

Citizens Advice Surrey Heath

the charity for
your community



Annual Review For the year ending 31 March 2014

Incorporating the Report and Financial Statements

Our Principles:

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Aims:

- Provide the advice people need for the problems they face.
- Improve the policies and practices that affect people's lives.

...helping local people

...working together

...solving problems

...changing lives



Registered Charity No. 1118181

Registered Company No. 6058583

Authorised and regulated by the Financial Conduct Authority FRN:617536

Citizens Advice Surrey Heath

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Citizens Advice Surrey Heath

Chairman's Annual Report for the year ended 31st March 2014

The Bureau

As a result of consultations with community groups within the Borough, the Trustees and Management decided to change the name of the service to Citizens Advice Surrey Heath in January. The purpose of this change was to increase the visibility and availability of the CAB to the whole Surrey Heath community as well as to Camberley residents.

Citizens Advice Surrey Heath provides free, impartial and independent advice and information for the benefit of the local community. This activity is mainly carried out at the Knoll Road, Camberley Bureau through face-to-face consultations but with some telephone work and occasional home visits. The Bureau also has a website that is intended to increase awareness of the advice services available to local residents.

The number of individual client contacts exceeded 5,000 during the year, which led to over 14,000 different subject enquiries.

The Bureau has a tripartite service level agreement with Accent Peerless Housing Association and Surrey Heath Borough Council (SHBC) for the provision of debt advice to assist clients at risk of homelessness through debt, including rent or mortgage arrears. The project commenced in 2011 and funding has been agreed to enable this project to continue through the coming 12-month period.

Personnel

We continue to be indebted to the 60 volunteer advisers, receptionists and administrators who make up the majority of the staff. They are supplemented by a small group of 10, mainly part time paid specialists, supervisors and managers. The complement of paid staff equates to a full time equivalent of 4.3, who also often voluntarily provide additional unpaid hours above their contractual entitlement. We estimate the overall value of the volunteers' contribution to the community is in excess of £250,000.

There have been 4 changes to the Board composition during the year. Caroline (Kate) Sawdy joined as a Trustee in June. Kate is a former CAB Adviser and is presently a Policy & Learning Manager with the Big Lottery Fund. David Horton joined as a Trustee in October. David lives in Frimley Green and has considerable experience in the voluntary sector, including the role of Chairman of 'Helping Hands', a support charity which serves Mytchett, Deepcut and Frimley Green.

Alan Ingram resigned as a Trustee in October after many years as the board representative of the Camberley Rotary Club. Jagdish (Jags) Dhillon resigned in September as a result of the need to relocate away from the area. The Board members want to record their gratitude to both Alan and Jags for their many contributions.

Finances

Although we continue to work hand to mouth, thanks to good stewardship, our funds are stable and we maintain adequate reserves. During the year we budgeted for an excess of expenditure against income but thanks to our fundraising, careful cost control and operating efficiencies the result was net incoming resources of £12,452.

Our balance sheet shows that we are holding sufficient unrestricted reserves for approximately 6 months' of operational activity, as required by the Charities Commission.

The general uncertainty around the availability of funding for both the core operations and for additional casework projects requires the maintenance of a fine balance between the need for reserves against the provision of services.

We continue to be grateful to SHBC who continue to support the core funding as well as the provision of the Bureau premises. Additionally, we were able to secure a SHBC community grant to fund the additional volunteer training load brought about by the volume of enquiries following the welfare reform programme. The Community Foundation for Surrey also provided funds to underpin our housing advice and related training.

Citizens Advice Surrey Heath

Chairman's Annual Report for the year ended 31st March 2014

Finances (continued)

During the year, we benefited from a grant from the Gurkha Resettlement Fund, which enabled the Bureau to engage specialist resources to provide a specific advice service 'tailored' for the older Gurkha community.

We are again indebted to the Board of Trustees of the Frimley Fuel Allotments Charity, who have supported us with a grant for £12,982 over 2 years, to help resource the Independent Living Adviser position. This role supports those lonely and vulnerable people at home and, wherever possible, delivers a range of advice services in an attempt to enable the client(s) to remain living an independent life.

Gifts and Donations

We always appreciate the support from companies and organisations that support the bureau, either with cash donations or materials such as equipment or consumables.

In April, we were indebted to many local organisations and the golfers who supported our first charity golf day at Chobham Golf Club. This proved very successful and raised over £7,000 for the charity. We owe particular thanks to Barclays Bank who provided us with volunteer helpers and a level of matched funding from their Community Programme. In December, we were again fortunate to be chosen by the Camberley Youth Wind Orchestra (CYWO) as the nominated charity for one of their Christmas Concerts, which raised over £600.

The Future

The Board will continue to review its resources and service delivery in the light of the pressures on funding and examine all possible avenues for further inflow of finance. Our second charity golf day has now be held and we successfully increased the amount we raised, once again helped by matched funding provided by Barclays Bank and generous support from other sponsors and those who attended.

We will continue to review the way we operate and embrace potential improvements to our methods of operation for the benefit our clients and the community. Further, we will continue to collaborate with other bureau throughout the county, through the auspices of the Citizens Advice Surrey (CAS) and we anticipate taking part in a number of CAS led projects.

Thanks

I want to extend my sincere thanks to all members of the staff, the trustees and the many volunteers who willingly give their time, and their talents, to the clients of this community.

T. G. Williams

Chairman

Citizens Advice Surrey Heath Impact Report and Bureau Statistics

Citizens Advice Surrey Heath How did we do? 2013 - 14



Review of the Year – How we helped our clients; case studies

➤ Homelessness Prevention

A disabled single mother had rent arrears of over £2000. Possession proceedings had begun and she and her son were in danger of being evicted and becoming homeless. She had large debts including a water bill for over £4000 and bailiffs had been to her house to list goods for removal.

Action/Outcome: We were able to maximise her income by helping her appeal her Employment Support Allowance and get it reinstated. We helped her to apply for Personal Independence Payment, which is a disability benefit. This meant she could now afford her rent and other living expenses. We also managed to have all of her debts written off.

➤ Disability Benefits

Client aged 75, had ill health and lived alone in a rented housing association house. He was struggling financially; with debts owed to his landlord, his bank and HMRC. His rent arrears were also putting his tenancy at risk. He was paying out so much money to try and clear these debts that he couldn't afford food.

Action/Outcome: We re-negotiated the amounts he was paying towards his debts to make them more affordable for him. We helped him to claim Attendance Allowance which gave him more money, £81.30 a week and allowed him to pay for his daily needs. This also gave him access to other benefits such as a mobility scooter to give him more independence.

➤ Benefits

A couple needed help with an ESA appeal, they also revealed their worry that one partner had been directed to attend a work programme, which would mean he would have to leave his ill partner home alone. They received ESA basic allowance while awaiting appeal hearing and one of them received higher rate mobility and middle rate care Disability Living Allowance.

Action/Outcome: Advised that client should apply for Carers Premium to exempt him from work programme and this has increased their weekly income by £30.30 with the premium backdated for 3 months. They continue to wait for their ESA appeal hearing but client is now able to provide his partner with the care and support she needs.

➤ Housing

Man, aged 56 was released from prison with £46, nowhere to live & no family connections, following 36 years in prison, the latter term was 15 years. He was unable to sign on for Job Seekers Allowance, as he had nowhere to live.

Action/Outcome: CAB liaised with the prison and SHBC, who provided him with emergency accommodation, which allowed him to sign on, locally. Client had said he would commit a crime to return to prison if he couldn't get housed, he was so distressed.

Facts & Figures:

- More than 5000 clients helped
- Total number of enquiries 14030
- 12 Successful Debt Relief Orders & 7 bankruptcy applications completed for approx. £280,000 of debt written off.
- 147 Applications to the Local Assistance Scheme
- 52 applications for disability & sickness benefits at our form filling service.
- Over 15500 volunteer hours given by 66 local volunteers
- We distributed 167 food parcels to feed 320 people
- 467 Social Policy Reports submitted cf 304 (2012-13)
- 38% of our clients come from the Old Dean, St Michaels & Watchetts wards.

Citizens Advice Surrey Heath

Impact Report and Bureau Statistics (continued)

Working with partners

Healthwatch Surrey: We are part of a network of Surrey Bureaux working with Help and Care and Surrey Independent Living Council to enable clients to share views and concerns about NHS health and social care services.

Local Assistance Scheme: We are one of the 11 Surrey bureaux helping people in crisis to access financial help and/or furniture through this Surrey County Council scheme.

Gurkha Adviser for Older People: Provided a point of contact and support for older Gurkhas in Surrey Heath, to help with integration, welfare support and the development of basic life skills. To engage with existing Gurkha/Nepalese networks and help develop English speaking classes.

Thank you 😊

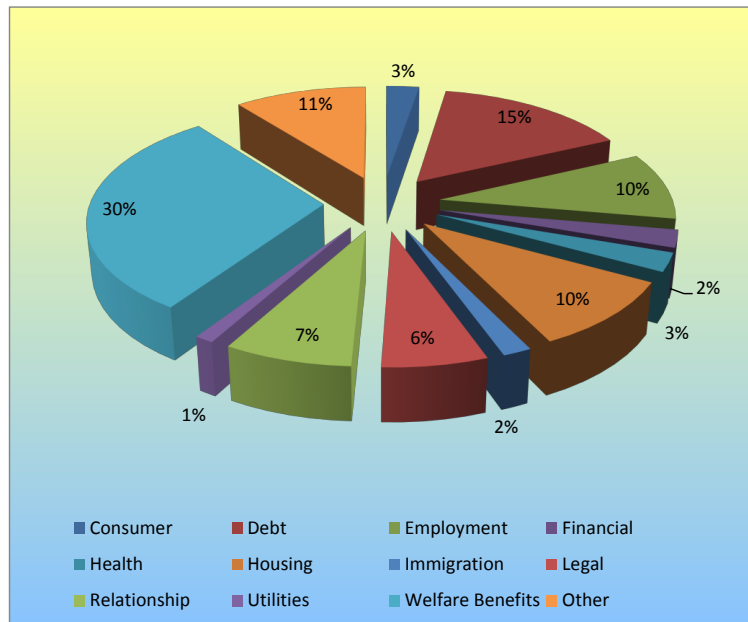
To the 66 volunteers, who contribute time worth an estimated value in excess of **£250,000 to the Borough of Surrey Heath**. Also to all of those other donors such as Frimley Fuel Allotments, Our Lady Queen of Heaven church, the our local solicitors, who attend our pro bono rota, local parishes, and all of the individuals and organisations, who have shown their gratitude by supporting our service.

Volunteer feedback *'It's great to share the chance to give something back to my local community. I'm impressed by the training and support advisers get and the professionalism of the CAB. The 'esprit de coeur' in the bureau makes sessions enjoyable as well as productive.'*

Client feedback *'Please accept this heartfelt thank-you.....you were sensitive to my problem and followed up my interview with a full explanation by letter, the next day.....a first class service from a first class organization from people, who care. Bless you all it is appreciated more than words can express.'*

Breakdown of issues handled in 2013-14

SUBJECT	ISSUES
Consumer	367
Debt	2150
Employment	1351
Financial	350
Housing	1367
Immigration	238
Legal	867
Relationship	1049
Utilities	157
Welfare Benefits	4194
Other Issues (incl: signposting, tax, travel & education)	1447
TOTAL	13940



Citizens Advice Surrey Heath

Contact details, opening hours and Bureau Personnel

Rear of Library
Knoll Road
Camberley
Surrey GU15 3SY

Telephone: 01276 684342
Appointments No: 01276 417900
Fax: 01276 683192
www.camberleycab.org.uk

Opening Hours:
Free Legal Advice Session:

Monday – Thursday 10.00am – 4.00pm
Tuesday by appointment from 10.00am-10.45am

Paid Staff		
Name	Role	Core/Project
Tara Hastings	Manager	Core
Irene Coates	Deputy Manager	Core
Kelly Fidgett	Administrative Officer	Core
Jenny Thorne	Training Supervisor	Core
Maureen Harker	Advice Session Supervisor	Core
Rachel Turner	Advice Session Supervisor	Core
Jackie Mitchell	Advice Session Supervisor	Core
Jorge Riesco	Money Advice Worker	Project
Louise O'Hara	Money Advice Support	Project
*Fola Ososami	Independent Living Adviser	Project
Sian Aspden	Independent Living Adviser	Project
*Khem Thapa	Gurkha Adviser/Older People	Project

Voluntary Staff			
Name	Role	Name	Role
Kay Williams	Gateway Assessor	Brenda Ross	Receptionist
Vicki Hooton	Gateway Assessor	Brian Greenburg	Receptionist
Brian Dawes	Gateway Assessor	Anju Gurung	Receptionist
Annette Batchelor	Gateway Assessor	Preety Limbu	Receptionist
*Susan Stewart	Gateway Assessor	Prashant Rai	Receptionist
Murray Rowlands	Gateway Assessor	Kay Vincent	Receptionist
Patrick Purthill	Gateway Assessor	Alizon Clelland	Receptionist
Rachel Turner	Generalist Adviser	Thea Damasco	Receptionist
Maggie Burman	Generalist Adviser	*Diya Gurung	Receptionist
David Richards	Generalist Adviser	*Rylyn Bernado	Receptionist
Brenda Alexander	Generalist Adviser	*Janet Perrot	Receptionist
Brian Grant	Generalist Adviser	Tricia Van Kuyk	Admin
Graham Searle	Generalist Adviser	Linda Cantwell	Admin
David Flynn	Generalist Adviser	Madeline Denton	Disability form filling
Margaret M	Generalist Adviser	Simon Strachan	Trainee Adviser
Madeleine Allen	Generalist Adviser	Aileen Keen	Trainee Adviser
Sue Toomey	Generalist Adviser	Carol Haladja	Trainee Adviser
Mike Norris	Generalist Adviser	Louise O'Hara	Trainee Adviser
Bob Carter	Generalist Adviser	Elaine Rutherford	Trainee Adviser
Linda Snell	Generalist Adviser	Chrissie Spence	Trainee Adviser
Pam Eyre	Generalist Adviser	Kulvinder Virdee	Trainee Adviser
Helen Holbrow	Generalist Adviser	Victoria Hamilton	Trainee Adviser
*Pam Rawlins	Generalist Adviser	*Jane Morris	Trainee Adviser
*Robin Taylor	Generalist Adviser	*Bob Smith	Trainee Adviser

*Left during the year

Citizens Advice Surrey Heath
(Formerly Camberley Citizens Advice Bureau)

Report and Financial Statements
For the year ended 31 March 2014

Registered Charity No. 1118181

Company No. 6058583

Authorised and regulated by the Financial Conduct Authority FRN:617536

Citizens Advice Surrey Heath

Report and Financial Statements

For the year ended 31 March 2014

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Citizens Advice Surrey Heath

Report of the Directors and Trustees

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the unaudited financial statements for the year ended 31 March 2014. The provisions of the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP) issued in March 2005 have been adopted in preparing the annual report and financial statements of the charity.

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

1. Reference and Administrative Details

Charity Name: Citizens Advice Surrey Heath (formerly Camberley Citizens Advice Bureau)

Charity Registration: 1118181

Company Registration: 6058583

Registered Office: Rear of Library,
Knoll Road,
Camberley,
Surrey GU15 3SY

Chairman: Trevor Williams

Company Secretary: David Booth

Bank: CAF Bank Ltd
Kings Hill, West Malling
Kent ME19 4TA

Independent Examiner: Cherry Clayton
BA (Hons) ACMA

The following people were Directors/Trustees of the charity on the date of approval of the report and served throughout the year unless otherwise noted:

<u>Directors / Trustees:</u>	<u>Role:</u>	<u>Representing</u>	<u>Date Appointed</u>	<u>Date Resigned</u>
<u>Elected Members</u>				
Trevor Williams	Chairman			
David Booth	Company Secretary			
Jagdish Dhillon				16 Sept 2013
Nigel Downey	Vice Chairman			
David Horton			2 Oct 2013	
Sarah Jay	Hon Solicitor			
Ray McCann				
Caroline Sawdy			16 June 2013	
<u>Representative Members</u>				
Valerie Marsh		S.S.A.F.A.		
Councillor Glyn Carpenter		Surrey Heath Borough Council		
Alan Ingram		Camberley Rotary Club		2 Oct 2013
The following Representatives attended Meetings of the Directors				
Tara Hastings*	Bureau Manager			
Irene Coates*	Deputy Manager			
Patrick Purtill^	Voluntary Adviser			
Janet Perrott ^	Voluntary Adviser			

*In paid employment of Citizens Advice Surrey Heath

^Volunteers of Citizens Advice Surrey Heath

Citizens Advice Surrey Heath

Report of the Directors and Trustees

2. Structure, Governance and Management

Governing Document

Citizens Advice Surrey Heath is a registered charity and a Company Limited by Guarantee. The maximum liability of each member is limited to £1. At 31 March 2014, the Company had 9 members. Citizens Advice Surrey Heath is governed by its Memorandum and Articles of Association.

Citizens Advice Surrey Heath was incorporated as a Company Limited by Guarantee on 19 January 2007. The charity commenced operations on 31 March 2007 at which date the assets and liabilities of the unincorporated Association (charity registration number 207097) known as Camberley Citizens Advice Bureau, were transferred to the Company for nil consideration. Restricted and unrestricted fund balances were preserved. Fixed assets were transferred at net book value. On 15th January 2014 the Company changed its name from Camberley Citizens Advice Bureau.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected from the local community. An Elections Committee, made up of Trustees, the Company Secretary and chaired by the Chairman is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. The Reference and Administrative Details above identifies the constituencies that elected each of the current trustees. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Surrey Heath through the provision of appropriate training and mentoring by established Trustees and Bureau management.

Organisational Structure

The Company is governed by the Directors. They are also the Charity Trustees for the purpose of Charity Law. The maximum permitted number of Trustees is fifteen and the minimum three, being either elected at the Annual General Meeting or nominated by member organisations or co-opted by the Trustee Board, provided that the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees. Elected Trustees are required to retire at the third Annual General meeting following their election or appointment, but are eligible for re-election or re-appointment. The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity and carries the ultimate responsibility for the conduct of Citizens Advice Surrey Heath and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The quorum for Trustee Board meetings is at least one third of the members of the Trustee Board, or three members of the Trustee Board, whichever number is greater. At Trustee meetings Elected and Representative Trustee have one equal vote each with resolutions requiring a simple majority vote. Representatives who attend Trustee meetings do not have a vote. In the event of a tied vote the Chairman has a casting vote. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

Related Parties

Citizens Advice Surrey Heath is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Surrey Heath in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Citizens Advice Surrey Heath

Report of the Directors and Trustees

Related Parties (continued)

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

Major risks

The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Citizens Advice Surrey Heath is continually monitoring and managing its risk. An annual risk assessment exercise is undertaken with a representative from Citizens Advice. The Trustees as part of preparing the annual Business Development Plan consider risks that have been identified. The Plan sets out objectives and identifies priorities and responsibilities. Citizens Advice Surrey Heath has a Business Continuity Plan that sets out procedures that are to be followed in the event of a major emergency or serious problem, which could disrupt its business. In the event of an emergency being notified by the duty manager the Chairman and a sub committee have delegated authority, with prescribed limits, to take necessary action to restore normal business.

A major risk is that of the loss of funding. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable Company. These procedures are periodically reviewed by the Financial Control sub-committee to ensure that procedures remain relevant to the needs of the charity.

3. Objectives and Activities

Objects

The charity's objects are to promote any charitable purpose for the benefit of the community in Surrey Heath, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by Citizens Advice Surrey Heath during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

Aims, Objectives, Strategies and Activities for the Year

Citizens Advice Surrey Heath aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively. Independent and impartial advice, information and counsel for members of the public is provided at premises at Knoll Road Camberley. Advisory services were provided through face-to-face consultations, telephone advice lines and occasional home visits. The Charity has a Web site www.camberleycab.org.uk. This is intended to increase awareness in the local community of the advice services available to local residents.

The Charity has a tripartite Service Level Agreement with Accent Peerless Housing Association and Surrey Heath Borough Council for provision of a Money Advisory Service to assist clients at risk of homelessness through debt, including rent or mortgage arrears. Accent Peerless Housing Association and Surrey Heath Borough Council fund this project jointly. The project commenced on 1 October 2011 and funding has been agreed to enable the project to continue to 31 March 2015.

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

Citizens Advice Surrey Heath

Report of the Directors and Trustees

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

Grants were received from Surrey Heath Borough Council and Frimley Fuel Allotments to fund employment of an Independent Living Adviser. This aimed to provide a home visiting service and to work with elderly and disabled members of the local community to support them in their own home and to help them access services that would help them maintain their independence and improve their quality of life.

A grant was received from Surrey Heath Borough Council to support training activity. This will enable new volunteers to be recruited and trained as gateway advisers. The project commenced in November 2013 and will run for one year. A grant was received from the Community Foundation for Surrey One and 35 Fund. This project was to support people who were at risk of becoming homeless due to changes in Welfare Benefit legislation and the Localisation Act or due to relationship breakdown or debt problems. The grant facilitated provision of more active support to clients and increased liaison with housing agencies and local authority departments.

To support the new PETRA software a review was made of computer hardware and this was updated. A grant from Surrey County provided part of the finance to fund the capital expenditure.

Contribution of Volunteers

The Charity is largely comprised of volunteers, with paid staff mainly for management and supervision. Volunteers who receive stringent and detailed training over a 12-month period provide most of the advice and help given to clients. The volunteers come from within the community, which then benefits from the significant experience and skills of the volunteers, gained from many spheres of life as well as from within Citizens Advice Surrey Heath. The benefits to the volunteers can be that they are able to continue to share their considerable experience and skills beyond retirement or that they gain new skills which enable them to find paid employment at a later date

Citizens Advice Surrey Heath benefited from 15500 voluntary hours worked during the year. This included hours worked by 60 volunteers and unpaid hours worked by paid staff above their normal contractual entitlement. We estimate the value of this help in the year was £250,000.

4. Achievements and Performance

Charitable Activities

This year has seen a mid-year migration from the Citizens Advice database, CASE to a new recording model PETRA. This enables capture of more detailed client and case information but it rendered consistent statistical analysis impractical for this year, as both tools have different functionality and criteria for providing quantitative analysis. What can be reported is that there was a 14% increase in the number of enquiries in the first half of the year largely due to the introduction of the Welfare Reform Bill and the Localism Act.

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

The charity is only too well aware of the financial pressures experienced by its major funders, and in view of this has taken active measures to seek additional sources of funding for its services.

5. Financial Review

Financial Position

Incoming resources in the year were £198,487 (2013: £188,168). An operating grant of £70,109 (2013: £70,109) was received from Surrey Heath Borough Council. Citizens Advice Surrey Heath was also grateful for the grant in kind from the Council for provision of premises valued for these accounts as income and a corresponding cost of £18,500 (2013: £18,500).

Citizens Advice Surrey Heath

Report of the Directors and Trustees

Financial Position (continued)

Citizens Advice Surrey Heath provided a Debt Advisory Service to assist clients at risk of homelessness; this was funded through a tripartite Service Level Agreement with Accent Peerless Housing Association and Surrey Heath Borough Council. Equal grants from the partners totaling £40,000 for the year were treated as restricted income (2013: £38,253). A full analysis of all restricted income, and the use to which this income was put, is set out in note 2 in the notes to the financial statements. Citizens Advice Surrey Heath is very grateful for the contribution these grants make to the successful running of the Charity

Citizens Advice Surrey Heath continues to operate on a modest income. Every effort is made to minimise costs. Payroll continues to be the main expenditure but the management team continue to work hours well in excess of the hours for which they are paid. Payroll costs included employment of additional staff on project work funded by restricted income. An analysis of expenditure by natural classification is set out in note 3 in the notes to the financial statements.

As a result of careful cost control there were net incoming resources of £12,452 (2013: £17,512) in funds. At 31 March 2014 total reserves were £122,108 (2013: £109,656) of which £93,391 (2013: £95,226) represented unrestricted funds.

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

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

Reserves Policy

Citizens Advice Surrey Heath is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that 'free' reserves should be maintained equal to between 3 and 6 months normal operating expenditure.

The reasons for holding particular reserves are outlined in note 10.

Principal Funding Sources

The Directors extend their gratitude to Surrey Heath Borough Council who continue to support the core operating capacity of the charity. Surrey Heath Borough Council also provides the Knoll Road Portakabin premises to Citizens Advice Surrey Heath at no financial cost to the charity.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

Funds in Deficit

No funds were in deficit at the balance sheet date.

Investment Policy

As required in its Memorandum paragraph 4.15, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

Citizens Advice Surrey Heath

Report of the Directors and Trustees

6. Future Plans

Citizens Advice Surrey Heath aims to continually improve access to its services. As a result of recent consultations with relevant community groups within the Surrey Heath Borough, the Trustees and Management of the Charity decided to change the name of the service to Citizens Advice Surrey Heath. The main purpose of this move is to increase the visibility and availability of the charity to the whole Surrey Heath community as well as to Camberley residents.

Citizens Advice Surrey Heath is collaborating with other Surrey Citizens Advice Bureau through a Consortium known as Citizens Advice Surrey. Citizens Advice Surrey Heath took part in the consortium led Surrey wide projects for Health Watch and a Local Assistance Scheme in the year and it is hoped this will continue for another year. This was supported by grants provided from Surrey County Council through the consortium. Financial contributions were made by each member Surrey Bureau to the Consortium to cover the first two years running costs but no financial contribution was required for the year to 31 March 2014. The Trustees have agreed that support will be given for another year. Citizens Advice Surrey Heath will monitor progress of the Consortium to ensure it remains appropriate and complementary to its activities.

Funding has been secured to enable the Money Advice Project (funded by Surrey Heath Borough Council and Accent Peerless) to continue for a further 12 months beyond 31 March 2014.

Grants were received from Surrey Heath Borough Council and Frimley Fuel Allotments to fund employment of an Independent Living Adviser. This aims to provide a home visiting service and to work with elderly and disabled members of the local community to support them in their own home and to help them access services that would help them maintain their independence and improve their quality of life. It is intended that this service be continued and extended. In particular it is hoped greater emphasis can be placed on supporting members of the community needing support living in outlying areas who find it difficult to access in Camberley. To support this it will be necessary to secure additional sources of funding. As part of this a grant has been obtained from Windlesham Parish Council but other sources of funding are being looked for.

A golf Charity day was held at Chobham Golf Club in April 2013 and following the success of this event it is planned to be repeat this in May 2014 at Chobham and April 2015 at Swinley Forest Golf Club.

7. Directors' Responsibilities

Company Law and Charity Law require the directors to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of Citizens Advice Surrey Heath and of the surplus or deficit for that period. In preparing those financial statements, the directors are required to:

- (a) select suitable accounting policies and then apply them consistently;
- (b) make judgements and estimates that are reasonable and prudent;
- (c) state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- (d) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in operation.

The directors are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of Citizens Advice Surrey Heath and to enable them to ensure that the financial statements comply with the Companies Act 2006.

The directors are responsible for ensuring that the Company maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against material loss or unauthorised use and to prevent and detect fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with the special provisions of Part VII of the Companies Act 2006 relating to small companies.

.....
D J Booth
Company Secretary 16th June 2014

Citizens Advice Surrey Heath

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

I report on the financial statements of the company for the year ended 31 March 2014, which are set out on pages 10 to 19.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income has not exceeded £250,000 and I am qualified to undertake the examination.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- a. to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- b. to prepare accounts which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....
Independent Examiner

Cherry Clayton BA (Hons) ACMA
2 Nash Meadows
South Warnborough
Hook, RG29 1RJ

16th June 2014

Citizens Advice Surrey Heath

Statement of Financial Activities for the year ended 31 March 2014 Incorporating the Income and Expenditure Account

	<u>Note</u>	<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Designated funds</u>	<u>Total funds 2014</u>	<u>Total Year to 31 March 2013</u>
		£	£	£	£	£
Incoming Resources	1b					
From Generated Funds						
Voluntary income	2a	4,278	-	-	4,278	1,671
Activities for generating funds	2b	11,830	-	-	11,830	842
Investment income: Interest	1b(ii)	4,512	-	-	4,512	2,025
From Charitable Activities	2c	71,199	107,140	-	178,339	183,630
Total Incoming Resources		91,347	107,140	-	198,487	188,168
Resources expended						
Activities for generating funds		3,731	-	-	3,731	-
Charitable activities						
Advisers' expenses		1,142	822	-	1,964	3,306
Staff costs	4	55,154	70,388	-	125,542	115,176
Office rental		-	18,500	-	18,500	18,500
Depreciation of equipment		3,256	2,636	-	5,892	2,415
Other overheads	5	14,502	15,904	-	30,406	31,259
Total Resources expended	3	77,785	108,250	-	186,035	170,656
Net incoming/ (outgoing) resources before transfers		13,562	(1,110)	-	12,452	17,512
Transfers between funds	10	(15,397)	546	14,851	-	-
Net movement in funds for the year		(1,835)	(564)	14,851	12,452	17,512
Total funds brought forward		95,226	1,847	12,583	109,656	92,144
Balances carried forward	10	93,391	1,283	27,434	122,108	109,656

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

All activities derive from continuing operations.

Citizens Advice Surrey Heath

Balance Sheet as at 31 March 2014

	Note	As at 31-March 2014 £	As at 31-March 2013 £
Fixed Assets			
Tangible Fixed Assets	6	9,370	4,829
Current Assets			
Debtors	7	19,980	-
Short term deposits		148,912	145,000
Cash at bank and in hand		17,065	58,288
		185,957	203,288
Creditors - amounts falling due within one year	8	73,219	98,461
Net Current Assets		112,738	104,827
Net Assets	9	121,108	109,656
Represented by:			
Funds of the Charity			
Restricted funds	10	1,283	1,847
Designated funds	10	27,434	12,583
Unrestricted funds			
Accumulated funds	10	93,391	95,226
		122,108	109,656

For the year ended 31 March 2014 the Company was entitled to exemption from audit under section 477 (2) of the Companies Act 2006.

The members have not required the Company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for:

- i) ensuring the Company keeps accounting records which comply with Section 386; and
- ii) preparing accounts which give a true and fair view of the state of affairs of the Company as at the end of the financial year, and of its profit or loss for the financial year, in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Companies Act relating to accounts, so far as is applicable to the Company.

The financial statements were approved by the Board on 16th June 2014 and signed on their behalf by:

T Williams Chair

D J Booth Director/Treasurer

16th June 2014

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2014

1. Accounting policies

a) Accounting basis

The financial statements have been prepared under the historical cost convention and are in accordance with the Companies Act 2006, applicable accounting standards and the Statement of Recommended Practice on Accounting by Charities published in March 2005.

b) Incoming resources

i) Grants receivable

Grants made to finance the activities of Citizens Advice Surrey Heath are credited to the income and expenditure account in the period to which they relate.

ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

iv) Gifts and Intangible income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public. This help and support is not included in the financial statements. However, its value to the Charity has been estimated and disclosed in the directors' report.

v) Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

c) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising and publicity and management and administration as appropriate. Where such costs relate to more than one functional cost category they have been split on an estimate of time or floor space basis, as appropriate.

d) Fixed assets and depreciation

Fixed assets are included at cost. Items are capitalised if their value is over £300. Depreciation is charged on a straight-line basis on the costs of the assets over their estimated useful lives as follows:

Fixtures, fittings and equipment	-	3 years
Computers	-	3 years

The depreciation policy has been reviewed in accordance with FRS 15 and no change has been made from the previous year.

e) Restricted funds

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2014

Accounting policies (continued)

f) Designated funds

The trustees allocate designated funds out of unrestricted funds for specific purposes. The use of such funds is at the trustees' discretion.

g) Pension

Pension contributions are charged to the income and expenditure account in the period in which they are incurred.

h) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

i) Cash Flow

Citizens Advice Surrey Heath has taken advantage of the exemptions in Financial Reporting Standard No 1 from the requirement to produce a cash flow statement on the grounds that it is a small Company.

2. Incoming Resources

a) From Generated Funds, Voluntary Income

<u>Source of income</u>	<u>2014</u>	<u>2013</u>
	<u>£</u>	<u>£</u>
Donations from clients	1,289	862
Donations made by Volunteers and Staff	750	363
Donations made by Trustees	-	90
Our Lady Queen of Heaven Church	200	356
Surrey Heath Mayors Charity	500	-
Eagle radio	500	-
Gift Aid Reclaim	1,039	-
	<u>4,278</u>	<u>1,671</u>

b) Activities for Generating Funds

<u>Source of income</u>	<u>2014</u>	<u>2013</u>
	<u>£</u>	<u>£</u>
Camberley Youth Wind Orchestra Concert donation	690	842
Chobham Charity Golf Event	11,140	-
	<u>11,830</u>	<u>842</u>

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2014

2. Incoming Resources (continued)

c) From Charitable Activities

<u>Source of income</u>	<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Total 2014</u> £	<u>Total 2013</u> £	<u>Note</u>
Surrey Heath Borough Council	70,109	-	70,109	70,109	Operating Grant
Surrey Heath Borough Council	-	18,500	18,500	18,500	Provision of Premises
West End Parish Council	50	-	50	-	Grant
Offices for Civil Society (via Big Lottery)	-	-	-	45,000	Advice Services Project
Surrey Heath Borough Council	-	3,663	3,663	4,190	Independent Living Project
Surrey Heath Borough Council	-	3,125	3,125	-	Grant to support training of new volunteers
Frimley Fuel Allotments Charity	-	8,792	8,792	4,190	Independent Living Project
Community Foundation	-	5,000	5,000	-	Grant
Surrey County Council	-	4,000	4,000	2,000	Grant for replacement computer systems
Surrey County Council	700	-	700	700	Reclaimed costs for training paid through Surrey Welfare Rights
Surrey County Council See note 12	-	9,748	9,748	-	Grant for Health Watch Project
Surrey County Council See note 12	-	4,000	4,000	-	Grant to help provide support for Local Assistance Scheme
Rushmore Borough Council	-	10,312	10,312	-	Grants made to provide advice to the Ghurkha community
Thames Valley Housing	100	-	100	200	Contribution towards advice on Housing issue given to client
Surrey Heath Borough Council Housing Department	-	20,000	20,000	19,127	Grant for joint funded Money Advice Project
Accent Peerless	-	20,000	20,000	19,126	Grant for joint funded Money Advice Project
Citizens Advice	240	-	240	488	Payments relating to advice provided to clients
	<u>71,199</u>	<u>107,140</u>	<u>178,339</u>	<u>183,630</u>	

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2014

3. Natural classification of resources expended:

	<u>Note</u>	<u>2014</u>	<u>2013</u>
		£	£
Advisers expenses		1,964	3,306
Information systems		3,895	4,988
Membership fee Citizens Advice Surrey		-	702
Fund Raising Costs		3,731	30
Company Expenses		13	-
Depreciation	6	5,892	2,415
Insurance	5	1,469	1,448
IT Consultancy		1,523	932
Maintenance of equipment		819	236
Miscellaneous		848	1,175
Payroll Expenses	4	125,542	115,176
Postage		1,200	744
Printing & stationery		3,646	3,999
Electricity		5,107	4,208
Office costs		5,419	4,734
Software costs		666	1,173
Staff refreshments		886	551
Office rental		18,500	18,500
Recruitment		-	61
Telephone		2,113	2,824
Training		1,385	1,881
Travel		1,417	1,573
		<u>186,035</u>	<u>170,656</u>

4. Information regarding Directors and Employees

	<u>2014</u>	<u>2013</u>
	£	£
Salaries	116,565	107,006
Social security costs	6,471	5,884
Pension costs	2,506	2,286
	<u>125,542</u>	<u>115,176</u>
Average number of employees	10	10
Average number of employees (expressed as full time equivalents)	4.3	4.0

Travel expenses totalling £96 (2013: £269) were paid to members of the Trustee Board to reimburse travelling costs incurred in attending Citizens Advice meetings and conferences. No other expenses or fees were paid to members of the Trustee Board.

5. Other expenses

No fees were paid to the Independent Examiner.

Insurance costs include Trustee Indemnity Insurance purchased at a cost of £158 (2013: £158).

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2014

6. Tangible fixed assets

	<u>Office Equipment</u> £	<u>Computer Equipment</u> £	<u>Total</u> £
Cost			
Beginning of year	2,986	8,647	11,633
Additions	-	10,433	10,433
End of year	<u>2,986</u>	<u>19,080</u>	<u>22,066</u>
Depreciation			
Beginning of year	2,758	4,046	6,804
Charge for year	114	5,778	5,892
End of year	<u>2,872</u>	<u>9,824</u>	<u>12,696</u>
Net book value			
Beginning of year	<u>228</u>	<u>4,601</u>	<u>4,829</u>
End of year	<u>114</u>	<u>9,256</u>	<u>9,370</u>

7. Debtors: Amounts falling due within one year

	<u>2014</u> £	<u>2013</u> £	<u>Note</u>
Trade debtors	19,980	-	Due from Accent Peerless for 2015 Money Advice Project
	<u>19,980</u>	-	

8. Creditors: Amounts falling due within one year

	<u>2014</u> £	<u>2013</u> £
Trade creditors	2,172	2,358
Payroll taxes & liabilities	1,869	5,283
Held to assist clients in hardship	20,550	20,550
Deferred income	48,628	70,270
	<u>73,219</u>	<u>98,461</u>

Funds were held to assist clients in severe cases of hardship. An amount of £550 was held to be used to assist clients living in the Frimley ward who are experiencing financial hardship. An amount of £20,000 was held as a Repossession Prevention Fund. This fund is to be used solely to assist residents of Surrey Heath who are in danger of eviction. Payments are made on approval by Surrey Heath Housing Services on recommendations made by Citizens Advice Surrey Heath.

Deferred income relates to amounts received for activities for which the donor has imposed restrictions on expenditure of resources, which are a precondition of use. This comprised the following:

<u>Source of Income</u>	<u>2014</u> £	<u>2013</u> £	<u>Note</u>
Donations Anonymous	1,000	500	Conditional use in year 2014/2015
Surrey Heath Borough Council	375	-	Training project grant
Mayors Charity	-	500	Used for Surrey Heath Show
Various receipts received for Charity Golf function April 2013	-	3,510	Fund raising function held at Chohham Golf Club
Community Foundation for Surrey One & 35	-	5,000	Used in year 2013/2014
Grants awarded by Frimley Fuel Allotments and (2013 only) Surrey Heath Borough Council	5,428	8,383	Independent Living Project
Accent Peerless and Surrey Heath Borough Council Housing Services	39,760	40,000	Contribution to joint funded Money Advice Project, funded to March 2015
Rushmore Borough Council	2,065	12,377	To fund a one year Ghurka Project to support the local Nepalese community
	<u>48,628</u>	<u>70,270</u>	

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2014

9. Analysis of net assets between Funds

	<u>Accumulated Funds</u>	<u>Restricted Funds</u>	<u>Designated Funds</u>	<u>Total</u>
	£	£	£	£
Fixed Assets	9,370	-	-	9,370
Current Assets	109,612	48,911	27,434	185,957
Current Liabilities	(25,591)	(47,628)	-	(73,219)
Net Assets	93,391	1,283	27,434	121,108

10. Funds of the Charity

Movement in Restricted Funds

	<u>Balance 1 April 2013</u>	<u>Incoming Resources</u>	<u>Resources Expended</u>	<u>Capital expenditure, transferred to Accumulated Funds</u>	<u>Deficit / (Surplus) transferred to Accumulated Funds</u>	<u>Balance carried forward 31 March 2014</u>
	£	£	£	£	£	£
Ghurkha Project	-	10,312	(11,111)	-	799	-
One and 35 Project	-	5,000	(6,643)	-	1,643	-
Money Advice Project	597	40,000	(40,564)	-	-	33
Provision of Premises	-	18,500	(18,500)	-	-	-
Health Watch	-	9,748	(9,768)	-	20	-
Local Assistance Scheme	-	4,000	(4,049)	-	49	-
Training Project	-	3,125	(3,969)	-	844	-
Independent Living Project	-	12,455	(13,646)	-	1,191	-
Other Restricted Reserves	1,250	4,000	-	(4,000)	-	1,250
Total Restricted Funds	1,847	107,140	(108,250)	(4,000)	4,546	1,283

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

Community Foundation for Surrey One & 35 – A grant was received for a project to assist those becoming or in threat of becoming homeless in Surrey Heath due to changes in welfare entitlement caused by new legislation or debt and relationship issues.

Money Advice Project - The Charity has a tripartite Service Level Agreement with Accent Peerless Housing Association and Surrey Heath Borough Council for provision of a Money Advisory Service to assist clients at risk of homelessness through debt, including rent or mortgage arrears. Accent Peerless Housing Association and Surrey Heath Borough Council fund this project jointly. The project commenced on 1 October 2011 and funding has been received to enable the project to continue to 31 March 2015.

Health Watch – The Charity is taking part in a Countywide Health Watch project with funding secured from Surrey County Council through Citizens Advice Surrey.

Local Assistance Scheme - The Charity is taking part in a Countywide Health Watch project with funding secured from Surrey County Council through Citizens Advice Surrey.

Training Project – Surrey Heath Borough Council provided funds to enable the charity to embark on a new training programme for new volunteer advisers.

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2014

Funds of the Charity

Movement in Restricted Funds (continued)

Independent Living Project – Grants were received from Surrey Heath Borough Council and Frimley Fuel Allotments to fund employment of an Independent Living Adviser. This aimed to provide a home visiting service and to work with elderly and disabled members of the local community to support them in their own homes and to help them access services that would help them maintain their independence and improve their quality of life.

Other Restricted Reserves - £1,250 is held being the balance on an unclaimed monies account held by a solicitor for their clients. The payment was in accordance with Rule 22(1)(h) of the Solicitors' Accounts Rules 1998. The Trustees have entered into a deed of warranty to repay any part of this to the solicitor so that they can meet any obligations to any client or his or her estate. Recognising this warranty the Trustees will hold this balance as a restricted reserve until such time as they consider there is little or no likelihood of a claim.

Movement in Designated Funds

	<u>Redundancy</u>	<u>I.T.</u> <u>Replacement</u>	<u>Project</u>	<u>Total</u> <u>Designated</u> <u>Funds</u>
	£	£	£	£
Balance 1 April 2013	7,583	5,000	-	12,583
Transfers from Accumulated Funds	2,034	-	12,817	14,851
Balance carried forward 31 March 2014	9,617	5,000	12,817	27,434

Redundancy fund - Redundancy reserves have been designated by the Trustees for the purpose of covering potential redundancy costs in the event of a significant reduction in the income of Citizens Advice Surrey Heath that could result in closure. No redundancies are expected in the next 12 months.

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

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

Movement in Unrestricted Accumulated Funds

	£
Balance 1 April 2013	95,226
Net incoming resources before transfers	13,562
Capital expenditure, transferred from Restricted Funds	4,000
Surplus / (Deficit) Transferred on Restricted Income & Expenditure	
Ghurkha Project	(799)
One & 35 Project	(1,643)
Health Watch	(20)
Local Assistance	(49)
Training Project	(844)
Independent Living	(1,191)
Surplus Transferred on Designated Funds	
Redundancy	(2,034)
Project	(12,817)
Balance carried forward 31 March 2014	93,391

Citizens Advice Surrey Heath

Notes to the financial statements for the year ended 31 March 2014

11. Financial commitments

Capital Commitments

At the balance sheet date there were no capital commitments. The Charity has no annual commitments under non-cancellable operating leases.

12. Related party transactions

During the year, income was secured from Surrey County Council but paid through Citizens Advice Surrey for the Health Watch and Local Assistance Scheme amounting to £13,748 (2013: £nil).

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

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