

**Citizens Advice Surrey Heath**  
(a company limited by guarantee)

**Registered Charity No. 1118181**

**Company No. 6058583**

**REPORT AND ACCOUNTS**  
**For the year ended 31 March 2024**

Authorised and regulated by the Financial Conduct Authority FRN:617536



# **Citizens Advice Surrey Heath**

## **Report and Accounts For the year ended 31 March 2024**

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## Citizens Advice Surrey Heath Report of the Directors and Trustees

The directors, who are also the trustees of the charity for the purposes of charity law, are pleased to present their annual report and accounts for the year ended 31 March 2024.

### 1. REFERENCE AND ADMINISTRATIVE DETAILS

<b><u>Charity Name:</u></b>	Citizens Advice Surrey Heath		
<b><u>Charity Registration:</u></b>	1118181	<b><u>Company Registration:</u></b>	6058583
<b><u>Registered Office:</u></b>	Surrey Heath House, Knoll Road, Camberley, Surrey GU15 3HD		
<b><u>Chairman:</u></b>	Greg Scott	<b><u>Company Secretary:</u></b>	Julie Summers
<b><u>Chief Executive Officer</u></b>	Caroline Sawdy	<b><u>Treasurer:</u></b>	Robert Manning
<b><u>Bank:</u></b>	CAF Bank Ltd Kings Hill, West Malling Kent ME19 4JQ	<b><u>Independent Examiner:</u></b>	David Wheeler FCCA Redhill Chambers 2d High Street Redhill

Surrey RH1 1RJ

The directors who served during the period and up to the date of this report are set out below:

<b><u>Directors / Trustees:</u></b>	<b><u>Role:</u></b>	<b><u>Date Appointed</u></b>	<b><u>Date Resigned</u></b>
<b><u>Elected Members</u></b>			
*Greg Scott	Chair		
*Robert Manning	Treasurer		
*Marion Park	Vice-Chair		
*Nigel Downey	Trustee		
*Mani Rai OBE	Trustee		
Julie Summers	Hon Solicitor		
Paul Rich	Trustee		
Trevor Trueman	Trustee		22/05/2023
Lois Dabrowski	Trustee		
Kari Freeburn	Trustee	13/11/2023	

\*Denotes members of the Executive Committee.

#### **The following Representatives attended Meetings of the Directors**

Councillor Jonathan Cope    Representing Surrey Heath Borough Council

Caroline Sawdy \*                      Chief Executive Officer  
Helen Holbrow\*                      Advice Manager  
Karl Suffork ^                        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 (CA-SH) is a registered charity and a Company Limited by Guarantee registered in England and Wales. The maximum liability of each member is limited to £1. At 31 March 2024, the Company had 9 members (2023: 9). CA-SH is governed by its Memorandum and Articles of Association.

CA-SH was incorporated as a Company Limited by Guarantee on 19 January 2007. The company is registered with the Charity Commission - registration number 1118181. 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 15<sup>th</sup> January 2014 the Company changed its name from Camberley Citizens Advice Bureau to Citizens Advice Surrey Heath.

### **Recruitment, Appointment of Trustees**

The Trustees, who are also Directors of the Company, are elected from the local community. An Elections Committee, made up of Trustees, the Vice chair 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. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

### **Induction of Trustees**

New Trustees are provided with a specific Induction Pack containing reference to all likely sources they are to encounter. Each new Trustee will be given a mentor from the existing Board of Directors. The mentor's role is to ensure that the new Trustee is guided through the induction process. A key aspect of the process is meeting with relevant members of the Management Team and the Chair of the Trustee Board. This entire process provides an opportunity to learn more about the work of CA-SH, to ensure the individual understands their responsibilities as a Trustee, focus on current Board priorities and to assess any individual training needs.

### **Organisation**

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 CA-SH 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 Trustees 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.

# **Citizens Advice Surrey Heath**

## **Report of the Directors and Trustees**

### **Organisation (continued)**

One of the Trustees has a length of service greater than 10 years. The former Chairman, Nigel Downey, has been a Trustee since 2010 and was Chairman from 2014 until 2023. He remains important to the overall well-being of the charity for the future.

The Trustee Board delegates selected responsibilities to a Standing Committee who meet as required to ensure implementation of agreed strategies and procedures within delegated limits.

### **Related Parties**

CA-SH is a member of Citizens Advice, the national association for the Citizens Advice service throughout the United Kingdom. With effect from January 2014 Camberley Citizens Advice Bureau became known as CA-SH following a rebranding exercise. Membership of the national association requires the charitable company to adhere to rigorous standards in respect of governance, organisational practices and quality of advice. In April 2017 a new membership package was introduced and was accepted by CA-SH

As part of their regular cycle regarding Performance and Quality leadership self-assessment, national Citizens Advice conducted a review in January 2024. The audit concluded that the evidence confirmed excellent leadership and the standards were of the highest quality expected by Citizens Advice.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments. 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.

### **Risk Management**

The directors have reviewed their procedures in the light of corporate governance guidance contained within the Statement of Recommended Practice 'Accounting and Reporting by Charities'.

A risk assessment report is contained within the business plan and anticipates potential changes to the environment in which CA-SH is working and highlights how these would impact on its services. In addition it produces an annual risk register, based on a matrix supplied by Citizens Advice – the national association.

The charity faces a range of operational risks and the key to successful risk management is to identify potential risks, the likelihood of them occurring and then obviate their impact. The Risk Register is a formal statement of CA-SH's risk management strategy and how the impact of potential risks can be minimised. Identifying the risks is an important element of risk management and has been given detailed and careful consideration. Areas, which have been covered in this process, include:

- Activities and services undertaken by the organisation
- Our objectives
- Targets and outputs required by funders and others
- The operating structure
- External factors (statutory obligations, relationships with funders)
- Comparisons with other LCA/comparable organisations
- Past performance and previous risks encountered

CA-SH's objectives, its internal organisation and the environment in which it operates are continually evolving and as a result, the risks it faces are not constant. Organisational success derives in part from successful risk taking and so the purpose of internal control is to help manage and control risk appropriately rather than to eliminate it.

# **Citizens Advice Surrey Heath Report of the Directors and Trustees**

## **Risk Management (continued)**

The following measures help minimise the risks inherent in any large and diverse voluntary sector organisation, which relies on a diverse range of funding to meet all its commitments:

1. The Trustee Board recognises its role as the ultimate authority with regard to the governance of the organisation and that the management team and staff recognise that they operate with delegated authority.
2. Effective appraisal of the Chairman, Directors, Chief Executive and Management Team.
3. Internal management and supervisory controls, which minimise risk of failing to deliver on existing grant agreements and contracts.
4. Staff awareness of sources of funding and the consequences arising from any failure to deliver services in line with grant agreements and contracts.
5. The effective use of probationary periods, Joint Progress Reviews, staff supervision and HR policies to promptly identify and deal with issues of concern.
6. Regular case sheet checking, Independent File Reviews, training to ensure quality.
7. Regular review and analysis of statistics to ensure targets are met.
8. Maintain good relationships with funders to identify potential future funding problems and potential funding opportunities.
9. Ensure adequate financial reserves.
10. Quarterly financial monitoring against an agreed annual budget.
11. Good communication between volunteers, staff, the Management Team and the Trustee Board.
12. Maintaining independence and political neutrality to avoid conflict of interests.

## **3. OBJECTIVES AND ACTIVITIES**

### **Objects**

The objects of the charitable company are as set out in the Memorandum and Articles of Association. Its services are consistent with the twin aims of Citizens Advice namely: "to provide the advice people need for the problems they face" and "to improve the policies and practices that affect people's lives". Its services are also consistent with the stated Principles of Citizens Advice that: "The CITA Service is independent and provides free, confidential and impartial advice to everybody regardless of race, sex, disability, sexuality or nationality".

The Charity's objects are the promotion of any charitable purpose for the benefit of the community in the area of Surrey Heath Borough and adjacent areas by the promotion and advancement of education, to preserve and protect good health and the relief of poverty, sickness and distress.

The key power it exercises in furtherance of the Objects is to establish CA-SH as a centre to provide a free, confidential and impartial service of advice, training, information and counsel for the public and for the implementation thereof.

### **Public Benefit Required**

The directors have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charitable company and in planning any future activities.

Having been in operation for over 50 years providing free, independent, impartial and confidential advice to the citizens of Surrey Heath and neighbouring areas, the directors are satisfied that CA-SH fully complies with the new guidance on public benefit supplied by the Charity Commission. This is demonstrated by the Grant Agreement which it produces each year in conjunction with its principal funder – Surrey Heath Borough Council. A key requirement of this agreement is the production of an annual Business Plan.

Whilst the primary Business Plan purpose is to create a process by which CA-SH's Trustee Board can

## **Citizens Advice Surrey Heath Report of the Directors and Trustees**

monitor progress towards achieving the Corporate Plan, the plan also serves as a set of internal targets and outputs for staff and volunteers. In this way inclusiveness and collective responsibility about CA-SH's key priorities can be engendered leading to improvements in service delivery.

### **Achievements and performance in 2023-2024**

The 2023-2024 fiscal year presented significant financial challenges for residents in Surrey Heath. Rising costs and economic uncertainty created a climate of affordability concerns, leading to increased debt and financial insecurity for many individuals. Recognising this critical situation, our organisation prioritised crisis support and long-term solutions to empower clients towards financial resilience.

**Crisis Intervention and Long-Term Strategies** - Our focus remained firmly on providing immediate relief while equipping clients with the tools and knowledge for long-term financial management. This two-pronged approach is aimed to alleviate the immediate pressure of meeting essential needs like food and energy bills while also fostering the skills and tools for effective financial planning.

**Maximising Resources and Expanding Reach** - The renewal of the Household Support Fund allowed us to directly assist 2337 individuals with essential financial support through the allocation of £218,300 in supermarket vouchers. We further expanded our reach by securing additional funding from partner organisations such as Surrey Heath Borough Council, Woking Lions, Frimley Fuel Allotments, and the Fuel Bank Foundation. These partnerships enabled us to award an additional 168 grants totaling £8,922, ensuring a wider net of support for struggling residents.

Furthermore, securing funding from Surrey County Council equipped us to offer dedicated energy advice appointments. These appointments empowered clients to navigate the complexities of energy options, identify cost-saving measures, and maximise their resources. This additional service proved invaluable in a climate of rising energy costs.

**Advocacy and Empowerment: Ensuring Entitlements** - Identifying and securing rightful benefits remained a critical component of our service delivery. Our team provided comprehensive support with completing 421 benefit applications and appeals, ensuring clients received the income they were entitled to. Notably, our advocacy efforts recovered over £700,000 in earned income for clients, facilitated debt write-offs of £215,000, and secured £60,000 in additional benefits throughout the year. This impactful work demonstrably improved the financial well-being of residents in Surrey Heath.

**Expanding Services and Enhancing Efficiency** - A successful grant application to the National Lottery Community Fund expanded our Cost of Living support program. Through this initiative, we connected 494 clients to local food banks, providing emergency food assistance for 996 individuals. Additionally, 391 clients received emergency funding and relevant grants, further alleviating the immediate financial pressures they faced.

We also built on our outreach efforts attending 79 local groups and services to engage people directly in our advice offer as well as making a number of presentations to groups such as U3A, The Alzheimer's Cafe and Surrey Heath External Partnership on our service offer.

Collaboration with other Citizens Advice offices across Surrey secured funding for a county-wide Adviceline. This innovative project aimed to enhance response times and accessibility for residents seeking information and advice. The initiative involved a service redesign for staff and volunteers

## **Citizens Advice Surrey Heath Report of the Directors and Trustees**

alongside a complete ICT infrastructure transition to our own domain and cloud storage. This modernisation ensured a future-proofed technological platform to support our services.

**Adapting to Change and Maintaining Quality** -The 2023 local authority shift brought new leadership and partnerships. We were fortunate to maintain the strong support of both council members and executive , including securing approval and implementation of our planned office expansion. This expansion will allow us to accommodate the growing demand for our services and further enhance our ability to serve the community.

### **Charitable Activities**

In terms of our core service, Citizens Advice Surrey Heath:

- supported 5140 clients with 18,278 issues through 7,782 client contacts and 18,769 activities.
- we delivered 3,436 advice phone calls, 1,269 emails and 1,206 face to face appointments as well as 1,646 drop-in interactions
- achieved £382,814 in savings to housing providers by preventing housing evictions
- achieved £333,744 in savings to the NHD by reducing use of health and GP services
- achieved £951,623 in savings to DWP by keeping people in work.

For every £1 invested in our services we produced:

- £4.78 in fiscal value by reducing the need for public services. (£1.83 million in overall value)
- £36.37 in public value through better participation, wellbeing and productivity for the people we help.(£13.92 million in overall value)
- £22.53 in value to the people we help through debts written-off, take up of benefits and solving consumer problems.(£8.62 million overall value)

We started to deliver our Financial Wellbeing & Support Services project in conjunction with Catalyst Support. However, due to recruitment issues we were unable to start our Macmillan project with this being carried over into 2024/25. We were successful in gaining funding from the National Lottery Community Fund to enhance our cost-of-living support and also had funding from National Citizens Advice to deliver the Energy Advice Programme from September to the end of March and a Surrey Adviceline in conjunction with all the Citizens Advice in Surrey.

Our customer satisfaction dipped in 2023/24 but this was because people were faced with financial problems that could not be easily resolved due to their income not matching their out-goings. We also struggled to meet the increased demand on our services due to a reduction in our volunteer numbers. In our annual client survey:

- 84% would recommend our service
- 84% said we helped them find a way forward with their problem
- 76% said we were accessible
- 63% said their problem was resolved.



## **Citizens Advice Surrey Heath Report of the Directors and Trustees**

### **Contribution of Volunteers**

We have seen a greater turnover of volunteers this year and a reduction in new applicants plus a number who did not complete their training. This has had an impact on the number of clients we have been able to support. However, we still have a very committed and hard-working team who go above and beyond to help their clients. We make a point of including our volunteers in our decision-making process with the result that:

- 97% were clear on their roles and responsibilities
- 95% felt they had the resources and information to do the job effectively
- 98% would recommend Citizens Advice Surrey Heath as a place to work or volunteer
- 99% felt they were treated with fairness and respect.
- 92% felt their views were listened to and valued

Competing commitments for our Operations Manager meant that training new recruits had to fit around project delivery. Altogether 11 new volunteers started and 10 volunteers left over the period.

Where volunteers have left, it has been largely due to health issues and caring responsibilities or they have struggled with the learning and time commitment and not completed their training.

Altogether in 2023-24 we had **52 volunteers** supporting us providing an estimated value of **£497,160** to the local community.

### **Volunteer Fundraising Activities, Gifts and Donations**

We held our annual golf day and quiz and these raised a combined total in excess of £6,500. We continue to be fortunate to receive additional donations from Our Lady Queen of Heaven Church, our membership of Surrey Heath Lottery and easyfundraising whereby we get small donations when people shop online if they sign up to support us.

### **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 continues to take active measures to seek additional sources of funding for its services.

## **Citizens Advice Surrey Heath Report of the Directors and Trustees**

### **4. FINANCIAL REVIEW**

#### **Financial Position**

Incoming resources in the year were £423,263 (2023: £303,943). Of this £296,789 (2023: £206,139) related to restricted activities. A surplus of £76,393 was made in the year (2023: £9,047). At 31 March 2024 total reserves were £329,200 (2023: £252,808) of which £164,244 represented unrestricted funds not designated for specific use (2023: £180,202).

#### **Reserves Policy**

Citizens Advice Surrey Heath is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The Trustees will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that 'free' reserves excluding designated and restricted reserves should be maintained which are equal to between 6 to 9 months normal operating expenditure, in line with Charity Commission guidance. The reserves target has been set as a prudent level to allow the Charity to ensure on-going delivery of the service to the local community over the next year, despite:

- i. uncertainty about the amount and timing of some sources of funding,
- ii. all funding, including core funding from Surrey Heath Borough Council, is only agreed for one year of service delivery (although we have received a three-year grant commencing 1<sup>st</sup> April 2023 to fund Financial wellbeing and support services). This grant equates to 12.5% of expected income for 2024/25.
- iii. the level of demand from the community for services increasing, and
- iv. having to provide increased delivery channels (face-to-face, Web-Chat and Advice Line) within the changing benefit and economic environment.

The Trustees have recognised that the budgeted expenditure for the forthcoming year exceeds agreed sources of income. Whilst efforts will be made to secure additional funding it is considered the current level of free Reserves is appropriate for the Charity as the designated funds will cover the predicted shortfall for the 2024/25 financial year.

When considering the level of free reserves, the Trustees have considered the Charity Commission document "Charity reserves: building resilience (CC19)" and also the House of Commons Public Administration and Constitutional Affairs Committee report "The collapse of Kids Company: lessons for charity trustees, et al". It is recognised that by far the greater part of the Charity's activity and expenditure is of an "essential" rather than of a "discretionary" nature. This requires a greater degree of financial resilience than for many other charities.

The Trustees are also aware that no service level or other agreements are in place for more than one year and income that might be considered "core" is in any case insufficient to provide a basic service to the community and reliance has to be placed on fund raising and the securing of project income that can share the Charity's fixed costs. There is awareness too that recent and planned legislation, together with some reductions in local Council services, is likely to result in higher levels of client demand and greater complexity of cases so that demands on the Charity will not reduce. Care is taken to ensure that any surplus of Reserves over minimum levels is spent with caution. Expenditure, on projects or activities that cannot demonstrate sufficient benefit when compared to their likely costs, is rejected.

The Board is reviewing opportunities to use reserves, to enhance support in key areas for the community. The reasons for holding particular reserves are outlined in note 11.

# **Citizens Advice Surrey Heath**

## **Report of the Directors and Trustees**

### **Principal Funding Sources**

The Directors extend their gratitude to Surrey Heath Borough Council, which continues to support the core operating capacity of the charity. Surrey Heath Borough Council also provides a community rent subsidy reducing the rent payable on our premises to zero until March 2029.

The charity did not have any borrowings from either providers or other sources of funding 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.

## **5. FUTURE PLANS**

Surrey Heath Borough Council have continued to show their commitment to our service by renewing our lease for a further 5 years in April 2024. They have also increased our revenue grant to offset inflation & pay increases and ring-fenced this for four years. This gives us a degree of financial stability to build upon. However, the wider funding landscape is more uncertain so our priority is to look at ways to improve our sustainability and ensure our local residents can get the support and specialist services they need.

We are working closely with local Citizens Advice across Surrey and other partners to explore models of joint working in order to access more regional funding opportunities and address sustainability concerns. This is in addition to applying for grant funding to continue to deliver our Money Advice casework once the current funding comes to an end.

In order to ensure our service meets client needs, we have plans in place to restructure our organisation and develop the skills of our staff and volunteers to enable people to move within the organisation to where they can be most effective. This includes greater engagement and outreach in the community with a particular focus on 'hard to reach' residents and minority groups across the borough.

We are also committed to diversifying and strengthening our Board and are actively recruiting to fill skill gaps identified in our Board appraisal process. We are keen to extend our reach into the community and aim to increase our volunteer advisors numbers to accommodate this.

## **Citizens Advice Surrey Heath Report of the Directors and Trustees**

### **6. DIRECTORS' RESPONSIBILITIES**

The directors are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them 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.

In so far as the directors are aware:

- there is no relevant information of which the charitable company's Examiner is unaware; and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the Examiner is aware of that information.

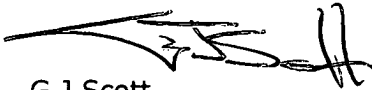
The directors are responsible for the maintenance and integrity of the corporate and financial information included on CA-SH's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements may differ from legislation in other jurisdictions.

#### **Examiner**

Cheeld Wheeler & Co took over as the independent examiner for the year ending 31<sup>st</sup> March 2022 and will continue for the year ending 31<sup>st</sup> March 2024.

In preparing this report, the directors have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

Approved by the Board of Directors on 23rd **September 2024** and signed on behalf of the Board.



G.J.Scott

**Chairman 23rd September 2024**

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

### **Independent examiners report to the trustees of Citizens Advice Surrey Heath ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31<sup>st</sup> March 2024.

This report is made to the Trustees, as a body, in accordance with the terms of my engagement. My work has been undertaken so that I might carry out an Independent Examination of the financial statements in accordance with the General Directions given by the Charity Commissioners. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees, as a body, for my work on this report.

### **Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act') and the Companies Act 2006 ('the 2006 Act').

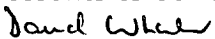
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the applicable Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

### **Independent Examiners Statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that:

1. accounting records were not kept in accordance with the requirements of section 130 of the 2011 Act and section 386 of the 2006 Act; or
2. The accounts do not accord with those records; or
3. The accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirements that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. As the charitable company's income exceeded £250,000 the examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is on of the listed bodies.
5. The accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

  
David Wheeler FCCA  
Cheeld Wheeler & Co  
Chartered Certified Accountants  
Redhill Chambers  
2d High Street  
Redhill  
Surrey  
RH1 1RJ

**Independent Examiner**

23<sup>rd</sup> September 2024

## Citizens Advice Surrey Heath

### Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the year ended 31 March 2024

	<b>Note</b>	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Designated funds</b>	<b>Total funds 2024</b>	<b>Total Year to 31 March 2023</b>
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
						<b>Note 7</b>
<b>Income from:</b>	<b>1</b>					
Donations	<b>2</b>	23,734	25,000	-	48,734	28,688
Charitable activities	<b>3</b>	80,000	271,789	-	351,789	261,139
Raising Funds	<b>4</b>	11,438	-	-	11,438	10,629
Interest income		11,302	-	-	11,302	3,487
<b>Total Income</b>		126,474	296,789	-	423,263	303,943
<b>Expenditure on:</b>						
Raising Funds	<b>5</b>	4,467	-	-	4,467	4,555
Charitable activities	<b>5</b>	62,784	278,406	-	341,190	288,928
Governance costs		1,213	-	-	1,213	1,413
<b>Total expenditure</b>		68,464	278,406	-	346,870	294,896
<b>Net income /(expenditure) before transfers</b>		58,010	18,383	-	76,393	9,047
<b>Transfers between funds</b>	<b>11</b>	(73,967)	(18,383)	92,350	-	-
<b>Net movement in funds for the year</b>		(15,957)	-	92,350	76,393	9,047
<b>Reconciliation of funds</b>						
<b>Total funds brought forward 1 April 2023</b>	<b>11</b>	180,202	6,527	66,079	252,808	243,761
<b>Balances carried forward 31 March 2024</b>	<b>11</b>	164,245	6,527	158,429	329,201	252,808

All income and expenditure derive from continuing activities.

The Statement of Financial Activities incorporates all gains and losses recognised in the above two financial periods.

The notes on pages 16 to 25 form part of these financial statements.

## Citizens Advice Surrey Heath

### Balance Sheet (Registered Number 6058583) as at 31 March 2024

	Note	<u>As at</u> <u>31-March</u> <u>2024</u>  <u>Unrestricted</u> <u>Funds</u>  £	<u>As at</u> <u>31-March</u> <u>2024</u>  <u>Restricted</u> <u>Funds</u>  £	<u>As at</u> <u>31-March</u> <u>2024</u>  <u>Total</u>  £	<u>As at</u> <u>31-March</u> <u>2023</u>  <u>Total</u>  £
<b>Fixed Assets</b>					
Tangible Fixed Assets	8	13,187	-	13,187	-
<b>Current Assets</b>					
Current investments	9	173,145	-	173,145	216,795
Cash at bank and in hand		162,422	64,821	227,243	291,069
<b>Total Current Assets</b>		335,567	64,821	400,388	507,864
Creditors - amounts falling due within one year	10	26,080	58,294	84,374	265,600
<b>Net Current Assets</b>		309,487	6,527	316,014	242,264
<b>Net Assets</b>	12	322,674	6,527	329,201	252,808
<b>Represented by:</b>					
<b>Funds of the Charity</b>					
Restricted funds	11	-	6,527	6,527	6,527
Unrestricted funds					
General funds	11	164,245	-	164,245	180,202
Designated funds	11	158,429		158,429	66,079
	12	322,674	6,527	329,201	252,808

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.


The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on **23rd September 2024** and were signed on its behalf by:

Greg Scott   
Chairman

Company Registration No: 6058583

Charity Registration No

1118181

# **Citizens Advice Surrey Heath**

## **Notes to the Accounts for the year ended 31 March 2024**

### **1. Accounting policies**

#### **Basis of preparing the financial statements**

Citizens Advice Surrey Heath (also known as CA-SH) is a charity limited by guarantee in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these Report and Accounts. The nature of the charity's operations and principal activities are in providing advice and counselling to the general public.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 1 October 2019, the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 October 2019.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling, which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

#### **Income**

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

- Voluntary income by way of grants, donations and gifts is included in full in the Statement of Financial Activities when receivable and when the amounts are known with certainty and are measurable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charitable company, are recognised when it becomes unconditionally entitled to the grant.
- Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charitable company earns the right to consideration by its performance. Where income is received in advance of performance it is treated as deferred income and included within creditors.

#### **Expenditure**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.



**Citizens Advice Surrey Heath**  
**Notes to the Accounts for the year ended 31 March 2024**

**1. Accounting policies (continued)**

**Resources expended**

Charitable expenditure comprises those costs incurred by the charitable company in the delivery of its activities and services for its beneficiaries.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charitable company and include Examination fees and costs linked to the strategic management of the charitable company.

All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity comprise both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. For the indirect costs these are allocated based on the FTE working on the activity.

**Fund accounting**

**Restricted funds**

Restricted funds represent grants and donations received which are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal. The aim and use of each restricted fund is set out in the notes to the financial statements.

**Unrestricted funds and designated funds**

Unrestricted funds represent funds that are expendable at the discretion of the directors in the furtherance of the objects of the charitable company. Such funds may be held in order to finance both working capital and capital investment.

Designated funds are those funds which are unrestricted in nature but which have been designated by the directors to be used in a particular manner.

**Fixed assets and depreciation**

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Office equipment	33.3%-straight line
Computer equipment	25% straight line

**Debtors receivable within one year**

Debtors with no stated interest rate and receivable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

**Creditors payable within one year**

Creditors with no stated interest rate and payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

**Recognition of liabilities**

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

# Citizens Advice Surrey Heath

## Notes to the Accounts for the year ended 31 March 2023

### 1. Accounting policies (continued)

#### Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

#### Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

#### Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

The only lease that the company has entered into is the rental agreement for the premises at Surrey Heath House. We have not capitalised this lease as per IFRS16 as the rent has been subsidised to zero for the duration of the current lease.

#### Going concern

The financial statements have been prepared on a going concern basis, as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

#### Cash at bank and in hand & Short-term deposits

The charity considers the balance as per its current account (& associated sweep account linked to this) and Petty Cash as Cash at bank and in hand. The remaining deposits held are classed as Short-term deposits and are valued as per the balance on that account at the year end.

### 2. Donations

<u>Source of income</u>	<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Total 2024</u>	<u>Total 2023</u>
	£	£	£	£
Premises donated by local authority at nil cost	-	25,000	25,000	25,000
Our Lady Queen of Heaven Church	1,250	-	1,250	1,000
Surrey Heath Lottery	477	-	477	517
Amazon	26	-	26	26
Donations from Clients	175	-	175	310
Gambling Harm Incentive	-	-	-	500
The Hospital Saturday Fund	-	-	-	500
Easy Fundraising	67	-	67	-
Bequest	21,250	-	21,250	-
Citizens Advice Surrey	-	-	-	-
Other Donations	489	-	489	835
	23,734	25,000	48,734	28,688

**Citizens Advice Surrey Heath**  
**Notes to the Accounts for the year ended 31 March 2024**

**3. Income from Charitable Activities**

<u>Charitable Activity</u>	<u>Source of Income</u>	<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Total 2024</u> £	<u>Total 2023</u> £
General Advice Services	Surrey Heath Borough Council (SHBC)	80,000	-	80,000	80,000
No-one left behind	Surrey County Council	-	50,000	50,000	50,000
Session Supervisor	Surrey Heath Borough Council (SHBC)	-	35,750	35,750	33,000
Social Prescribing	Surrey Heath Community Partnership	-	54,998	54,998	53,236
Cost of living Advisor	National Citizens Advice	-	12,500	12,500	-
MaPS Debt Advice	National Citizens Advice	-	-	-	17,645
Financial Wellbeing	National Lottery	-	38,781	38,781	-
Cost of Living Fund	National Lottery	-	25,014	25,014	2,207
Energy Advice Programme	National Citizens Advice	-	9,825	9,825	-
Surrey Adviceline	National Citizens Advice	-	19,484	19,484	-
Household Support Fund	Surrey Heath Borough Council (SHBC)	-	20,000	20,000	17,190
Other	Various	-	5,437	5,437	7,861
		80,000	271,789	351,789	261,139

**4. Raising funds**

**Activities for generating funds**

<u>Source of income</u>	<u>Total 2024</u> £	<u>Total 2023</u> £
Charity golf day	7,113	6,398
Quiz Night	4,325	4,231
	<u>11,438</u>	<u>10,629</u>

**Citizens Advice Surrey Heath**  
**Notes to the Accounts for the year ended 31 March 2024**

**5. Analysis of expenditure**

**Governance Costs**

	<b>Total 2024</b>	<b>Total 2023</b>
	<b>£</b>	<b>£</b>
Companies House filing fees	13	13
Independent Examination Fees	1,200	1,400
	1,213	1,413

**Raising Funds**

	<b>Total 2024</b>	<b>Total 2023</b>
	<b>£</b>	<b>£</b>
Charity golf day	3,446	3,595
Quiz Night	1,021	960
	4,467	4,555

**Charitable activities**

<b>Expenditure by Activity</b>	<b>Staff Costs</b>	<b>Office &amp; IT Costs</b>	<b>Other Support costs</b>	<b>Total 2024</b>	<b>Total 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
General Advice Services	59,351	26,773	1,660	87,784	87,664
No-one left behind	45,340	1,355	3,169	49,864	52,767
Session Supervisor	36,841	1,101	1,030	38,972	33,751
Social Prescribing	53,376	1,595	2,462	57,433	57,584
Cost of living advisor	12,500	373	350	13,223	3,168
MaPS Debt Advice	-	-	-	-	22,387
Financial Wellbeing	34,424	1,028	963	36,415	-
Cost-of-Living Fund	25,014	747	700	26,461	-
Energy Best deal	4,954	148	139	5,241	-
Surrey Adviceline	11,586	346	324	12,256	-
Household Support Fund	7,079	211	198	7,488	24,936
Other	5,722	171	160	6,053	6,671
	296,188	33,849	11,153	341,191	288,928

The Office, IT & Communications costs includes the £25,000 rental fee for the Surrey Heath House premises.

**6. Information regarding Directors and Employees**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Salaries	270,924	212,844
Social security costs	14,626	10,309
Pension costs	10,638	7,722
	296,188	230,875
Average number of employees	14	12
Average number of employees (expressed as full time equivalents)	9.6	7.3

All employees are part-time, defined as working less than 35 hours per week.

In addition to the above, CA-SH utilised the services of 52 volunteers (2023: 49). No employee earned in excess of £60,000 per annum. None of the trustees received any remuneration during the year (2023-nil)

**Citizens Advice Surrey Heath**  
**Notes to the Accounts for the year ended 31 March 2024**

**6. Information regarding Directors and Employees (continued)**

Travel expenses totalling £nil (2023: £nil) were paid to members of the Trustee Board. No other expenses or fees were paid to members of the Trustee Board.

The Charity's Not For Profit Liability Insurance includes cover for Outside Trustee Liability.

**7. Comparatives for the Statement of Financial Activities**

	<u>Note</u>	<u>Unrestricted funds</u>	<u>Restricted funds</u>	<u>Designated funds</u>	<u>Total funds 2023</u>	<u>Total Year to 31 March 2022</u>
		£	£	£	£	£
<b>Income from:</b>	<b>1</b>					
Donations	2	3,688	25,000	-	28,688	28,802
Charitable activities	3	80,000	181,139	-	261,139	264,272
Raising Funds	4	10,629	-	-	10,629	-
Interest income		3,487	-	-	3,487	491
<b>Total Incoming Resources</b>		97,804	206,139	-	303,943	293,565
<b>Expenditure on:</b>						
Governance costs	4	4,555	-	-	4,555	-
		60,005	228,923		288,928	253,147
Charitable activities	4	1,413	-	-	1,413	1,013
<b>Total expenditure</b>		65,973	228,923	-	294,896	254,160
<b>Net income / (expenditure) before transfers</b>		31,831	(22,784)	-	9,047	39,405
<b>Transfers between funds</b>	<b>11</b>	(43,298)	20,124	23,174	-	-
<b>Net movement in funds for the year</b>		(11,467)	(2,660)	23,174	9,047	39,405
<b>Reconciliation of funds</b>						
<b>Total funds brought forward 1 April 2021</b>	<b>11</b>	191,669	9,187	42,905	243,761	204,356
<b>Balances carried forward 31 March 2022</b>	<b>11</b>	180,202	6,527	66,079	252,808	243,761

**Citizens Advice Surrey Heath**  
**Notes to the Accounts for the year ended 31 March 2024**

**8. Tangible fixed assets**

<b>2024</b>	<b>Office Equipment</b>	<b>Computer Equipment</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost</b>			
Beginning of year	2,644	11,003	13,647
Disposals	-	-	-
Additions	-	6,969	6,969
End of year	<b>2,644</b>	<b>17,972</b>	<b>17,972</b>
<b>Depreciation</b>			
Beginning of year	2,644	459	3,103
Disposals	-	-	-
Charge for year	-	4,326	4,326
End of year	<b>2,644</b>	<b>4,785</b>	<b>6,585</b>
<b>Net book value</b>			
Beginning of year	-	10,544	10,544
End of Year	-	<b>13,187</b>	<b>13,187</b>

<b>2023</b>	<b>Office Equipment</b>	<b>Computer Equipment</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost</b>			
Beginning of year	2,644	19,080	21,724
Disposals	-	(19,080)	(19,080)
Additions	-	11,003	11,003
End of year	<b>2,644</b>	<b>11,003</b>	<b>13,647</b>
<b>Depreciation</b>			
Beginning of year	2,644	19,080	21,724
Disposals	-	(19,080)	(19,080)
Charge for year	-	459	459
End of year	<b>2,644</b>	<b>459</b>	<b>3,103</b>
<b>Net book value</b>			
Beginning of year	-	-	-
End of Year	-	<b>10,544</b>	<b>10,544</b>

**9. Current investments**

Current investments comprise of short-term deposit accounts held at banks and building societies where surplus funds are deposited to attract higher interest rates than the charity's current account. A summary of the holdings can be found below:

	<b>Total 2024</b>	<b>Total 2023</b>
	<b>£</b>	<b>£</b>
Cambridge & Counties Bank	85,000	85,000
Hampshire Trust Bank	88,145	85,000
Virgin Bank	-	46,610
	<b>173,145</b>	<b>216,610</b>

**Citizens Advice Surrey Heath**  
**Notes to the Accounts for the year ended 31 March 2024**

**10. Creditors: Amounts falling due within one year**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Trade creditors	18,628	51,044
Payroll taxes & liabilities	6,553	5,421
Held to assist clients in hardship <sup>1</sup>	26,990	20,025
Deferred income <sup>2</sup>	32,204	189,110
	84,375	265,600

<sup>1</sup>Funds were held to assist clients in severe cases of hardship. An amount of £2,830 was held to be used to assist clients living in the Frimley ward who are experiencing financial hardship. An additional amount of £1,270 was held as a Repossession Prevention Fund, £3,913 to assist with people impacted by Brexit and £15,203 for people impacted by Covid-19 and the cost of living crisis. There is also an amount held of £1,857 in relation to the Household Support fund and £1,925 from the Wenceslas Fund.

<sup>2</sup>Deferred income relates to amounts received for activities that have not yet taken place. These are released when either the services are provided relating to the income or when the fundraising event occurs. At 31/03/2024 this comprised of the following:

<b>Source of Income</b>	<b>2024</b>	<b>2023</b>	<b>Note</b>
	<b>£</b>	<b>£</b>	
Surrey Heath Borough Council	-	115,750	Funding received towards a Session Supervisor and annual grant paid in advance
Surrey County Council	21,304	50,000	Money received which will be used to fund Debt advice during the year.
Frimley Fuel Allotments	10,000	10,000	Money received to fund a cost of living advisor, will be released in 24/25.
National Citizens Advice	-	12,500	Money received to fund a cost of living advisor during the 23/24 year.
Various team receipts received for the Charity Golf function held after year-end.	900	860	
	32,204	189,110	

During the year deferred income of £179,110 was released (2022: £85,500).

**Citizens Advice Surrey Heath**  
**Notes to the Accounts for the year ended 31 March 2024**

**11. Movement in funds**

<b>Restricted</b>	<b><u>Balance</u> <u>1 April</u> <u>2023</u></b>	<b><u>Incoming</u> <u>Resources</u></b>	<b><u>Resource</u> <u>s</u> <u>Expended</u></b>	<b><u>Deficit /</u> <u>(Surplus)</u> <u>transferred</u> <u>from/(to)</u> <u>Unrestricted</u> <u>Funds</u></b>	<b><u>Balance</u> <u>carried</u> <u>forward</u> <u>31-Mar-24</u></b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Provision of premises	-	25,000	25,000	0	-
No-one left behind	-	50,000	49,864	(136)	-
Session Supervisor	-	35,750	38,972	3,222	-
Social Prescribing	-	54,998	57,433	2,435	-
Cost of living advisor	-	12,500	13,223	723	-
Financial Wellbeing	-	38,781	36,415	(2,366)	-
SCF Poverty Fund	-	25,014	26,461	1,447	-
Energy Best deal	4,727	9,825	5,241	(4,584)	4,727
Surrey Adviceline	-	19,484	12,256	(7,228)	-
Household Support Fund	-	20,000	7,488	(12,512)	-
Other Restricted Reserves	1,800	5,437	6,053	616	1,800
<b>Total Restricted Funds</b>	<b>6,527</b>	<b>296,789</b>	<b>278,406</b>	<b>(18,383)</b>	<b>6,527</b>

**Purpose of restricted funds**

**Provision of Premises** – During 2024 Surrey Heath Borough Council provided the charity with a subsidy which reduced the rent from £25,000 per annum to £0.

**No-one left behind** - The Charity is providing debt advice and support on behalf of Surrey County Council

**Session Supervisor** – Funding from SHBC to cover a full time Session Supervisor enabling the bureau to be open for more hours to clients.

**Social Prescribing** – The charity is providing support for individuals to improve their wellbeing and reduce the impact on local health services.

**Cost of living advisor** – A project to recruit and train an advisor to enable clients to quickly access emergency support

**Financial Wellbeing** – Funding from the National Lottery to deliver Financial Wellbeing and support services.

**Cost of living Fund** – Funding from the national lottery to assist clients affected by the cost of living crisis

**Energy Advice Programme** – The Charity obtained funding to advise clients in need of support in reducing their energy costs and obtaining better energy deals.

**Surrey Adviceline** – The charity is providing additional support for covering calls that come in to the Citizen advice helpline across Surrey.

**Household Support Fund** – Funding to cover the admin and staff costs of administering the Household Support fund, distributing funds to clients in need.

**Other Restricted Reserves** - £1,270 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. There is also £530 held to assist clients in the Frimley ward who may be suffering hardship.



**Citizens Advice Surrey Heath**  
**Notes to the Accounts for the year ended 31 March 2024**

**11. Movement in funds (continued)**

**Movement in Unrestricted & Designated Funds**

	<u>Unrestricted Funds</u>	<u>Redundancy (Designated)</u>	<u>IT Replacement (Designated)</u>	<u>Project (Designated)</u>	<u>Total Unrestricted and Designated Funds</u>
	£	£	£	£	£
<b>Balance 1 April 2023</b>	180,202	23,962	25,000	17,117	246,281
Transfers from Unrestricted Funds	-	25,448	-	66,902	92,350
Transfers from Designated Funds	(92,350)	-	-	-	(92,350)
Transfers from Restricted Funds	18,383	-	-	-	18,383
Profit for the year	58,010	-	-	-	58,010
<b>Balance carried forward 31 March 2024</b>	164,244	49,410	25,000	84,019	322,673

**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 or where projects are not renewed and staff had been hired specifically for this purpose. No redundancies are expected during the next 12 months.

**I.T Replacement** - The Trustees have designated £25,000 to meet the balance of the costs, not covered by grants, towards the cost of replacement of information technology systems (mainly desktops and telephony) to ensure there are adequate funds to upgrade the equipment as and when needed.

**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 the Charity can meet the needs of the local community.

**12. Analysis of net assets between Funds**

	<u>Unrestricted Funds</u>	<u>Restrict ed Funds</u>	<u>Designated Funds</u>	<u>Total</u>
	£	£	£	£
Fixed Assets	13,187	-	-	13,187
Current Assets	177,138	64,821	158,429	400,388
Current Liabilities	26,081	58,294	-	84,375
<b>Net Current Assets</b>	164,244	6,527	158,429	329,200

**Citizens Advice Surrey Heath**  
**Notes to the Accounts for the year ended 31 March 2024**

**13. Financial commitments**

**Capital Commitments**

At the balance sheet date there were no capital commitments. The charity entered into a 5 year lease arrangement with SHBC in March 2019 in relation to the new premises but has received a subsidy to reduce the rent payable to £0 for the duration of the lease. This lease was renewed

**14. Related party transactions**

There were no related party transactions in relation to income during the year (2023: £125). Notes 2 & 3 set out the sources for the charity's income during the year.

There were transactions between Citizens Advice Surrey Heath and Citizens Advice in relation to information services. The total amount payable was £3,039 (2023: £3,950).

There have been no other related party transactions identified.

**15. Taxation**

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

**16. Members**

The charity is incorporated as a company limited by guarantee having no share capital and in accordance with the Memorandum of Association, every member is liable to contribute a sum of £1 in the event of the company being wound up. At 31 March 2024 there were 9 members (2023: 9 members).

**17. Pension costs**

The charity operates an Auto Enrolment Pension Scheme administered by Peoples Pension.

The pension cost shown in the accounts for the year represents contributions payable by the company and amounted to £10,638 (2022: £7,722).

**18. Volunteers**

The charity has over 52 volunteers who work in a variety of roles including as advisers, receptionists and IT support. This allowed the charity to support over 4,700 clients during the year and delivered a benefit from the volunteers work to the community estimated at £497,160.