs			3,634	3,634	4,514
Office Running Costs			14,995	14,995	17,663
Other	25,114		995	26,109	1,409
Depreciation	1,648	5,941		7,589	10,560
Charitable Activities	62,643	5,941	315,161	383,745	328,706
Governance			2,943	2,943	2,171
Total Resources Expended	62,643	5,941	318,104	386,688	330,877



Notes to the financial statements

5. Operating Surplus

	Total 2014 £	Total 2013 £
The operating surplus is stated after charging:		
Independent Examiners' Fee	1,200	1,200
Depreciation	7,588	10,560

6. Tangible Fixed Assets

	Leasehold Buildings Haslemere £	Leasehold Improvements Godalming £	IT Office Equipment £	Office Equipment & Furniture £	Total £
Cost					
As at 1 April 2013	34,310	17,469	21,691	40,054	113,524
Additions			4,943	2,833	7,776
As at 31 March 2014	34,310	17,469	26,634	42,887	121,300
Depreciation					
As at 1 April 2013	32,013	5,240	21,121	38,150	96,524
Charge for the year	2,297	1,747	1,838	1,706	7,588
As at 31 March 2014	34,310	6,987	22,959	39,856	104,112
Net Book Value					
As at 31 March 2014	0	10,482	3,675	3,031	17,189
As at 31 March 2013	2,297	12,229	570	1,904	17,000



Notes to the financial statements

7. Debtors and Creditors

Debtors	Unrestricted Funds £	Total 2014 £	Total 2013 £
Sundry Debtors			11,607
Prepayments	2,293	2,293	4,597
Total	2,293	2,293	16,204

Creditors	Restricted Funds £	Unrestricted Funds £	Total 2014 £	Total 2013 £
Accruals	3,125	41,146	44,271	32,195
Income in advance		1,875	1,875	3,000
Total	3,125	43,021	46,146	35,195

Income in advance for 2013/14 represents a prepayment of rental income. For 2012/13 this was a grant received for training which took place in 2013/14.

8. Restricted Funds

	Balance as at 01/04/13 £	Incoming resources £	Expenditure in the period £	Balance at 31/03/14 Total £
Outreach Projects				
Farnham Over 60 Home Visits	284	5,250	(5,426)	108
District Outreach Project	2,421	5,000	(1,200)	6,221
Other Projects				
Advice Services Transition Fund		63,668	(32,999)	30,669
Financial Literacy Project	5,296	15,200	(7,255)	13,240
Healthwatch Surrey		14,452	(15,762)	(1,310)
Total Restricted Funds	8,001	103,570	(62,643)	48,928



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 Age UK Waverley and Microtech Ltd.

Advice Services Transition fund

This project is a two year project financed by a grant from The Big Lottery Fund.

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 twenty two paid staff (9.7 FTE). Of these five (2.9 FTE) were employed on restricted fund projects. There were no highly paid staff. An analysis is provided below.

The company does not operate a pension scheme. 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 2013/14 or 2012/13. Reimbursed expenses totalled £235 (£304 in 2012/13).

Analysis of salaries

	Total 2014 £	Total 2013 £
Central Staff	64,652	57,548
Bureau Operations	109,406	98,323
Staff Cost from Unrestricted Funds	174,058	155,871
Bureau Operations from Restricted Funds	35,881	17,397
Total	209,939	173,268

10. Operating Lease Commitments

As at 31 March 2014, 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.



Thank you to our supporters

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
Hambledon Parish Council
Lurgashall Parish Council
Lynchmere Parish Council
Northchapel Parish Council
Witley Parish Council

Other Organisations

Age UK Waverley
Ashgate Publishing Group
ASSIST
Big Lottery Fund
Cafe Mila (Godalming)
Community Foundation for Surrey
Cranleigh Lions
Cranleigh Lodge
Farnham Catalyst
Farnham Hedgehogs
Farnham Lions
Farnham Rotary Club
Farnham Round Table
Frith Hill Residents Association
Godalming Lions
Godalming Round Table
Godalming Rotary
Godalming Woolsack Rotary
Haslemere Initiative
Inner Wheel of Farnham
Inner Wheel of Godalming
Lloyds TSB Foundation
Microtech
Surrey Community Action
Surrey Welfare Rights Unit
Travers Cox Charity
Waitrose

Special Thanks

To our volunteer fundraising team:
David Travers Smith
Doug Smidt
John Moxon
Karen Cavanna
Larry Westland CBE
Mark Dumas
Maureen Swage
Steve Fulton

Citizens Advice Waverley is a charity. We rely on funding from our Local Authority, Town and Parish Councils, charitable trusts, local companies and individuals. We thank them for all their support during 2013/14.

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 and cycling for us, running bridge lunches 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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Citizens Advice Waverley is registered charity, number: 1098859
Company number: 4823693

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