

GODALMING TOWN COUNCIL

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107-109 High Street
Godalming
Surrey
GU7 1AQ

3 January 2025

I HEREBY SUMMON YOU to attend the **POLICY & MANAGEMENT COMMITTEE** Meeting to be held in the Council Chamber, Waverley Borough Council, The Burys, Godalming on THURSDAY, 9 JANUARY 2025 at 7.00pm or at the conclusion of the preceding Environment & Planning Committee meeting, whichever is later.

Andy Jeffery

Andy Jeffery
Town Clerk

If you wish to speak at this meeting please contact Godalming Town Council on 01483 525575 or email office@godalming-tc.gov.uk

Where possible proceedings will be live streamed via the Town Council's Facebook page. If you wish to watch the council meeting's proceedings, please go to Godalming Town Council's [YouTube](#) page.

Committee Members:	Councillor Follows – Chair Councillor Weightman – Vice Chair
Councillor Adam	Councillor Holliday
Councillor Clayton	Councillor Kiehl
Councillor Crooks	Councillor Martin
Councillor Crowe	Councillor PMA Rivers
Councillor C Downey	Councillor Steel
Councillor S Downey	Councillor Thomson
Councillor Duce	Councillor Williams
Councillor Heagin	

AGENDA

1. MINUTES

To approve as a correct record the minutes of the meeting held on the 28 November 2024, a copy of which has been circulated previously.

2. APOLOGIES FOR ABSENCE

3. DISCLOSABLE PECUNIARY INTERESTS AND OTHER REGISTERABLE INTERESTS

To receive from Members any declarations of interests in relation to any items included on the agenda for this meeting required to be disclosed by the Localism Act 2011 and the Godalming Members' Code of Conduct.

4. PETITIONS/STATEMENTS/QUESTIONS FROM MEMBERS OF THE PUBLIC

The Chair to invite members of the public to make representations, ask or answer questions and give evidence in respect of the business on the agenda or other matters not on the agenda. This forum to be conducted in accordance with Standing Order 5:

- the period of time designated for public participation at a meeting for a maximum of three minutes per person or 15 minutes overall, unless otherwise directed by the chair of the meeting;
- a question shall not require a response at the meeting nor start a debate on the question. The chair of the meeting may direct that a written or oral response be given. If a matter raised is one for Principal Councils or other authorities, the person making representations will be informed of the appropriate contact details.

5. QUESTIONS BY MEMBERS

To consider any questions from Councillors in accordance with Standing Order 6.

6. ACCOUNTS PAID SINCE LAST MEETING & SCHEDULE OF PAYMENTS

RFO to report on the accounts paid since the last meeting.

A schedule of the accounts paid will be tabled for the information of Members. The invoices relating to these payments are available in the Council's office for inspection. All payments made are in line with the agreed budget or other resolution of this Committee or Full Council.

Members to agree that the Chair should sign the schedule of accounts paid.

7. BUDGET MONITORING

Members are asked to note a report from the Responsible Finance Officer on the Council's financial performance to 30 November 2024 (report attached for the information of Members).

8. COMMITTEE REPORTS & KEY DATES

The Committee's reports' schedule and key dates programme is attached for the information of Members.

9. POLICY DOCUMENT REVIEW

Members are requested to review the policy documents listed below, where a policy is amended Members are requested to resolve to recommend adoption by Full Council; unamended policies will remain extant.

[GDPR-Removable Media Policy](#)

[GDPR-Subject Access Policy](#)

[GDPR-Privacy Notice – General](#)

[GDPR-Privacy Notice – Staff, Councillors & Volunteers](#)

[GDPR-Document Retention Policy](#)

[GDPR-Information Data Protection Policy](#)

10. TOWN CLOCK – ITEM FOR DECISION

Recommendation: Members to resolve to approve works to the Town Clock to replace the existing movement and repair the bell strike. Cost of the works to be met from the Land & Property reserve.

Following the annual inspection and maintenance of the 'Town Clock' located in the cupola of The Pepperpot, it is recommended that:

As the clock's existing movement is an obsolete T1 Oil Bath movement, it is considered prudent to have it upgraded to a modern T1R movement to allow parts to be readily available in the event that anything should fail.

In addition to the T1, it was reported that the hammer is not striking the bell even though the Toller unit was functioning – this issue was known prior to the inspection and the plan is for this to be investigated further once the scaffolding is in place for the external decoration of The Pepperpot.

Proposal

If Members agree, it is proposed the works to replace the clock movement, which will take one day to complete, is undertaken early during the period of The Pepperpot redecoration works.

Additionally, whilst the scaffolding is in place for the redecoration of the cupola, the bell strike issue will be investigated, and any required repairs progressed.

Cost

The price for this work is estimated at £1,517. Members are requested to resolve to approve works to the Town Clock as set out above, and agree the expenditure be met from the Land & Property reserve.

11. TOWN COUNCIL REPRESENTATION ON EXTERNAL BODIES

Members to provide an update on the external body to which they are a Town Council representative if an update is available.

12. COMMUNICATIONS ARISING FROM THIS MEETING

Members to identify which matters (if any), discussed at this meeting, are to be publicised.

13. DATE OF NEXT MEETING

The next meeting of the Policy & Management Committee is scheduled to be held in the Council Chamber on Thursday, 30 January 2025 at 7.00pm or at the conclusion of the preceding Environment & Planning Committee meeting, whichever is later.

14. ANNOUNCEMENTS

Brought forward by permission of the Chair. Requests to be submitted prior to commencement of the meeting.

IN PURSUANCE OF THE PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960 S.1(2), THE COMMITTEE MAY WISH TO RESOLVE TO EXCLUDE THE PUBLIC AND PRESS FROM THE MEETING AT THIS POINT PRIOR TO CONSIDERATION OF AGENDA ITEM(S) 15, 16 & 17 BY REASON OF THE CONFIDENTIAL NATURE OF THE BUSINESS TO BE TRANSACTED I.E STAFFING MATTERS, COMMERCIAL-IN-CONFIDENCE

15. CITIZENS ADVICE SOUTH-WEST SURREY

Members to receive the annual report and accounts of the Citizens Advice SW Surrey (CASWS) for the period 2022/23 & 2023/24 (attached for the information of Members). Additionally, Members to receive an update from the Town Clerk on recent changes to the operation of CASWS in relation to the current SLA between GTC and CASWS, (briefing papers attached for the information of Members)

16. MUSEUM

Members to receive an update on the work of the Museum Co-ordination Group.

17. STAFFING MATTERS

Members to receive an update on staffing matters from the Chair of the Staffing Committee.

7. BUDGET MONITORING REPORT

Members to consider a budget monitoring report to 30 November 2024 against the revised estimates agreed at Full Council on 16 May 2024 (detailed report attached for the information of Members).

Cost Centre	Year to date Variance	Projected Variance @ Year End
	£	£
Head Office Costs	261,929 u/s	0 u/s
Civic Expenses	8,126 u/s	0 u/s
Town Promotion	949 u/s	0 o/s
Staycation	1,844 u/s	0 u/s
Festivals & Markets	6,620 u/s	4,000 u/s
Christmas Lights	1,736 o/s	0 o/s
BWP Youth Centre	29,631 u/s	0 o/s
Pepperpot	1,774 o/s	0 u/s
The Square	650 u/s	0 u/s
Allotments	2,713 o/s	0 o/s
Wilfrid Noyce Community Centre	32,791 u/s	0 u/s
Bandstand	530 u/s	0 o/s
Godalming Museum	1,117 o/s	0 u/s
Land & Property Other	5,683 u/s	0 o/s
Crown Court Conveniences	9,806 o/s	0 o/s
Broadwater Park Extension	0 o/s	0 o/s
Pepperpot Ext Redec	550 o/s	
Cemeteries	63,830 u/s	60,000 u/s
Mayors' Charity	1,752 u/s	0 o/s
Community Store	420 u/s	0 o/s
TOTAL	397,059 u/s	64,000 u/s

The monitoring report shows a current variance of £397,059 underspend against the revised Budget (there is a £2 rounding difference between this and the detailed report).

Cost Centre 101

- Interest received already exceeds the annual budget by £16,957.
- £41,167 underspend to date against staffing costs – arises from a staffing vacancy (a previous underspend relating to the unpaid pay award has been eliminated by payment of the award and backdated pay in November).
- £868 overspend on Rates – £528 relates to an increased NNDR bill for 107-109 High Street and £340 is the BID Levy.
- 91.3% of the Car Allowances budget has been spent – indicating that this budget will overspend before the year end.
- 283.6% spend to date on Professional Fees – Other – £23,819 (£19,819 net of refundable deposit) relates to the costs of a locum RFO but it is offset by the underspend against staffing costs referred to above. £7,000 has been spent on the Youth Services audit. Even without the locum RFO costs, this budget will likely be overspent by the end of the financial year.
- £2,883 overspend on Insurance – this is because the costs of insuring cemeteries now fall to this budget and there has been additional expenditure on increasing the fiduciary guarantee cover.
- 2476% of Miscellaneous Expenses is spent because £25k was paid to Tuesley & Munstead Parish Council as part of the Godalming Joint Burial Committee dissolution agreement (Min No 420-21 refers). This is offset by a transfer from an earmarked reserve established for this purpose. See also 5001 101 Transfers from Reserves. Similarly,

£24,000 has been paid in CIL grant to Farncombe Cricket Club and this is offset by a transfer from reserves of the same sum – also at 5001 101.

Cost Centre 102

- £5.0k Professional Fees underspend – Waverley Borough Council gave estimated costs of two recent by-elections in the 2023/24 financial year which were accrued. Only one of those invoices has been received to date. This is a timing issue only.
- 147.1% of Publicity Advertising spent – two items have been charged against this budget – the costs of Council Tax inserts and publicity about Remembrance Sunday.

Cost Centre 201

- £14,565 has been received in donations towards the Well-being Garden.
- A year-to-date variance of £3,085 overspent on Property Maintenance arises from work on the garden which has been funded from donation.
- A year-to-date variance of £3,254 overspent on Street Furniture relates to Garden Furniture again funded from donations.
- Vehicle Maintenance Costs are £1,641 overspent to date (and £841 above the full year budget) – the costs have exceeded those expected.
- There is no budget for equipment at Broadwater Park (except for equipment funded from grant streams) and therefore the whole of the expenditure here is an overspend (£6,190 to date); £3,495 relates to the purchase of a vehicle, most of the remainder relates to equipment for the garden (funded by donations) and furnishing for the new in-fill extension. However, this expenditure will be set against the UKSPF grant.
- Expenditure for DBS checks and professional support/mentoring to staff is £602 overspent against year-to-date figures and exceed the full year budget by £522.

Cost Centre 202

£3,453 overspend year to date (and £3,053 overspend against the full year budget) arises because £3,353 has been spent on installing a new boiler.

Cost Centre 204

An overspend of £2,713 is reported against Allotments because a management decision was taken to determine workload priorities meaning a delay has been experienced in invoicing allotment holders. This this is a timing issue which will be remedied shortly.

Cost Centre 208

- £18,793 underspend to date against staffing costs relates to staff vacancies.
- £27,660 spent on new bus shelters - "Street Furniture" (Min No 579-23 refers). Project is being funded by CIL and S106.

Cost Centre 209

Overspend of £9,806. The expected government grant was received and the agreed transfer from the Town Council's CIL EMR has been made. Council agreed on 21 November to fund the overspend from CIL (Min No. 325-24 refers) but the transfer has not yet been made.

Cost Centre 301

- Income has already exceeded that budgeted for the year.
- Grave digging costs are higher than budgeted, this is linked directly to increased revenue referred to above.

- £4,235 Grounds Maintenance underspend to date shows a lower underspend than the last report – part relates to the actual costs for Q4 grass cutting by QLS being significantly under what was accrued; but it seems likely that the budget will be underspent by the year end.
- £32,754 year-to-date overspend against Equipment may reflect a timing difference (total expenditure at stage is 78.4% of the full year budget so within overall budget) the expenditure to-date includes major items such as a second-hand electric van; the annual lease of a new electric van and provision of Welfare, Workshop and Ancillary Facilities at Eashing Cemetery Maintenance Depot (Min No 644-23 refers).

GENERAL AND EAR MARKED RESERVES

	Balance b/f 1 April 2024 £	Deficit/Surplus from Revenue a/c £	Transfer from Revenue a/c	Transfer to Revenue a/c	Transfers between Reserves	Balance c/f 31 March 2025
Movement in Reserves to March 31 2025 (Actual)						
Reserves						
Unallocated Reserve						
1 Revenue Reserve	665,404	30,049	48,000			743,453
Sub-total unallocated reserves	665,404					743,453
Earmarked Reserves						
2 Election Expenses Fund	4,000		6,000			10,000
3 Community Infrastructure Levy	299,076			-137,346		161,730
4 Emerging Projects	42,591		5,000			47,591
5 Youth	5,250					5,250
6 Afghan Refugees	529					529
7 Busbridge Parish Council	25,000			-25,000		0
8 Land & Property Maintenance	215,000		12,500			227,500
9 Capital Works Programme	1,900		58,000			59,900
10 Flood Wall Maintenance	6,000					6,000
11 Mayor's Charity	1,060			-1,060		0
12 Community Store	0					0
13 Professional Fees	17,000					17,000
						0
Sub-total Earmarked Reserve	617,406					535,500
Balances	1,282,810	30,049	129,500	-163,406	0	1,278,953

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

Month No: 8

Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>101</u> <u>Head Office Costs</u>							
1001 Precept	1,147,744	1,147,744	0	1,147,744			100.0%
1102 Community Infrastructure Levy	231,415	0	(231,415)	0			0.0%
1303 Other customer/client receipts	0	6,600	6,600	10,000			0.0%
1305 Sale of Assets	2,490	0	(2,490)	0			0.0%
1401 Interest Received	41,957	16,800	(25,157)	25,000			167.8%
	1,423,605	1,171,144	(252,461)	1,182,744			120.4%
Head Office Costs :- Income							
4001 Salaries	147,350	176,720	29,370	265,080		117,730	55.6%
4002 Employer's NIC	15,313	21,080	5,767	31,620		16,307	48.4%
4003 Employer's Superannuation	25,410	31,440	6,030	47,160		21,750	53.9%
4011 Staff Training	2,192	2,800	608	4,200		2,008	52.2%
4012 Recruitment Advertising	1,031	0	(1,031)	1,500		469	68.8%
4013 Other Staff Expenses	18	400	383	600		583	2.9%
4102 Property Maintenance	824	1,600	776	2,400		1,576	34.3%
4103 Maintenance Contracts	1,288	1,504	216	2,250		962	57.2%
4111 Energy Costs	2,938	4,000	1,062	6,000		3,062	49.0%
4121 Rents	1,232	2,650	1,418	2,650		1,418	46.5%
4131 Rates	6,968	6,100	(868)	6,100		(868)	114.2%
4141 Water Services	0	200	200	300		300	0.0%
4161 Cleaning	3,621	3,040	(581)	4,560		939	79.4%
4162 Waste Removal	304	400	96	600		296	50.6%
4163 Domestic Supplies	249	200	(49)	300		51	82.9%

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

Month No: 8

Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4202 Car Allowances	913	640	(273)	1,000		87	91.3%
4301 Equipment	984	1,500	516	2,000		1,016	49.2%
4303 Materials	33	0	(33)	0		(33)	0.0%
4304 Catering & Hospitality	464	360	(104)	540		76	86.0%
4305 Clothes, Uniform & Laundry	2	0	(2)	0		(2)	0.0%
4306 Printing	1,573	1,440	(133)	2,160		587	72.8%
4307 Stationery	2,482	3,200	718	4,800		2,318	51.7%
4308 General Office Expense	15	0	(15)	250		235	6.2%
4312 Professional Fees - Surveyors	7,500	0	(7,500)	0		(7,500)	0.0%
4313 Professional Fees - Other	37,440	8,800	(28,640)	13,200		(24,240)	283.6%
4314 Audit Fees	3,025	3,100	75	3,300		275	91.7%
4315 Insurance	17,383	14,500	(2,883)	14,500		(2,883)	119.9%
4321 Bank Charges	302	280	(22)	420		118	71.9%
4322 Postage	619	800	181	1,950		1,331	31.7%
4323 Telephones	1,747	1,840	93	2,765		1,018	63.2%
4325 Computing	9,571	7,600	(1,971)	11,400		1,829	84.0%
4326 Website	1,421	1,600	179	2,400		979	59.2%
4341 Grants	53,074	57,715	4,641	64,700		11,626	82.0%
4342 Subscriptions	5,045	4,900	(145)	5,880		835	85.8%
4343 Licensing/PRS	0	120	120	120		120	0.0%
4900 Miscellaneous Expenses	49,049	1,320	(47,729)	1,981		(47,068)	2476.0%
6000 Debt Charges - Principal	23,179	23,178	(1)	34,501		11,322	67.2%
6001 Debt Charges - Interest	31,989	31,989	(0)	43,202		11,213	74.0%
Head Office Costs :- Indirect Expenditure	456,548	417,016	(39,532)	586,389	0	129,841	77.9%

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

Month No: 8

Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
5001 Transfers from Reserves	(169,000)	(120,000)	49,000	(120,000)		49,000	140.8%
5101 Contrib. to Premises Provision	2,500	2,500	0	2,500		0	100.0%
5102 Contrib. to Other Provisions	63,000	63,000	0	63,000		0	100.0%
Head Office Costs :- Other Costs	(103,500)	(54,500)	49,000	(54,500)	0	49,000	189.9%
Net Income over Expenditure	1,070,557	808,628	(261,929)	650,855			
<u>102 Civic Expenses</u>							
1304 Donations	15	0	(15)	0			0.0%
Civic Expenses :- Income	15	0	(15)	0			
4002 Employer's NIC	703	0	(703)	0		(703)	0.0%
4011 Staff Training	30	0	(30)	0		(30)	0.0%
4121 Rents	0	1,540	1,540	2,420		2,420	0.0%
4304 Catering & Hospitality	33	400	367	600		567	5.6%
4305 Clothes, Uniform & Laundry	450	250	(200)	500		50	90.0%
4306 Printing	254	800	546	800		546	31.8%
4313 Professional Fees - Other	(4,631)	300	4,931	300		4,931	(1543.7%)
4325 Computing	1,985	2,800	815	4,200		2,215	47.3%
4327 Publicity Advertising	1,103	350	(753)	750		(353)	147.1%
4332 Mayor's Expenses	0	880	880	1,320		1,320	0.0%
4333 Members' Expenses	265	0	(265)	0		(265)	0.0%
4334 Members' Training	60	800	740	1,200		1,140	5.0%
4900 Miscellaneous Expenses	397	640	243	960		563	41.4%
Civic Expenses :- Indirect Expenditure	649	8,760	8,111	13,050	0	12,401	5.0%

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

Month No: 8

Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
5102 Contrib. to Other Provisions	6,000	6,000	0	6,000		0	100.0%
Civic Expenses :- Other Costs	6,000	6,000	0	6,000	0	0	100.0%
Net Income over Expenditure	(6,634)	(14,760)	(8,126)	(19,050)			
<u>104 Town Promotion</u>							
1303 Other customer/client receipts	2,190	2,350	160	2,350			93.2%
1304 Donations	22	0	(22)	0			0.0%
Town Promotion :- Income	2,212	2,350	138	2,350			94.1%
4151 Fixtures & Fittings	108	0	(108)	0		(108)	0.0%
4162 Waste Removal	321	400	79	400		79	80.2%
4171 Grounds Maintenance Costs	2,731	5,000	2,269	5,000		2,269	54.6%
4203 Other Transport Costs	605	0	(605)	0		(605)	0.0%
4301 Equipment	521	500	(21)	500		(21)	104.1%
4304 Catering & Hospitality	295	100	(195)	100		(195)	295.4%
4306 Printing	615	400	(215)	400		(215)	153.8%
4313 Professional Fees - Other	846	0	(846)	0		(846)	0.0%
4327 Publicity Advertising	1,629	2,100	471	2,100		471	77.6%
4900 Miscellaneous Expenses	110	400	290	600		490	18.3%
7204 UKSPF - Decorations & Lighting	32	0	(32)	0		(32)	0.0%
Town Promotion :- Indirect Expenditure	7,813	8,900	1,087	9,100	0	1,287	85.9%
Net Income over Expenditure	(5,601)	(6,550)	(949)	(6,750)			

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

Month No: 8

Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>105 Staycation</u>							
4001 Salaries	0	100	100	100		100	0.0%
4002 Employer's NIC	0	15	15	15		15	0.0%
4003 Employer's Superannuation	0	18	18	18		18	0.0%
4161 Cleaning	75	0	(75)	0		(75)	0.0%
4162 Waste Removal	642	1,500	858	1,500		858	42.8%
4313 Professional Fees - Other	2,198	3,450	1,252	3,450		1,252	63.7%
4327 Publicity Advertising	262	900	638	900		638	29.1%
4343 Licensing/PRS	130	0	(130)	0		(130)	0.0%
4900 Miscellaneous Expenses	833	0	(833)	0		(833)	0.0%
Staycation :- Indirect Expenditure	4,139	5,983	1,844	5,983	0	1,844	69.2%
Net Expenditure	(4,139)	(5,983)	(1,844)	(5,983)			
<u>106 Festivals & Markets</u>							
1303 Other customer/client receipts	18,794	12,520	(6,274)	14,060			133.7%
1304 Donations	2,630	0	(2,630)	0			0.0%
Festivals & Markets :- Income	21,424	12,520	(8,904)	14,060			152.4%
4001 Salaries	90	1,640	1,550	1,640		1,550	5.5%
4002 Employer's NIC	0	230	230	230		230	0.0%
4003 Employer's Superannuation	0	295	295	295		295	0.0%
4162 Waste Removal	588	700	112	700		112	84.0%

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

Month No: 8

Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4203 Other Transport Costs	116	0	(116)	0		(116)	0.0%
4301 Equipment	1,787	0	(1,787)	0		(1,787)	0.0%
4304 Catering & Hospitality	116	180	64	180		64	64.3%
4306 Printing	0	530	530	530		530	0.0%
4313 Professional Fees - Other	3,245	2,400	(845)	2,400		(845)	135.2%
4321 Bank Charges	7	0	(7)	0		(7)	0.0%
4327 Publicity Advertising	2,617	3,270	653	3,270		653	80.0%
4343 Licensing/PRS	0	600	600	600		600	0.0%
4900 Miscellaneous Expenses	4,264	700	(3,564)	700		(3,564)	609.2%
Festivals & Markets :- Indirect Expenditure	12,830	10,545	(2,285)	10,545	0	(2,285)	121.7%
Net Income over Expenditure	8,595	1,975	(6,620)	3,515			
<u>108 Christmas Lights</u>							
4303 Materials	252	0	(252)	0		(252)	0.0%
4313 Professional Fees - Other	20,000	18,516	(1,484)	46,016		26,016	43.5%
Christmas Lights :- Indirect Expenditure	20,252	18,516	(1,736)	46,016	0	25,764	44.0%
Net Expenditure	(20,252)	(18,516)	1,736	(46,016)			
<u>201 BWP Youth & Community Centre</u>							
1201 Grants - SCC	9,433	6,000	(3,433)	8,000			117.9%
1202 Grants - WBC	168,382	168,000	(382)	168,000			100.2%

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

Month No: 8

Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
1204 Grants - Other	500	0	(500)	0			0.0%
1301 Premises Hire Charges	5,409	3,600	(1,809)	5,400			100.2%
1304 Donations	14,565	0	(14,565)	0			0.0%
	198,289	177,600	(20,689)	181,400			109.3%
BWP Youth & Community Centre :- Income							
4001 Salaries	118,293	121,160	2,867	181,740	63,447		65.1%
4002 Employer's NIC	9,075	11,680	2,605	17,520	8,445		51.8%
4003 Employer's Superannuation	13,905	21,440	7,535	32,160	18,255		43.2%
4011 Staff Training	1,892	1,600	(292)	2,500	608		75.7%
4012 Recruitment Advertising	88	0	(88)	1,200	1,112		7.3%
4102 Property Maintenance	4,285	1,200	(3,085)	1,800	(2,485)		238.0%
4103 Maintenance Contracts	1,095	1,080	(15)	1,620	525		67.6%
4111 Energy Costs	3,444	3,200	(244)	4,800	1,356		71.7%
4131 Rates	1,556	1,500	(56)	1,500	(56)		103.7%
4141 Water Services	370	320	(50)	500	130		73.9%
4161 Cleaning	413	6,240	5,827	9,360	8,947		4.4%
4162 Waste Removal	616	800	184	1,200	584		51.3%
4163 Domestic Supplies	52	240	188	360	308		14.4%
4171 Grounds Maintenance Costs	181	240	59	400	219		45.2%
4190 Street Furniture	3,254	0	(3,254)	0	(3,254)		0.0%
4201 Public Transport	62	50	(12)	100	38		61.7%
4202 Car Allowances	0	50	50	100	100		0.0%
4204 Fuel Costs	241	1,600	1,360	2,400	2,160		10.0%
4205 Vehicle Maintenance	3,241	1,600	(1,641)	2,400	(841)		135.0%

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

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Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4301 Equipment	6,190	0	(6,190)	0		(6,190)	0.0%
4302 Furniture	46	0	(46)	0		(46)	0.0%
4304 Catering & Hospitality	5	250	245	500		495	1.1%
4307 Stationery	467	0	(467)	0		(467)	0.0%
4312 Professional Fees - Surveyors	1,500	0	(1,500)	0		(1,500)	0.0%
4313 Professional Fees - Other	762	160	(602)	240		(522)	317.5%
4323 Telephones	1,114	800	(314)	1,200		86	92.8%
4325 Computing	1,397	1,280	(117)	1,920		523	72.8%
4327 Publicity Advertising	0	0	0	250		250	0.0%
4900 Miscellaneous Expenses	268	320	52	500		232	53.5%
7100 BWP - Creativity & Arts	209	800	591	1,200		991	17.4%
7101 BWP - Music	0	0	0	250		250	0.0%
7102 BWP - Sports & Activities	314	1,600	1,286	2,400		2,086	13.1%
7103 BWP - Gaming	90	400	310	600		510	15.0%
7104 BWP - Decorations & Lighting	6	0	(6)	200		194	3.2%
7105 BWP - Food & Cooking	334	1,200	866	1,800		1,466	18.6%
7200 UKSPF - Creativity & Arts	258	800	542	1,200		942	21.5%
7202 UKSPF - Sports & Activities	1,691	1,600	(91)	2,400		709	70.4%
7203 UKSPF - Gaming	131	400	269	600		469	21.8%
7205 UKSPF - Food & Cooking	800	800	0	1,200		400	66.6%
7300 HAF - Creativity & Arts	471	300	(171)	450		(21)	104.6%
7301 HAF - Music	0	3,000	3,000	4,000		4,000	0.0%
7302 HAF - Sports & Activities	1,535	0	(1,535)	0		(1,535)	0.0%

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Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
7303 HAF - Gaming	75	850	775	1,200		1,125	6.3%
7305 HAF - Food & Cooking	698	800	102	1,100		402	63.4%
BWP Youth & Community Centre :- Indirect Expenditure	180,418	189,360	8,942	284,870	0	104,452	63.3%
5101 Contrib. to Premises Provision	2,500	2,500	0	2,500		0	100.0%
5102 Contrib. to Other Provisions	168,000	168,000	0	168,000		0	100.0%
BWP Youth & Community Centre :- Other Costs	170,500	170,500	0	170,500	0	0	100.0%
Net Income over Expenditure	(152,629)	(182,260)	(29,631)	(273,970)			
<u>202 Pepperpot</u>							
1301 Premises Hire Charges	6,545	5,600	(945)	8,400			77.9%
Pepperpot :- Income	6,545	5,600	(945)	8,400			77.9%
4102 Property Maintenance	4,253	800	(3,453)	1,200		(3,053)	354.4%
4103 Maintenance Contracts	287	800	513	1,200		913	23.9%
4111 Energy Costs	721	1,720	999	2,600		1,879	27.7%
4131 Rates	175	790	615	790		615	22.1%
4161 Cleaning	33	2,520	2,487	3,780		3,747	0.9%
4301 Equipment	113	0	(113)	600		487	18.9%
4312 Professional Fees - Surveyors	3,750	0	(3,750)	0		(3,750)	0.0%
4323 Telephones	434	416	(18)	624		190	69.5%
4343 Licensing/PRS	70	70	0	70		0	100.0%
Pepperpot :- Indirect Expenditure	9,835	7,116	(2,719)	10,864	0	1,029	90.5%

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

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Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
5101 Contrib. to Premises Provision	2,500	2,500	0	2,500		0	100.0%
Pepperpot :- Other Costs	2,500	2,500	0	2,500	0	0	100.0%
Net Income over Expenditure	(5,790)	(4,016)	1,774	(4,964)			
<u>203 The Square</u>							
1302 Rents	5,108	4,480	(628)	6,750			75.7%
1303 Other customer/client receipts	2,020	1,700	(320)	1,700			118.8%
The Square :- Income	7,128	6,180	(948)	8,450			84.4%
4315 Insurance	1,998	1,700	(298)	1,700		(298)	117.5%
The Square :- Indirect Expenditure	1,998	1,700	(298)	1,700	0	(298)	117.5%
Net Income over Expenditure	5,130	4,480	(650)	6,750			
<u>204 Allotments</u>							
1303 Other customer/client receipts	0	2,850	2,850	2,850			0.0%
Allotments :- Income	0	2,850	2,850	2,850			0.0%
4102 Property Maintenance	334	0	(334)	300		(34)	111.5%
4141 Water Services	188	160	(28)	260		72	72.4%
4162 Waste Removal	0	0	0	215		215	0.0%
4171 Grounds Maintenance Costs	0	500	500	1,000		1,000	0.0%
Allotments :- Indirect Expenditure	523	660	137	1,775	0	1,252	29.5%
Net Income over Expenditure	(523)	2,190	2,713	1,075			

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Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>205 Wilfrid Noyce Community Centre</u>							
1301 Premises Hire Charges	35,339	30,500	(4,839)	44,500			79.4%
1303 Other customer/client receipts	160	0	(160)	0			0.0%
Wilfrid Noyce Community Centre :- Income	35,499	30,500	(4,999)	44,500			79.8%
4001 Salaries	19	2,240	2,221	3,360		3,341	0.6%
4002 Employer's NIC	0	320	320	480		480	0.0%
4003 Employer's Superannuation	0	400	400	600		600	0.0%
4102 Property Maintenance	3,613	2,400	(1,213)	3,600		(13)	100.3%
4103 Maintenance Contracts	3,740	5,280	1,540	7,920		4,180	47.2%
4111 Energy Costs	4,840	8,800	3,960	13,200		8,360	36.7%
4121 Rents	90	250	160	250		160	36.0%
4131 Rates	1,160	5,000	3,840	5,000		3,840	23.2%
4141 Water Services	1,027	1,360	333	2,040		1,013	50.4%
4161 Cleaning	419	11,200	10,781	16,800		16,381	2.5%
4162 Waste Removal	1,798	1,280	(518)	1,920		122	93.7%
4163 Domestic Supplies	68	400	332	600		532	11.3%
4301 Equipment	2	2,400	2,398	4,000		3,998	0.1%
4313 Professional Fees - Other	0	1,650	1,650	1,650		1,650	0.0%
4323 Telephones	501	664	163	996		495	50.3%
4343 Licensing/PRS	0	650	650	650		650	0.0%
4900 Miscellaneous Expenses	23	800	777	1,200		1,177	1.9%
Wilfrid Noyce Community Centre :- Indirect Expenditure	17,302	45,094	27,792	64,266	0	46,964	26.9%

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

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Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
5101 Contrib. to Premises Provision	2,500	2,500	0	2,500		0	100.0%
Wilfrid Noyce Community Centre :- Other Costs	2,500	2,500	0	2,500	0	0	100.0%
Net Income over Expenditure	15,697	(17,094)	(32,791)	(22,266)			
<u>206 Bandstand</u>							
1301 Premises Hire Charges	44	0	(44)	0			0.0%
Bandstand :- Income	44	0	(44)	0			
4102 Property Maintenance	300	400	100	600		300	50.0%
4111 Energy Costs	0	250	250	250		250	0.0%
4205 Vehicle Maintenance	44	0	(44)	0		(44)	0.0%
4343 Licensing/PRS	70	250	180	250		180	28.0%
Bandstand :- Indirect Expenditure	414	900	486	1,100	0	686	37.6%
Net Income over Expenditure	(370)	(900)	(530)	(1,100)			
<u>207 Godalming Museum</u>							
1302 Rents	1,706	5,118	3,412	6,824			25.0%
1303 Other customer/client receipts	3,320	720	(2,600)	960			345.8%
Godalming Museum :- Income	5,026	5,838	812	7,784			64.6%
4001 Salaries	38,264	35,640	(2,624)	53,460		15,196	71.6%
4002 Employer's NIC	2,856	3,760	904	5,640		2,784	50.6%

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Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4003 Employer's Superannuation	4,198	6,320	2,122	9,480		5,282	44.3%
4011 Staff Training	0	500	500	1,000		1,000	0.0%
4102 Property Maintenance	3,128	880	(2,248)	1,320		(1,808)	236.9%
4103 Maintenance Contracts	813	920	107	1,380		567	58.9%
4121 Rents	1,064	1,300	236	1,300		236	81.9%
4202 Car Allowances	0	0	0	160		160	0.0%
4307 Stationery	0	240	240	360		360	0.0%
4311 Professional Fees - Legal	1,300	0	(1,300)	0		(1,300)	0.0%
4312 Professional Fees - Surveyors	345	0	(345)	0		(345)	0.0%
4315 Insurance	1,926	3,500	1,574	3,500		1,574	55.0%
4322 Postage	0	640	640	960		960	0.0%
4323 Telephones	0	120	120	180		180	0.0%
4325 Computing	2,111	1,880	(231)	2,820		709	74.9%
4342 Subscriptions	0	0	0	3,000		3,000	0.0%
Godalming Museum :- Indirect Expenditure	56,005	55,700	(305)	84,560	0	28,555	66.2%
Net Income over Expenditure	(50,979)	(49,862)	1,117	(76,776)			
<u>208 Land & Property - Other</u>							
1202 Grants - WBC	4,461	0	(4,461)	0			0.0%
Land & Property - Other :- Income	4,461	0	(4,461)	0			
4001 Salaries	65,687	84,480	18,793	126,720		61,033	51.8%
4002 Employer's NIC	6,601	9,320	2,719	13,980		7,379	47.2%

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

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Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4003 Employer's Superannuation	10,291	14,960	4,669	22,440		12,149	45.9%
4102 Property Maintenance	1,536	2,600	1,064	3,900		2,364	39.4%
4103 Maintenance Contracts	599	800	201	1,200		601	49.9%
4111 Energy Costs	931	920	(11)	1,380		449	67.5%
4141 Water Services	1,086	2,160	1,074	3,240		2,154	33.5%
4151 Fixtures & Fittings	0	750	750	1,000		1,000	0.0%
4161 Cleaning	13,024	13,040	16	19,560		6,536	66.6%
4162 Waste Removal	234	0	(234)	0		(234)	0.0%
4163 Domestic Supplies	867	800	(67)	1,200		333	72.2%
4164 Workshop Consumables	2,200	1,600	(600)	2,400		200	91.7%
4171 Grounds Maintenance Costs	1,225	3,200	1,975	5,000		3,775	24.5%
4190 Street Furniture	27,660	0	(27,660)	0		(27,660)	0.0%
4204 Fuel Costs	543	2,200	1,657	3,300		2,757	16.4%
4205 Vehicle Maintenance	461	1,600	1,139	2,400		1,939	19.2%
4301 Equipment	3,238	0	(3,238)	0		(3,238)	0.0%
4304 Catering & Hospitality	29	0	(29)	0		(29)	0.0%
4305 Clothes, Uniform & Laundry	3,375	2,600	(775)	3,900		525	86.5%
4307 Stationery	5	0	(5)	0		(5)	0.0%
4315 Insurance	173	0	(173)	0		(173)	0.0%
4323 Telephones	10	0	(10)	0		(10)	0.0%
4325 Computing	419	0	(419)	0		(419)	0.0%
4900 Miscellaneous Expenses	15	400	385	600		585	2.5%
	140,208	141,430	1,222	212,220	0	72,012	66.1%
Land & Property - Other :- Indirect Expenditure							

Detailed Income & Expenditure by Phased Budget Heading 30/11/2024

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Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
5101 Contrib. to Premises Provision	2,500	2,500	0	2,500		0	100.0%
Land & Property - Other :- Other Costs	2,500	2,500	0	2,500	0	0	100.0%
Net Income over Expenditure	(138,247)	(143,930)	(5,683)	(214,720)			
<u>209 Crown Court Conveniences</u>							
1101 Government Grants	194,486	0	(194,486)	0			0.0%
Crown Court Conveniences :- Income	194,486	0	(194,486)	0			
4101 Repair/Alteration of Buildings	212,410	0	(212,410)	0		(212,410)	0.0%
4102 Property Maintenance	50	0	(50)	0		(50)	0.0%
4151 Fixtures & Fittings	115	0	(115)	0		(115)	0.0%
4161 Cleaning	198	0	(198)	0		(198)	0.0%
4162 Waste Removal	87	0	(87)	0		(87)	0.0%
4301 Equipment	2,068	0	(2,068)	0		(2,068)	0.0%
4312 Professional Fees - Surveyors	16,268	0	(16,268)	0		(16,268)	0.0%
4313 Professional Fees - Other	3,798	0	(3,798)	0		(3,798)	0.0%
4315 Insurance	781	0	(781)	0		(781)	0.0%
4327 Publicity Advertising	680	0	(680)	0		(680)	0.0%
Crown Court Conveniences :- Indirect Expenditure	236,456	0	(236,456)	0	0	(236,456)	
5001 Transfers from Reserves	(32,165)	0	32,165	0		32,165	0.0%
Crown Court Conveniences :- Other Costs	(32,165)	0	32,165	0	0	32,165	
Net Income over Expenditure	(9,806)	0	9,806	0			

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Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>210 Broadwater Park Extension</u>							
4101 Repair/Alteration of Buildings	75,299	0	(75,299)	0		(75,299)	0.0%
4151 Fixtures & Fittings	1,493	0	(1,493)	0		(1,493)	0.0%
4171 Grounds Maintenance Costs	90	0	(90)	0		(90)	0.0%
4302 Furniture	666	0	(666)	0		(666)	0.0%
4303 Materials	632	0	(632)	0		(632)	0.0%
4312 Professional Fees - Surveyors	2,700	0	(2,700)	0		(2,700)	0.0%
4325 Computing	301	0	(301)	0		(301)	0.0%
Broadwater Park Extension :- Indirect Expenditure	81,181	0	(81,181)	0	0	(81,181)	
5001 Transfers from Reserves	(81,181)	0	81,181	0		81,181	0.0%
Broadwater Park Extension :- Other Costs	(81,181)	0	81,181	0	0	81,181	
Net Expenditure	0	0	0	0			
<u>211 Pepperpot Ext Redec</u>							
4312 Professional Fees - Surveyors	550	0	(550)	0		(550)	0.0%
Pepperpot Ext Redec :- Indirect Expenditure	550	0	(550)	0	0	(550)	
Net Expenditure	(550)	0	550	0			
<u>301 Cemeteries</u>							
1202 Grants - WBC	120	0	(120)	0			0.0%

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Cost Centre Report

	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
1302 Rents	17,040	21,200	4,160	29,300			58.2%
1303 Other customer/client receipts	21,818	9,600	(12,218)	14,400			151.5%
1700 Interment	53,265	25,600	(27,665)	38,400			138.7%
1701 Monument	5,221	1,840	(3,381)	2,760			189.2%
1702 Purchase of Grave Space	92,275	46,000	(46,275)	69,000			133.7%
1703 Other Cemetery Fees	(800)	0	800	0			0.0%
Cemeteries :- Income	188,939	104,240	(84,699)	153,860			122.8%
4011 Staff Training	2,073	0	(2,073)	0	(2,073)		0.0%
4014 Sexton Duties	1,200	0	(1,200)	0	(1,200)		0.0%
4015 Grave Digging	8,875	9,600	725	14,400	5,525		61.6%
4102 Property Maintenance	595	6,400	5,805	9,600	9,005		6.2%
4103 Maintenance Contracts	1,516	1,640	124	2,560	1,044		59.2%
4111 Energy Costs	2,400	3,200	800	4,800	2,400		50.0%
4131 Rates	2,310	2,000	(310)	2,000	(310)		115.5%
4141 Water Services	309	400	91	600	291		51.5%
4151 Fixtures & Fittings	960	0	(960)	0	(960)		0.0%
4161 Cleaning	376	0	(376)	0	(376)		0.0%
4162 Waste Removal	2,245	4,000	1,755	6,000	3,755		37.4%
4163 Domestic Supplies	120	240	120	360	240		33.2%
4164 Workshop Consumables	708	1,200	492	1,800	1,092		39.3%
4171 Grounds Maintenance Costs	22,965	27,200	4,235	41,000	18,035		56.0%
4172 Memorial Inspection	0	0	0	2,000	2,000		0.0%
4202 Car Allowances	0	320	320	500	500		0.0%

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	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4204 Fuel Costs	16	800	784	1,200		1,184	1.4%
4205 Vehicle Maintenance	517	2,000	1,483	3,000		2,483	17.2%
4301 Equipment	40,754	8,000	(32,754)	52,000		11,246	78.4%
4303 Materials	18	0	(18)	0		(18)	0.0%
4305 Clothes, Uniform & Laundry	38	0	(38)	0		(38)	0.0%
4307 Stationery	186	0	(186)	0		(186)	0.0%
4313 Professional Fees - Other	0	1,000	1,000	2,000		2,000	0.0%
4323 Telephones	35	0	(35)	0		(35)	0.0%
4324 Broadband	35	160	125	240		205	14.6%
4327 Publicity Advertising	794	0	(794)	0		(794)	0.0%
4342 Subscriptions	63	0	(63)	0		(63)	0.0%
4900 Miscellaneous Expenses	163	240	77	400		237	40.8%
	89,269	68,400	(20,869)	144,460	0	55,191	61.8%
Cemeteries :- Indirect Expenditure							
Net Income over Expenditure	99,670	35,840	(63,830)	9,400			
<u>414. Mayors Charity 2023 - A Duce</u>							
4900 Miscellaneous Expenses	1,060	0	(1,060)	0		(1,060)	0.0%
	1,060	0	(1,060)	0	0	(1,060)	
Mayors Charity 2023 - A Duce :- Indirect Expenditure							
5001 Transfers from Reserves	(1,060)	0	1,060	0		1,060	0.0%
	(1,060)	0	1,060	0	0	1,060	
Mayors Charity 2023 - A Duce :- Other Costs							
Net Expenditure	0	0	0	0			

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	Year To Date Actual	Year To Date Budget	Year To Date	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>415</u> <u>Mayors Charity 2024 - P Rivers</u>							
1304 Donations	1,752	0	(1,752)	0			0.0%
Mayors Charity 2024 - P Rivers :- Income	<u>1,752</u>	<u>0</u>	<u>(1,752)</u>	<u>0</u>			
Net Income	<u>1,752</u>	<u>0</u>	<u>(1,752)</u>	<u>0</u>			
<u>416</u> <u>Community Store</u>							
1303 Other customer/client receipts	20	0	(20)	0			0.0%
1304 Donations	3,790	0	(3,790)	0			0.0%
Community Store :- Income	<u>3,810</u>	<u>0</u>	<u>(3,810)</u>	<u>0</u>			
4900 Miscellaneous Expenses	3,390	0	(3,390)	0		(3,390)	0.0%
Community Store :- Indirect Expenditure	<u>3,390</u>	<u>0</u>	<u>(3,390)</u>	<u>0</u>	<u>0</u>	<u>(3,390)</u>	
Net Income over Expenditure	<u>420</u>	<u>0</u>	<u>(420)</u>	<u>0</u>			
Grand Totals:- Income	2,093,235	1,518,822	(574,413)	1,606,398			130.3%
Expenditure	1,286,934	1,109,580	(177,354)	1,606,398	0	319,464	80.1%
Net Income over Expenditure	<u>806,301</u>	<u>409,242</u>	<u>(397,059)</u>	<u>0</u>			
Movement to/(from) Gen Reserve	<u>806,301</u>						

8. GTC REPRESENTATIVES ON EXTERNAL ORGANISATIONS & KEY DATES (TOWN EVENTS)

REPRESENTATION ON EXTERNAL BODIES	
External Organisation	TC Rep
Fairtrade Steering Group	Cllr Clayton
Farncombe Day Centre	Cllr Crowe
St Marks CC Management Committee	Cllr Kiehl
Godalming/Mayen Association	Town Mayor Cllr PMA Rivers
Sport Godalming	Cllr Adam
Godalming & District Chamber of Commerce	Cllr Holliday
Go-Godalming Association	Town Mayor Cllr Steel
Holloway Hill Sports Association	Cllr Heagin
Citizens' Advice SW Surrey (observer)	Cllr Steel
SALC	Cllr Heagin
Godalming Cycle Forum	Cllr Crooks
District Scout Council	Cllr Crooks

KEY DATES FOR MEMBERS' INFORMATION (TOWN EVENTS ETC.)

Event	Date
2025	
Spring Festival	Saturday, 5 April 2025
Annual Council/Mayor Making	Thursday, 15 May 2025
Godalming Run	Sunday, 18 May 2025
Town Show	Saturday, 7 June 2025 - tbc
Summer Food Festival	Sunday, 6 July 2025
Staycation	Saturday, 2-Sunday, 10 August 2025
Heritage Weekend	Saturday, 13-Sunday, 14 September 2025 - tbc
Town Fireworks	Friday, 31 October 2025 - tbc
Remembrance Sunday	Sunday, 9 November 2025
Christmas Lights Switch-on	Sunday, 23 November 2025
Christmas Festival Market	Saturday, 29 November 2025
Farncombe Christmas Lights Switch-on	Friday, 5 December 2025
Farncombe Christmas Market	Saturday, 6 December 2025

Events in red are organised by or in partnership with Godalming Town Council

Citizens Advice South West Surrey

Annual Report and Accounts 2022-23



South West
Surrey

For the Year Ended 31 March 2023

A Company Limited by Guarantee

Charity no: 1061067

Company no: 03258272

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Legal and Administrative Information

Charity number: 1061067
Company number: 03258272

Authorised & regulated by the Financial Conduct Authority FRN: 617618

Registered office: 15-21 Haydon Place
Guildford
GU1 4LL

Trustee Directors:

The following people are or have been directors for the purposes of the Companies Act 2006. Unless otherwise stated, they have served as directors throughout the year, and up to the date of the signing of these accounts.

Paul Jarrett (Chair)
Norman Wren
Clare Johns (Treasurer)
George Rushton
John Tonks
Nigel Jewkes (Appointed as Trustee Director 01.06.23)
Richard Smith (Appointed as Trustee Director 01.06.23)
Janet Edwards (Appointed as Trustee Director 01.06.23)
Jocelyn Prudence (Resigned as Trustee Director 01.06.23)
Alexandra Bliss (Resigned as Trustee Director 01.06.23)
Graham Eyre (Resigned as Trustee Director 01.06.23)
Richard Tolley (Resigned as Trustee Director 01.06.23)

None of the directors who held office during the year had a disclosable interest in the company.

Senior management team: (2022/23)	Rebecca Jeffrey	Chief Officer
	Rachel Saffrett	Business Support Manager
	Anna Rogerson	Advice Services Manager
	Emma Scanlon	Macmillan Project Manager
	Lewis Green	Casework Services Manager

Independent examiner: Brewers Chartered Accountants
Bourne House, Queen Street
Gomshall
GU5 9LY

Bankers:	Bank of Scotland plc The Mound Edinburgh EH1 1YZ	CAF Bank Ltd 25 Kings Hill Avenue, Kings Hill West Malling ME79 4JQ
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Report of the trustees

The trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and independently examined financial statements for the year ended 31 March 2023.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

1. Structure, Governance and Management

Governing document

Citizens Advice South West Surrey (CASWS) is a charitable company limited by guarantee incorporated on 2 October 1996 and registered as a charity on 5 March 1997 (Company no: 03258272; Charity no: 1061067). The company was established under a Memorandum of Association, which sets out the objects of the company, and is regulated by the provisions of its Articles of Association.

At the Annual General meeting held on 31 October 2022 a special resolution was approved to adopt updated Articles of Association.

Prior to 1 June 2023, the charity was legally Citizens Advice Guildford, with an operating name of Citizens Advice Guildford and Ash (CAGA) and CAGA is referenced throughout this report as the operating name in place during the reporting period.

Recruitment and appointment of trustees

The charity is governed through the Trustee Board. Trustees who have held office during the year are listed on page 2. The Articles of Association provide for a minimum of 4 and a maximum of 15 trustees. The trustees meet at least 4 times per year with additional quarterly meetings for the sub-committees listed below.

Trustees are recruited from the local community; two trustees, one of whom will normally be the Chair or Vice Chair, meet potential trustees and recommend suitable candidates to the board for election.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

The trustees are also the directors of the company. The Board is supported by a network of sub-committees, covering Finance, Governance and Compliance HR and Remuneration.

None of the Trustees has any beneficial interest in the company. All trustees are members of the company and guarantee to contribute £1 in the event of its winding up.

As mentioned in the report from last year, it was planned that in March 2023 to incorporate the assets and liabilities of Citizens Advice Waverley into Citizens Advice Guildford and Ash. The merger was delayed for 2 months and took effect from 1 June 2023. Following this merger, a number of trustees from Waverley joined the board. The background and activity to date regarding the merger is detailed later in this report.

Trustee induction and training

Newly appointed trustees are provided with an induction to CAGA by the Chair of Trustees and are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Following the merger with Waverley a skills audit will be completed for all the Trustees. This will include the completion of a Governance questionnaire that will allow us to assess the effectiveness of the Board, to identify areas of weakness and associated actions and training to address those weaknesses.

Organisation structure

CAGA 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 Board of Trustees in order to fulfil its charitable objects and comply with the national membership requirements.

CAGA is governed by its Trustee Board which is responsible for:

- setting the key strategic objectives of the organisation;
- determining the policy of the charity;
- making the major decisions about the organisation's finances; and
- setting a framework for human resources policy.

The trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the charity satisfies its legal and contractual obligations. The trustees also operate a number of sub-committees and working groups. These may vary depending on the current needs of the charity but normally include a Finance Committee, Governance and Compliance Committee, and an HR Committee.

A working party to manage the merger with Citizens Advice Waverley was established and this will be covered in more detail later.

The Premises and Delivery Model Working Party continued to meet to identify, plan and implement a move from the current premises at Haydon Place. The Working Party also identified some short-term improvements to Haydon Place and the majority of these were completed. However, once the merger working party was established the work on premises and the delivery model was suspended.

A Remuneration sub-committee was established in October 2022, whose primary role is to advise and support the Board in decisions related to the remuneration of staff. This will include pay levels, pay policies and any other non-financial benefits. The sub-committee drafted a new Expenses Policy that was approved by the Board in February 2023 and a new Pay Policy was approved by the Board in May 2023. The Chief Officer of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the Trustee Board in line with the Business Development Plan and are reviewed at least annually. The Chief Officer continues to demonstrate sound leadership of the team, good communication channels both internally and externally remain in place, and strong ties with new and existing partners and funders continue to be developed.

The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues. Reports and recommendations are taken to the full Board for approval, and their implementation is organised by the Chief Officer and the staff team. There are regular staff, volunteer meetings and Senior Management Team meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, Trustee Board, members, and other stakeholders. In response to the increasing size of the organisation the management team was increased in June 2022 with the appointment of a Casework Services Manager. As part of this appointment the management team reviewed roles and responsibilities, with updated job descriptions and the Deputy Chief Officer role was updated to Business Support Manager.

At March 2023, CAGA was staffed by a Chief Officer, a Business Support Manager, Advice Services Manager, Project Manager, Casework Services Manager, 11 advice staff, 4 advice and training supervisors, 3 administrators and 1 research and campaigns officer (total 17.9 FTE). The office has 45 volunteers overall including:

- 10 trained advisers;
- 1 employment specialist;
- 1 trainee benefits adviser;
- 3 trained assessors;
- 2 trainee advisers;
- 12 trainee assessors;
- 4 receptionists and admin volunteers;
- 1 research and campaigns volunteer; and
- 11 people doing their initial training as of 31 March 2023.

Pay and remuneration of key management personnel

The trustees consider that the Board of Trustees and the Senior Management Team (SMT) comprise the key management personnel of the charity. The charity's Senior Management Team are all paid in accordance with the new Pay Policy. Any increases to these scales are approved by the Board on recommendation from the Remuneration sub-committee. The Chief Officers salary is reviewed and approved by the Board separately but in line with the policy set out above.

Related parties

A register of members' interests is maintained at the registered office and is available for public inspection. The charity co-operates and liaises with a number of other advisory services, local charities and organisations on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity, or similar position in another organisation, they may be involved in discussions regarding that other organisation but not in the ultimate decision-making process.

Key Risks and uncertainties

A review of corporate risks is carried out on a regular basis and a risk register has been established by the Board. The major risks to which the charity is exposed are assessed and systems put in place to mitigate those risks. The Citizens Advice Performance Quality Framework and the Quality of Advice (QAA) system also assist in identifying and assessing risks.

Currently the key risks to the organisation have been identified as:

Risk	Impact	Mitigation and Progress
Unable to recruit and keep quality staff, volunteers and Trustees	Unable to meet requirements for the advice function due to lack of numbers and skills.	Defined role specifications and organisation chart, regular appraisals, training plans, succession plans are in place. It is recognised that the merger may cause people to be unsettled and staff stretched due to covering additional offices. The new Pay Policy should help support recruitment and retention.
Loss of funding	The withdrawal of funding means that the provision of core services or a specific project would cease.	Regular reporting to and dialogue with funders and fundraising strategy and reserves policy are in place to ensure orderly shutdown if necessary. Although the grants from the key funders at the Borough councils have been reduced a more resilient funding portfolio has been developed to mitigate the risk.

Factors that are likely to affect the financial performance or position in 2023/24 and further years are as follows.

- As the service is reliant on core funding from Local authorities it is subject to volatile and uncertain economic conditions.
- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- A possible increased competition in an ever-changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.

2. Objectives and Activities

Objects

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Guildford and surrounding areas.

The charity's objects are defined as above. Our aims are focused on the following.

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

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

Ensuring our work delivers our goals

Our Strategic Business Plan set out the direction of CAGA for the three-year period from 1/4/22–31/3/25. It provided key information that detailed the strategy itself and how it will be delivered. The plan is a rolling three-year plan moving forward with a detailed plan for the current year (1/4/22–31/3/23) but in outline for years two and three.

The four strategic goals are our vision of what we want to achieve over the next three years. Objectives have been identified to support these goals and the use of key measures against activities enable us to monitor progress against the objectives.

We review our goals, objectives, and activities each year and review progress at the quarterly Board meetings. The annual review seeks to examine our achievements and outcome. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review we are ensuring that that our goals, objectives and activities are in line with our stated purpose.

Our four strategic goals and the specific objectives for 2022/23 were as follows.

1. Advice

We will radically improve the experience people have when they come to us for help, so everyone leaves with the knowledge and confidence they need to find a way forward.

2022/23 Objective – Continue to meet more demand.

2. Research and Campaigns

We will be a stronger voice on the issues that matter most to the people who come to us for help.

2022/23 Objective – Establish and develop a research and campaigns team.

3. Sustainability

We will be a sustainable, efficient, collaborative and effective organisation.

2022/23 Objectives – Move premises and implement our delivery model for the future.

Explore options for working with our neighbouring local Citizens Advice.

Embed and improve the efficiency of our business support functions including contracts and technology.

4. People and Culture

We will foster a culture that is collaborative, generous and empowering. Through this, we will promote well-being, champion equality, diversity and inclusion and challenge discrimination.

2022/23 Objectives - none

Guildford, Ash and Waverley

A paper was prepared by the Chair and Chief Officer of CAGA to support a decision of whether to proceed with the business case to merge with Citizens Advice Waverley. This paper was presented to the Board at their meeting on 8 August 2022. The paper outlined the main considerations for the merger as follows.

- Strategic drivers from the changing health and local government landscape.
- Operational drivers such as a strengthened board and the opportunity for specialisation.
- Ability to progress our strategic goals.

The paper was approved, and a working party was then established and consisted of the Chair, Chief Officer and an additional Trustee from both Guildford and Ash and Waverley plus a Strategic Change Consultant from national Citizens Advice. A period of due diligence was then undertaken as well as consideration of the structure of the merge, which recommended that due to existing liabilities Waverley transferred their asset and liabilities to CAGA. It was decided to appoint a third-party consultant to prepare the Business Case. The Business Case was completed by the end of 2022 and the CAGA Board met on 10 January 2023 to discuss the business case. Some of the key benefits were felt to be as follows.

- Citizens Advice all over the UK is facing huge and increasing demand and this is likely to continue far into the future. Our clients need us now more than ever, while at the same time the funding environment we are facing is, to say the least, challenging. A larger, stronger organisation would enable us to secure funding from additional sources as well as strengthen existing partnerships to secure the service for our clients.
- A merger would be a logical step mirroring the increasing collaboration of the main funders for our respective services – Guildford Borough Council and Waverley Borough Council, as well as Guildford and Waverley Health Care Alliance. This is already starting to be reflected in our funding with many of our casework services already covering Waverley.
- Together, we would also have a stronger voice to influence decision makers to improve support for our clients. As a single organisation, we'd be able to have stronger relationships with key officials for individual clients, as well as a single voice on Research and Campaigns local influencing.

At the meeting the Board unanimously approved to proceed with the merger, with the caveat that the following four criteria needed to be resolved before the merger could be completed.

1. The leases for the four Waverley offices to be agreed.
2. The TUPE processes to be followed and completed in full with staff.
3. The separation of the Domestic Abuse service from Citizens Advice Waverley to its own standalone charity
4. Securing the provision of additional resources to support the transition period.

It had been originally expected that the existing leases on the four premises occupied by Citizens Advice Waverley would be assigned over to CASWS. However, this was not the case, and new leases were required for three of the four properties. This extended the timescale and, despite best endeavors from all sides, the initial target date of 31 March 2023 could not be met. A new target date of 31 May was agreed and the merger took effect from 1 June 2023. The new organisation remains legally Citizens Advice Guildford but has adopted the trading name of Citizens Advice South West Surrey (CASWS). The name will be legally changed in due course.

How our activities deliver public benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice during the year. Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

3. Achievements and Performance

Advice and Information Services

The main areas of charitable activity are:

- the provision of general advice and information services; and
- the provision of specialist advice and casework services in the debt, housing, and welfare benefits categories of social welfare law.

Throughout the year we have continued to offer Advice and Information in the following ways.

- Adviceline –The line is between the hours of 10am and 4pm from Monday to Friday. Outside of these times or if an adviser is not available, clients can be supported by another local Citizens Advice.
- Email and webform advice and information – clients can email or complete a webform on our website. We will then either respond to them through email or, where we have permission, call them back to do a more detailed assessment ahead of giving advice.
- Information and full advice from partner referrals - general and specialist advice through our team of trained advisers and paid staff.
- Face-to-face drop in and appointments – following the COVID-19 pandemic we restricted our face-to-face service in line with government guidelines. Following the end of the restrictions, our face-to-face appointments are provided where the client chooses and/or the nature of the issue requires face-to-face support. We also offer a drop-in service on three days each week in each of our offices for those with an emergency, where help is needed accessing the service, or someone cannot phone/email.

As well as general advice, the organisation also provides the following specialist and targeted services.

- Cancer Welfare Benefits (Macmillan and Fountain Centre) - gives welfare benefits advice and casework to people affected by cancer.
- Mental Health - gives advice and casework to people under or recently discharged from secondary mental health services.

- Homelessness Prevention Money Advice - provides advice and casework to people at risk of homelessness in Guildford. We also offer a dedicated service for those who are homeless.
- No-one Left Behind - advice and casework support in communities to help relieve poverty.
- Debt Advice - specialist debt support to help manage money and debts

Progress against Objectives

There were five key objectives set for the year and the progress against each was as follows.

1. Advice - Continue to meet more demand

We continued to progress our work on meeting more demand this year, including training groups to increase volunteer numbers, as well as diversifying our roles. This included developing new Advice Assistant roles and clear learning pathways and sign off processes for receptionists, caseworkers, and progress from assessor to adviser. We also invested in 2 (1.6 FTE) paid trainee assessor/adviser to help increase capacity and support succession planning for future roles in the organisation. These roles are ongoing, but we've already seen an impact from the staff supporting clients.

Whilst we had aimed to increase our volunteer numbers and have had a significant number of new starters trained this year, we continue to struggle with increasing our overall numbers due to higher turnover than pre-pandemic with many volunteers working with us for shorter periods than previously. The impact of increasing demand for our services and the Cost-of-Living crisis has also impacted our ability to increase the overall percentage of client calls we can answer despite the absolute number answered locally increasing by 24% in 2022/23 (21/22 2,262 vs 22/23 2,805). We have also increased the overall number of clients supported across the service this year by 8%.

2. Research and Campaigns - Establish and develop a research and campaigns team

After a long period of not finding the right candidate, we were finally successful in recruiting a Research, Development and Campaigns Officer. This had a positive impact on raising awareness of issues, both internally and externally. Evidence forms have continued to be completed and advice issue codes are captured to enable meaningful analysis. We achieved a rating of '4' = good, in the R&C area of the Leadership Self Assessment.

3. Sustainability - Move premises and implement our deliver model for the future

As described above, the merger and the transfer of additional premises impacted on the work already completed on the Service Delivery Model. As a result, the search for new premises was put on hold whilst the merger completed. Prior to this, a number of premises were inspected with one in particular appearing to be ideal. However, a covenant on the lease meant that we were unable to progress this, and no other premises were as suitable. This work is one of the projects which has been assigned to the additional transition resource.

4. Sustainability – Explore options for working with our neighbouring local offices

As described above, the merger with Citizens Advice Waverley took effect from 1 June 2023. Greater ties have been formed with the Chief Officers and Chairs from the other Surrey Local Citizens Advice as evidenced by the Chief Officer being appointed as Chair of the Surrey LCA CO forum at the beginning of 2023.

5. Sustainability – Embed and improve the efficiency of our business support functions including contracts and technology

Following the merger with Citizens Advice Ash, a number of improvements were made to the efficiency of our business support functions including:

- consolidating our IT support to a single provider after a tendering exercise between CAGA and Citizens Advice Ash's providers; and
- implementing PeopleHR as an HR database to enable self-service for staff to their information, streamlining the booking and recording of leave and enabling the sharing of information more efficiently; and standardising processes for facilities management, including health and safety.

Contribution of volunteers and paid staff

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and Senior Management Team recognise the tremendous contribution made by the charity's volunteers in advising our clients and administering the service, without which the organisation could not operate.

Throughout 2022/23 the service employed 24 paid workers (17.9FTE) (2021/22: 22 paid workers, 15FTE), and had 45 volunteers (2021/22: 54 volunteers).

Volunteers represent the indispensable core of the service for without them there would not be a Citizens Advice service. The volunteers contribute, on average, 270 hours per week. This may be expressed as an annualised value of £160,540. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment.

CAGA continue to work hard to review our approach to attracting and keeping volunteers, including through our partnership with University of Surrey and University of Law, as well as diversifying where we have advertised and recruited volunteers from. It is our intention to consistently monitor our approach to training, to provide an accessible and welcoming place to volunteer.

Who used and benefited from our services?

During the reporting year 4,343 clients (2021/22: 4,232) benefited from the services of CAGA generating 26,197 activities (2021/22: 20,683). We supported people with 14,923 issues (2021/22: 13,209) and advised on any issue that they may face, however, our most common enquiry area was welfare benefits and tax credits which makes up a total of 45% of the issues we have supported on.

The service helps clients to secure successful outcomes to their problems. 73% of clients told us that the support we provided helped them find a way forward, and two thirds said this wouldn't have been possible without the support we gave. Client outcomes were up from £2.6 million in 2021/22 to £9.1 million in 2022/23. This includes £4.9million written off for a single client through bankruptcy. Even when excluding this outcome, this represents a 40% increase in outcomes this year across the service.

For every £1 invested this represented £2.50 in fiscal benefits, £17.50 in public value and £8.98 in value to the people we help. The service helps clients to secure successful outcomes to their problems.

Clients continue to present with multiple problems and on average clients are presenting with 3.4 issues each. On average, we undertake 6 activities for every client, this includes all contacts with the client as well as action with any third parties.

Alongside the financial benefits to clients, information and advice has a significant impact on improving people's health. In 2021/22, 72% of clients told us as a result of our help they felt less stressed, depressed or anxious, and 46% said the help we gave improved their physical health.

Factors affecting the achievement of objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we invest in fundraising through the development of our friends of group and continue to diversify our approach to ensure we are delivering the most cost-effective service we possibly can. This is not about simply cutting costs, it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. This has been a particular challenge this year with increases in people needing support due to the cost of living, as well as challenge where often our support cannot solve negative budgets beyond solving debts and crisis support. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

We also continue to be impacted by recruitment challenges both for staff and volunteers. This is particularly acute for recruiting staff who are already trained and as a result we have been training more people in-house.

4. Financial Review

The financial results of the company for the year are set out in detail on pages 17 to 31. Total income in the year was £722,268 (2021/22 £693,592). Of this £420,246 (2021/22 £289,164) related to project restricted activities.

A surplus of £12,974 was made in the year (2021/22: surplus £186,013). At 31 March 2023, total reserves were £580,041 (2021/22: £567,067) of which £367,427 represented unrestricted funds (2022: £387,218).

Principal funding sources

The trustees extend their gratitude to Guildford Borough Council who continue to support the core operating capacity of the organisation, but which unfortunately do not meet the entire operating costs of the charity.

To meet these costs in full, CAGA is dependent upon the receipt of additional project-specific funding from other sources, or donations, in order to supplement local authority funding. The trustees also extend their gratitude to Macmillan Cancer Support, Surrey Heartlands Health and Care Partnership,

Guildford and Waverley Healthcare Alliance, The Money and Pensions Service, the Fountain Centre, Surrey County Council and The Brain Tumour Charity. The trustees believe that at present the charity has sufficient resources to fulfil its charitable obligations. However, they appreciate there is an unfulfilled need for the charity's services.

Designated funds

The trustees regularly review the requirements for the development of the organisation. The designated funds are used to where specific key areas of development expenditure have been identified. The current areas for investment are: investment in developing our research and campaigning activity, succession planning for advice resources, a move from the office at Haydon Place to more suitable accommodation and additional development expenditure anticipated as a result of the merger with Citizens Advice Waverley which took place after the balance sheet date. Information on the movement in the designated funds is included in note 11 to the accounts. It is expected that these funds will be spent over the next one-two years.

Reserves policy

The trustees have established a policy which is reviewed annually, whereby the unrestricted funds not committed or invested in tangible fixed assets ('the free reserves') held by the charity should represent the equivalent of 5-6 months of annual expenditure, equates to approximately £304k to £365k (2022: £314k to £377k). At this level, the Trustee Board feel that they would be able to continue, at least temporarily, the current activities of the charity in the event of a significant drop in funding. In these circumstances it would obviously be necessary to consider how additional funding could be secured or alternatively the organisation's activities restricted in order to reduce expenditure. Total funds held at year end are £580,041 (2022: £567,067) comprising unrestricted reserves £367,427 (2022: £387,218), restricted reserves £53,903 (2022: £33,228) and designated reserves £158,710 (2022: £146,621). Free reserves at the year end, as described above, are £366,619 (2022: £385,733). Although this is slightly higher than the target it is anticipated that the surplus will be utilised in the next year. Restricted reserves held at the year-end represent funding for on-going projects in accordance with agreements with funders. The use of any unspent funds at the end of a project has to be agreed with funders and may have to be repaid.

Proposed dividends

The Memorandum of Association does not permit the payment of a dividend.

Taxation status

The company is a registered charity and, as such, is entitled to exemption from United Kingdom taxation under the Income and Corporation Taxes Act 1988.

Going Concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

5. Future Plans

CAGA aims to continually improve access to its services and meet the needs of its clients whilst maintaining a high-quality service. Developing a sustainable service that meets the needs of our clients remains the priority of the Trustee Board for 2023/24.

The focus on the coming year will be the transition from two organisation to one, post-merger. It has been recognised, from our experience with the Ash merger, that there needs to be a period of familiarisation and learning before any significant changes should be made. Therefore, in their first strategy meeting as a new organisation, the new Board agreed that whilst maintaining the current service levels, the objectives for 23/24 should focus on bringing the two organisations together. To achieve this, the following four objectives were identified for 2023/24.

1. Coming together so it feels like one organisation.
2. Continuing to improve services by learning from each other and developing a shared delivery model for local communities.
3. Building our relationships and community profiles as CASWS.
4. Improving our financial stability through securing funding and bringing together seamless support services.

The specific activities to achieve these objectives have been described in detailed workplans that are updated regularly by the Senior Management Team and reviewed by the Board at their quarterly meetings. Most of the activities have defined outputs.

In addition, 21 performance indicators have been defined to monitor progress of service delivery (ten indicators), organisational performance (eight) and research and Campaigns (three).

The annual report was approved by the trustees of the charity on 3/10/23 and signed on its behalf by


PlJarrett (Oct 3, 2023 14:49 GMT+1)
.....
Paul Jarrett
Chair of Trustees

Statement of trustees' and directors' responsibilities

The trustees and directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the trustees and directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Company law requires that the trustees and directors must not approve the financial statements unless they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees 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 explored in the financial statements;
- d) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business;
- e) that the trustees and directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the charity and that enables them to ensure that the financial statements comply with the Companies Act;
- f) that the trustees and directors are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities; and that, where appropriate the trustees and directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

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

Approved by the trustees of the charity on^{3/10/2023}and signed on its behalf by:


PlJarrett (Oct 5, 2023 14:49 GMT+1)

Paul Jarrett
Chair of Trustees

Independent Examiners Report

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Citizens Advice Guildford and Ash ('the charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. 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, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act. An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.


Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your 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 ICAEW, which is one of the listed bodies.

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 in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view' which is not a matter considered as part of an independent examination; or
- the financial statements 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 (FRS 102).

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 financial statements to be reached.

A handwritten signature in black ink, appearing to be 'AM Skilton', written over a horizontal line.

AM Skilton ACA
Brewers, Chartered Accountants
Bourne House, Queen Street, Gomshall, Surrey GU5 9LY
Date: 16th October 2023

Statement of Financial Activities

Incorporating the income and expenditure account current year

No separate statement of Total Recognised Gains and Losses has been presented as all such gains and losses have been dealt with above. The results for the year derive from continuing activities.

	Notes	2023 Restrict ed Funds £	2023 Designat ed Funds £	2023 Unrestrict ed Funds £	2023 Total £	2022 Total £
INCOME FROM:						
Donations and Legacies	3	-	-	9,680	9,680	128,716
Charitable activities	4	420,074	-	287,595	707,669	547,732
Other	5	172	-	4,747	4,919	17,144
TOTAL INCOME		420,246	-	302,022	722,268	693,592
EXPENDITURE ON:						
Charitable activities		399,544	34,562	275,188	709,294	507,579
Other		-	-	-	-	-
TOTAL EXPENDITURE	6	399,544	34,562	275,188	709,294	507,579
NET (EXPENDITURE)/INCOME		20,701	(34,562)	26,834	12,974	186,013
Transfer Between Funds		(26)	46,651	(46,625)	-	-
NET MOVEMENT IN FUNDS		20,675	12,089	(19,791)	12,974	186,013
Total Funds Brought Forward		33,228	146,621	387,218	567,067	381,054
TOTAL FUNDS CARRIED FORWARD		53,903	158,710	367,427	580,041	567,067

Statement of financial activities
Incorporating the income and expenditure account prior year

	Notes	2022 Restrict ed Funds £	2022 Designat ed Funds £	2022 Unrestricted Funds £	2022 Total £	2021 Total £
INCOME FROM:						
Donations and Legacies	3	5,678	-	123,038	128,716	34,769
Charitable activities	4	283,486	-	264,246	547,732	401,077
Other	5	-	-	17,144	17,144	2,329
TOTAL INCOME		289,164	-	404,428	693,592	438,175
EXPENDITURE ON:						
Charitable activities		266,769		240,810	507,579	364,522
Other		-	-	-	-	-
TOTAL EXPENDITURE	6	266,769	-	240,810	507,579	364,522
NET (EXPENDITURE)/INCOME		22,395	-	163,618	186,013	73,653
Transfer Between Funds		9,516	59,621	(69,137)	-	-
NET MOVEMENT IN FUNDS		31,912	59,621	94,480	186,013	73,653
Total Funds Brought Forward		1,316	87,000	292,738	381,054	307,401
TOTAL FUNDS CARRIED FORWARD		33,228	146,621	387,218	567,067	381,054

Statement of cash flows

	2023	2022
	£	£
Net cash used in operating activities		
Net movement in funds for the reporting period	12,974	186,013
Adjustments for:		
Depreciation Charges	677	1,702
Decrease/(increase) in debtors	8,978	(23,429)
(Decrease)/increase in creditors	<u>(50,007)</u>	<u>4,412</u>
Net cash (used by)/provided by operating activities	(27,379)	168,698
Cash flows from investing activities		
Purchase of office equipment	-	(1,175)
Proceeds of fixed asset disposals	<u>-</u>	<u>(1,175)</u>
Total net cash (used by)/provided by operating and investing activities	(27,379)	167,523
Cash and cash equivalents at the beginning of the year	<u>698,687</u>	<u>531,164</u>
Total cash and cash equivalents at the end of the year	<u><u>671,309</u></u>	<u><u>698,687</u></u>

Balance sheet current year

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible fixed assets	7	808	1,485
CURRENT ASSETS			
Debtors	8	37,800	46,778
Cash at bank		671,309	698,687
		709,109	745,465
CREDITORS: amounts falling due within one year	9	(129,876)	(179,883)
NET CURRENT ASSETS			
		579,233	565,582
TOTAL NET ASSETS			
		580,041	567,067
FUNDS			
Unrestricted Income funds	11	367,427	387,218
Designated funds	11	158,711	146,621
Restricted Income funds	11	53,903	33,228
TOTAL CHARITY FUNDS			
		580,041	567,067

For the year ended 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with s476 of the Act. At the last Annual General Meeting on 31 October 2022 the members required the company to obtain an independent examination in accordance with section 145 of the Charities Act 2011. The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements 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 incoming resources and application of resources, including its income and expenditure, for the 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 company. These financial statements have been prepared in accordance with the provisions applicable to companies subject to the Small Companies regime.

Approved by the board of trustees on
and signed on its behalf by:

P Jarrett

P Jarrett (Oct 3, 2023 14:49 GMT+1)

P Jarrett – Chair

Company Registration No. 03258272

Charity Registration No. 1061067

Clare Johns

Clare Johns (Oct 3, 2023 20:33 GMT+1)

C Johns – Treasurer

NOTES TO THE FINANCIAL STATEMENTS

1. LEGAL STATUS

Citizens Advice Guildford and Ash (the operating name of Citizens Advice Guildford) is a charitable company limited by guarantee and has no share capital. The registered address is 15-21 Haydon Place, Guildford, GU1 4LL. The company was incorporated in England and Wales and meets the definition of a public benefit entity under FRS 102.

2. ACCOUNTING POLICIES

Basis of Accounting

The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards, the Statement of Recommended Practice: Accounting and Reporting by Charities SORP (FRS102) and the Companies Act 2006. The financial Statements are prepared in sterling which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

Preparation of the Accounts on a Going Concern Basis

At the time of approving the financial statements, based on the projections for at least the next 12 months, the trustees have a reasonable expectation that the organisation has adequate resources to continue in operational existence for the foreseeable future. Therefore, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Income

All grants and donated income are accounted for where there is entitlement, probability of receipt and the amount can be measured with reliability. Such income is only deferred when (i) the donor has imposed conditions which must be met before the charity has unconditional entitlement, or (ii) when the donor specifies that the grant or donation must only be used in future accounting periods.

Investment Income

Interest has been accounted for on a receivable basis.

Expenditure

Direct charitable expenditure comprises all expenditure directly relating to the charity's objectives. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Support costs (including Governance costs) have been apportioned on the basis of direct staff and volunteer's time as shown in note 6a.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Fixed Assets

Fixed assets are included at cost and depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets by equal instalments over their estimated useful lives as follows:

Leasehold improvements	unexpired period of lease
Fixtures, fittings and furniture	5 years
Office equipment	4 years

Expenditure below £1,000 (2022: £1,000) on an individual asset is not capitalised and impairment reviews are

considered annually.

Pension Costs

The pension costs represent the contributions made to personal pension schemes for staff members. Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due. The pension cost for the year was £11,091 (2022: £7,797).

Fund Accounting

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees. Designated funds are unrestricted funds which the trustees have decided to set aside to use for a specific purpose. Restricted funds comprise income received for a restricted project and against which appropriate expenditure is allocated.

Critical judgements

In the application of the company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

It is considered that a critical judgement having the most significant effect on amounts recognised in the financial statements is in relation to the allocation of support costs across general advice services and projects. Support costs are allocated in proportion to the direct charitable activity costs.

3. DONATIONS AND LEGACIES

	Restricted	Unrestricted	2023	2022
	£	£	£	£
Donations and Legacies				
Donations and gifts	-	9,680	9,680	128,716
	<u>-</u>	<u>9,680</u>	<u>9,680</u>	<u>128,716</u>

2022 donated goods and services included £123,808 of assets that were donated to the charity from Ash Citizens Advice Bureau. On 1st January 2022, the assets and liabilities of Ash Citizens Advice Bureau were transferred over to Citizens Advice Guildford.

4. INCOME FROM CHARITABLE ACTIVITIES

	Restricted	Unrestricted	2023	2022
	£	£	£	£
Generalist Advice	10,000	287,595	297,595	289,246
Cancer Support	135,621	-	135,621	128,152
Mental Health Support	68,000	-	68,000	48,000
Homelessness Prevention	109,861	-	109,861	-
Help to Claim - From National Citizens Advice	825	-	825	27,788
Money Advice	95,767	-	95,767	54,546
Total income from charitable activities	<u>420,074</u>	<u>287,595</u>	<u>707,669</u>	<u>547,732</u>

Local authority grants totalling £275,000 were received from Guildford Borough Council who continue to support the core operating capacity of the charity.

5. OTHER INCOME

	Restricted	Unrestricted	2023	2022
	£	£	£	£
Other unrestricted income	172	2,755	2,927	15,563
Investment income				
Bank interest received	-	1,992	1,992	331
Rent	-	-	-	1,250
	<u>172</u>	<u>4,747</u>	<u>4,919</u>	<u>17,144</u>

Other income includes income from fundraising activities such as the Legal Walk and quiz night.

6. ANALYSIS OF EXPENDITURE

Charitable Activity	Restricted	Unrestricted	Total	Restricted	Unrestricted	Total
	£	£	2023 £	£	£	2022 £
General Advice	4,829	309,750	314,578	24,931	240,810	265,741
Cancer Support	125,592	-	125,592	102,564	-	102,564
Mental Health Support	67,227	-	67,227	50,196	-	50,196
Homelessness Prevention	108,305	-	108,305	-	-	-
Help to Claim	-	-	-	28,811	-	28,811
Money Advice	93,592	-	93,592	60,267	-	60,267
	399,544	309,750	709,294	266,769	240,810	507,579

6a ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES - CURRENT YEAR

	Allocation* /Apportionment** Basis	General	Cancer	Mental	Homeless	Money	2023
		Advice	Support	Health	ness	Advice	£
		£	£	Support	Preventio	£	£
				t	n		
Direct costs							
Salaries (including temp staff)	Direct*	113,690	86,487	45,671	73,555	55,801	375,204
Staff & volunteers	Direct*	6,753	1,318	894	104	1,035	10,103
Office costs	Direct*	4,977	573	401	1,031	1,696	8,677
Governance costs	Direct*	5,464	-	-	-	-	5,464
Other Costs	Direct*	2,178	-	-	-	9	2,187
		133,062	88,378	46,965	74,690	58,540	401,635
Support Costs							
Salaries (including temp staff)	Staff & volunteer hours**	92,354	18,949	10,235	17,285	18,012	156,836
Staff & volunteers	Staff & volunteer hours**	3,576	706	415	587	616	5,900
Office costs	Staff & volunteer hours**	34,431	7,049	3,857	6,405	6,718	58,460
Governance costs	Staff & volunteer hours**	4,416	873	502	856	913	7,561
Other Costs	Staff & volunteer hours**	46,739	9,637	5,254	8,481	8,793	78,903
		181,517	37,214	20,262	33,615	35,052	307,659
Total Expenditure on charitable activities		314,579	125,592	67,227	108,305	93,592	709,294

ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES - CURRENT YEAR continued

	Direct Charitable Activities	Support Activities	2023 Total	2022 Total
	£	£	£	£
<u>Expenditure on Charitable Activities</u>				
General Advice	127,598	177,101	304,699	257,885
Cancer Support	88,378	36,341	124,719	101,817
Mental Health Support	46,965	19,760	66,725	49,753
Homelessness Prevention	74,690	32,759	107,449	-
Help to claim	-	-	-	28,443
Money Advice	58,540	34,139	92,679	59,707
Total Expenditure on Charitable Activities	396,171	300,099	696,270	497,606
<u>Other</u>				
Governance Costs			13,024	9,973
TOTAL			709,294	507,579

NATURAL CLASSIFICATION OF RESOURCES EXPENDED

	2023 £	2022 £
Staff	532,040	354,792
Premises	80,834	70,679
Telephone	6,922	1,367
Travel	1,350	293
Training	5,541	8,436
Other	47,078	43,249
Depreciation	677	1,702
IT	34,852	27,061
TOTAL	709,294	507,579

GOVERNANCE COSTS

	2023 £	2022 £
Strategic Management	7,580	5,374

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Independent Examiner's Fee	4,840	4,120
AGM and Other Expenses	<u>604</u>	<u>478</u>
TOTAL	<u>13,024</u>	<u>9,973</u>

7. TANGIBLE FIXED ASSETS

	Unrestricted Funds Office Equipment £	Unrestricted Funds Fixtures & Fittings £	Total £
Cost 1 April 2022	7,823		7,823
Addition	-	-	-
Disposals	-	-	-
Cost 31 March 2023	<u>7,823</u>	<u>-</u>	<u>7,823</u>
Depreciation 1 April 2022	6,338	-	6,338
Charge for the year	677	-	677
Disposals	-	-	-
Depreciation 31 March 2023	<u>7,015</u>	<u>-</u>	<u>7,015</u>
NBV as at 31 March 2023	<u>808</u>	<u>-</u>	<u>808</u>
NBV as at 31 March 2022	<u>1,485</u>	<u>-</u>	<u>1,485</u>

8. DEBTORS

	2023 £	2022 £
Debtors	29,116	37,453
Prepayments	2,340	9,325
Other Debtors	6,343	-
	<u>37,800</u>	<u>46,778</u>

9. CREDITORS

	2023 £	2021 £
Accruals	48,025	31,460
Other	80,140	141,180
Taxes and Social Security Costs	1,710	7,243
	<u>129,876</u>	<u>179,883</u>

10. INFORMATION REGARDING TRUSTEES, DIRECTORS AND EMPLOYEES

No employees (2022: 0) received remuneration in excess of £60,000. The average weekly number of employees paid by the organisation during the year was 24 (2022: 17), calculated on the basis of full-time equivalents this is 19 (2022:12). The total weekly number of employees paid by the organisation was 31 (2022: 27).

	2023	2022
	£	£
Wages and Salaries	486,711	326,243
Social security costs	34,237	20,751
Pension costs	11,091	7,797
	<u>532,040</u>	<u>354,792</u>

Pension costs are allocated between restricted and unrestricted funds according to the employee's role within the organisation.

	2023	2021
	£	£
Pension Costs Allocation to Funds:		
Unrestricted	3,963	3,086
Restricted	7,128	4,711
	<u>11,091</u>	<u>7,797</u>

The key management personnel comprise the trustees, Chief Officer, deputy managers, office administrator and supervisors. The total employee benefits of the key management personnel were £167,211 (2022: £138,619).

None of the trustees/directors received any remuneration during the period for their services to the Charity. However, one trustee has claimed a total of £32 (2022: £0) for reimbursement of expenses incurred while performing services for the Charity.

11. MOVEMENT IN FUNDS

	Balance at 31/03/2022	Income	Expenditure	Transfer	Balance at 31/03/2023
	£	£	£	£	£
Restricted funds:					
General Advice	69	10,000	4,829	-	5,240
Cancer Support	25,589	135,621	125,592	-	35,618
Mental Health Support	-	68,090	65,253	-	2,837
Mental Health Project: CFS	1,175	-	1,974	799	-
Homelessness Prevention	-	109,861	108,305	-	1,556
Help to Claim	-	825	-	(825)	-
Money Advice: MaPS	-	45,767	44,063	-	1,704
Money Advice: Other	6,396	50,082	49,529	-	6,948
Restricted Funds	33,228	420,246	399,544	(26)	53,903
Designated Funds	146,621	-	34,562	46,651	158,711
Unrestricted Funds	387,218	302,022	275,188	(46,625)	367,427
TOTAL FUNDS	567,067	722,268	709,294	-	580,041

Restricted Funds: grants and donations given for specific purposes.

Cancer Support: advice to cancer patients and their families funded by Macmillan Cancer Support and The Fountain Centre.

Mental Health Project: provision of advice to people with mental health problems funded by Surrey Heartlands CCG, Guildford and Waverley Integrated Care Partnership and the Community Foundation for Surrey.

Money Advice: increased capacity funding to train a specialist debt adviser funded by MaPS and support to people at risk of homelessness funded by Guildford Borough Council.

Designated Funds

In previous years the trustees reviewed the requirements for development of the organisation and identified three key areas, investment in developing our research and campaigning activity, succession planning for advice resources and a move from the office at Haydon Place to more suitable accommodation. The estimated cost of these three projects totalled £146,621.

In the year to 31 March 2023 there was a total of £34,562 of expenditure on these projects. It is expected that expenditure on these projects will continue in the following 1 to 2 years.

An additional amount of £46,651 has been allocated to designated funds as at 31 March 2023. This is intended to cover costs associated with the merger with Citizens Advice Waverley which is not considered to be part of the normal operational expenditure of the organisation. Information about the merger, which took place after the balance sheet date, is included in the Trustees' report.

Unrestricted Funds

The core service income includes funding from Guildford Borough Council for the provision of a general advice service in the Guildford area.

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestrict ed Funds £	Designated Funds £	Restrict ed Funds £	2023 Total £	2022 Total £
Funds are represented by:					
Tangible fixed assets	808			808	1,485
Current assets	355,314	158,711	195,083	709,109	745,466
Current liabilities	(64,736)		(65,140)	(129,876)	(179,883)
	<u>291,386</u>	<u>158,711</u>	<u>129,943</u>	<u>580,041</u>	<u>567,067</u>

13. TAXATION

The company is a registered charity and, as such, for taxation purposes, is entitled to exemption from United Kingdom taxation under the Income and Corporation Taxes Act 1988 and may recover income tax deducted from its investment income.

14. RELATED PARTY TRANSACTIONS

There have been related party transactions during the year between Guildford Citizens Advice Bureau and Citizens Advice in relation to information services. None of the trustees received any remuneration during the year and none claimed reimbursement of travel expenses (see note 11).

15. MEMBERS' LIABILITY

The company is limited by guarantee – all members having a liability not exceeding £1 per member.

16. OPERATING LEASE COMMITMENTS

At the reporting date, the company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £	2022 £
Within one year	<u>53,400</u>	<u>53,400</u>

A total of £53,400 (2022: £44,265) was expensed in the year relating to the lease of Haydon Place, Guildford at £41,400, and payment to Ash Parish Council at £12,000.

The lease at Haydon Place was renewed on 1 January 2021 for a three-year term with a break clause allowing us to serve three months' notice after 12 months. The lease at the Ash Centre was renewed on 1 January 2022 for a five-year term with a break clause allowing us to serve six months' notice after 18 months.

17. CONTINGENT LIABILITIES

There were no contingent liabilities on 31 March 2023 or 31 March 2022.

18. FINANCIAL INSTRUMENTS

At the balance sheet date the Charity held the following financial instruments:

	2023	2022
	£	£
Financial assets measured at amortised cost		
Net Trade Debtors	29,116	37,454
Other Debtors	6,343	-
Cash at bank and in hand	671,309	698,687
Financial liabilities at amortised cost		
Trade creditors	-	-
Accruals	48,025	31,460
Other creditors	80,140	141,180

Income, expense, gains and losses in respect of these financial instruments were:

	2023			2022		
	£	£	£	£	£	£
	Income	Expense	Gains/ (losses)	Income	Expense	Gains/ (losses)
Financial assets at amortised cost						
Interest on cash balances	1992	-	-	331	-	-

Year End Statutory Accounts to 31 March 2023

Final Audit Report

2023-10-03

Created:	2023-10-03
By:	Rachel Saffrett (rachel.saffrett@guildfordcab.org.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAAIYLBhMKsQJo3xUo-3P9yMpmbAt93DtW6

"Year End Statutory Accounts to 31 March 2023" History

-  Document created by Rachel Saffrett (rachel.saffrett@guildfordcab.org.uk)
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-  Signer paul.jarrett@casws.org.uk entered name at signing as PIJarrett
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-  Signer clare.johns@casws.org.uk entered name at signing as Clare Johns
2023-10-03 - 7:33:52 PM GMT- IP address: 81.108.41.234
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Signature Date: 2023-10-03 - 7:33:54 PM GMT - Time Source: server- IP address: 81.108.41.234
-  Agreement completed.
2023-10-03 - 7:33:54 PM GMT

REGISTERED COMPANY NUMBER: 04823693 (England and Wales)
REGISTERED CHARITY NUMBER: 1098859

Report of the Trustees and

Financial Statements

for the Period 1 April 2022 to 31 May 2023

for

Citizens Advice Waverley

(A Company Limited by Guarantee)



Citizens Advice Waverley

**Contents of the Financial Statements
for the Period 1 April 2022 to 31 May 2023**

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Citizens Advice Waverley
Report of the Trustees
for the Period 1 April 2022 to 31 May 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the period 1 April 2022 to 31 May 2023. The trustees have adopted the provisions of 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) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Citizens Advice Waverley was, for the period covered by the report, a local charity providing a free, independent and non-judgemental information and advice service to people in Waverley borough. Until 30 March 2023, we also provided support to people living in Guildford and Waverley boroughs affected by domestic abuse through the South West Surrey Domestic Abuse Services ('SWSDAS').

Our Advice Service offered free confidential advice on a wide range of issues, online, over the phone or in person. We worked with other voluntary organisations, both locally and nationally, to provide people with the information, support and practical help they need to find a way through their problems.

As a member of Citizens Advice (the operating name of the National Association of Citizens Advice Bureaux), we received a range of support, including specialist information services, and research to use in our campaigning work. Citizens Advice also provided a range of infrastructure services to support the smooth running of our business.

During the period covered by this report the trustees reviewed the long term financial and operational outlook for the charity and after due consideration resolved, in agreement with Citizens Advice Guildford and Ash, to merge the two charities to create an organisation more capable of fulfilling the long-term needs of the community we serve. This merger took effect from 1 June 2023 and all assets and staff connected with the provision of the Advice Service transferred to the charity now known as Citizens Advice South West Surrey.

Recognising the strength and independence achieved by SWSDAS as part of Citizens Advice Waverley and in order to enable the merged Citizens Advice organisation to focus on its core advice services, the trustees also resolved to transfer SWSDAS and its staff, assets and operations, to a separate and independent Charitable Incorporated Organisation effective 30 March 2023. Since that date SWSDAS has operated as a separate charity with a separate board of trustees. It remains, a member of the Surrey Domestic Abuse Partnership (SDAP) - a group of four independent charities working together across the whole of Surrey to ensure that survivors of domestic abuse are safe, and to build a future where domestic abuse is not tolerated. Working with partner agencies SWSDAS supported the delivery of the Surrey Against Domestic Abuse Strategy while part of Citizens Advice Waverley, and continues to provide such support.

Citizens Advice Waverley

Report of the Trustees for the Period 1 April 2022 to 31 May 2023

ACHIEVEMENT AND PERFORMANCE

Advice Service

Despite a further year of challenges following the pandemic, Citizens Advice Waverley continued to support nearly 5,000 people assisting them with over 17,000 issues. Through our advice we managed to achieve an income gain for our clients, including debts written off in excess of £3million.

We have seen more people asking for foodbank vouchers, more help through the Household Support Fund, and more urgent advice on debt issues.

The cost-of-living crisis means that we now see more clients with multiple debt issues, likely because household finances were stretched by the pandemic and our clients increasingly lack the security of savings or spare income to weather increases in the cost of energy, food and rent.

We successfully secured a 3-year agreement, following a tender process, with Waverley Borough Council to support their Thriving Communities Strategy.

We have supported our Ukrainian guests and hosts working in partnership with Waverley Borough Council and worked in partnership with other Local Citizens Advice bodies and Surrey County Council to support their "No One Left Behind" strategy.

Domestic Abuse Service

This service provided emotional and practical support to those experiencing domestic abuse in the Guildford and Waverley Boroughs. We worked from a needs-led and strengths-based perspective to ensure that each client was treated as an individual.

We offered a wide range of services, all of which are continued by SWSDAS.

They include:

- * One to one support providing information and support both short and long term
- * Risk assessment and safety planning
- * Providing advocacy for clients when approaching other agencies for other help and support
- * Referral or signposting to other agencies when client needs cannot be fully met by our service
- * Supporting and referral of those needing refuge accommodations
- * Help with obtaining protective orders
- * One to one support for children affected by domestic abuse from specialist children's workers
- * Work in schools and support for Home School Link Workers
- * Access to specialist LGBTQ+ Outreach Worker
- * Access to legal support through Survivors Group
- * Access to free qualified counselling for clients
- * Delivering the Freedom Programme. These groups enable survivors to understand more about the abuse they have experienced and grow in confidence and self-esteem as well as being a great opportunity to build friendships and benefit from peer support

Citizens Advice Waverley

Report of the Trustees for the Period 1 April 2022 to 31 May 2023

FINANCIAL REVIEW

In summary, the financial results for the period to 31 May 2023 show an operating deficit of £315,620. This has come about due to the transfer of funds to both CASWS and SWDAOS amounting to £568,901 as part of the winding down of the charity and cessation of its affairs.

Funds and reserves

The Trustees target for the minimum balance of reserves is equivalent of six months operating expenditure.

Funding

The Trustees are very grateful to Waverley Borough Council and all our local town and parish councils for their continuing financial support of Citizens Advice.

The Trustees are equally grateful to Surrey County Council and the Office of the Police and Crime Commissioner for Surrey for their continuing financial support of SWSDAS. In addition, the Trustees would like to acknowledge the additional grants received from the Ministry of Justice which have provided additional resources to SWSDAS during and in the aftermath of the Covid19 pandemic.

The Trustees would also like to thank the many individuals who have made donations.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its memorandum and articles of association and constitutes a company, limited by guarantee, as defined by the Companies Act 2006.

Trustee selection

Our trustees are recruited through an open, competitive process, using local media and our own network to find people with suitable skills and experience to provide good leadership and make sound decisions. New trustees are provided with an Induction and have meetings with other trustees and relevant members of the Management Team. This provided an opportunity to learn more about the organisation's work, focus on current Board priorities and to assess any individual training needs.

Risk management

Our trustees are responsible for the effective management of risk and for making sure that internal controls are in place and operating as designed. They have reviewed their procedures in the light of corporate governance guidance contained in the Statement of Recommended Practice "Accounting and Reporting for Charities". A risk assessment report is contained in the business plan and anticipated potential changes to the environment in which we work and how these would impact on our services.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04823693 (England and Wales)

Citizens Advice Waverley

Report of the Trustees
for the Period 1 April 2022 to 31 May 2023

Registered Charity number
1098859

Registered office
New Montrose House
36 Bridge Street
Godalming
Surrey
GU7 1HP

Trustees
P Rees - Chair of Trustee Board (resigned 8.4.22)
Ms J Moore
J T Pepper
N M Jewkes Chair of Trustee Board (from 8.4.2022)
Ms J Armstrong
Ms J Edwards
Mr R Smith (appointed 1 July 2022)

Company Secretary
Ms J Moore

Auditors
TTCA Ltd
269 Farnborough Road
Farnborough
Hampshire
GU14 7LY

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Waverley for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable 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 trustees are aware:


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

Citizens Advice Waverley

Report of the Trustees
for the Period 1 April 2022 to 31 May 2023

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 19 January 2024 and signed on its behalf by:



.....
N.M Jewkes - Trustee

**Report of the Independent Auditors to the Members of
Citizens Advice Waverley**

Opinion

We have audited the financial statements of Citizens Advice Waverley (the 'charitable company') for the period ended 31 May 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 May 2023 and of its incoming resources and application of resources, including its income and expenditure, for the period then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We note that the trustees charged with governance have elected to prepare the accounts on an alternative basis given the decision for the charity to cease operations and its affairs to be transferred to other organisations which we consider to be acceptable. In our opinion, the trustees have made appropriate disclosures in the financial statements regarding the basis of preparation and the reasons for it.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**Report of the Independent Auditors to the Members of
Citizens Advice Waverley**

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general auditing and accounting experience and through discussion with the directors and other management (as required by auditing standards), the policies and procedures regarding compliance with laws and regulations. We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.

The potential effect of these laws and regulations on the financial statements varies considerably.

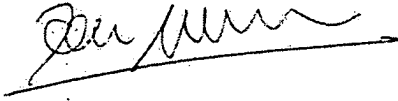
Firstly the company is subject to laws and regulations that directly affect the financial statements including financial reporting legislation (including related companies legislation), distributable profits legislation and taxation legislation and we assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

Secondly, the company is subject to many other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statement, for instance through the imposition of fines or litigation. We indemnified areas as those most likely to have such an effect such as anti bribery and certain aspects of company legislation. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the directors and other management and inspection of regulatory and legal correspondence, if any.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Thomas McManners BSc ACA ACMI (Senior Statutory Auditor)
for and on behalf of TTCA Ltd
269 Farnborough Road
Farnborough
Hampshire
GU14 7LY

Date: 19 January 2024

Citizens Advice Waverley

Statement of Financial Activities
for the Period 1 April 2022 to 31 May 2023

				Period 1.4.22 to 31.5.23 Total funds £	Year Ended 31.3.22 Total funds £
	Notes	Unrestricted funds £	Restricted funds £		
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	321,728	40,000	361,728	287,140
Charitable activities	5				
Charitable activities		90,651	825,815	916,466	696,233
Investment income	4	<u>19,914</u>	<u>2,294</u>	<u>22,208</u>	<u>3,994</u>
Total		<u>432,293</u>	<u>868,109</u>	<u>1,300,402</u>	<u>987,367</u>
EXPENDITURE ON					
Charitable activities	6				
Charitable activities		<u>684,133</u>	<u>931,889</u>	<u>1,616,022</u>	<u>959,296</u>
NET INCOME/(EXPENDITURE)		(251,840)	(63,780)	(315,620)	28,071
Allocations of funds following cessation of activity		83,747	(83,747)	-	-
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>168,093</u>	<u>232,948</u>	<u>401,041</u>	<u>372,970</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>-</u></u>	<u><u>85,421</u></u>	<u><u>85,421</u></u>	<u><u>401,041</u></u>

The notes form part of these financial statements

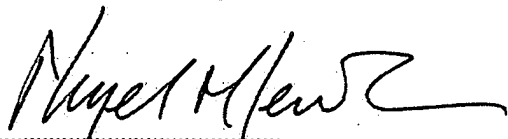
Citizens Advice Waverley

Balance Sheet
31 May 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £ As restated
FIXED ASSETS					
Tangible assets	12	3,185	-	3,185	7,205
Investments	13	<u>118,036</u>	<u>85,421</u>	<u>203,457</u>	<u>85,891</u>
		121,221	85,421	206,642	93,096
CURRENT ASSETS					
Debtors	14	1,500	-	1,500	13,205
Cash at bank and in hand		<u>797</u>	<u>-</u>	<u>797</u>	<u>443,595</u>
		2,297	-	2,297	456,800
CREDITORS					
Amounts falling due within one year	15	<u>(82,980)</u>	<u>-</u>	<u>(82,980)</u>	<u>(108,315)</u>
NET CURRENT ASSETS/(LIABILITIES)					
		<u>(80,683)</u>	<u>-</u>	<u>(80,683)</u>	<u>348,485</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		40,538	85,421	125,959	401,041
PROVISIONS AND CONTINGENT LIABILITIES					
	15	<u>(40,538)</u>	<u>-</u>	<u>(40,538)</u>	<u>(40,538)</u>
NET ASSETS					
		<u>-</u>	<u>85,421</u>	<u>85,421</u>	<u>401,041</u>
FUNDS					
Unrestricted funds	17			-	168,093
Restricted funds				<u>85,421</u>	<u>232,948</u>
TOTAL FUNDS					
				<u>85,421</u>	<u>401,041</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 19 January 2024 and were signed on its behalf by:



N M Jewkes - Trustee

The notes form part of these financial statements.

Citizens Advice Waverley

Notes to the Financial Statements for the Period 1 April 2022 to 31 May 2023

1. SHARE CAPITAL AND MEMBERS' LIABILITY

The charitable company is limited by guarantee and does not have a share capital. In the event of the charitable company being wound up every member, whilst he or she is a member, or within one year after he or she ceases to be a member, undertakes to contribute to the assets of the company such amount as may be required not exceeding one pound.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

On the decision that the activities of the charity are to be merged and transferred to other entities, the accounts have not been prepared on a going concern basis.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Short leasehold	- Straight line over remaining life of the lease
Fixtures and fittings	- 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Period 1 April 2022 to 31 May 2023

2. ACCOUNTING POLICIES - continued

Intangible income

The charity enjoys considerable support of volunteers in all areas of its activities and no monetary value is placed on this benefit in these accounts.

3. DONATIONS AND LEGACIES

	Period 1.4.22 to 31.5.23 £	Year Ended 31.3.22 £
Donations	16,070	2,640
Grants	<u>345,658</u>	<u>284,500</u>
	<u>361,728</u>	<u>287,140</u>

Grants received, included in the above, are as follows:

	Period 1.4.22 to 31.5.23 £	Year Ended 31.3.22 £
Waverley Borough Council	267,500	212,000
Farnham Town Council	17,500	17,500
Godalming Town Council	28,000	28,000
Haslemere Town Council	12,500	12,500
Cranleigh Parish Council	10,600	10,600
Parish Councils	<u>9,558</u>	<u>3,900</u>
	<u>345,658</u>	<u>284,500</u>

4. INVESTMENT INCOME

	Period 1.4.22 to 31.5.23 £	Year Ended 31.3.22 £
Income from investments	<u>22,208</u>	<u>3,994</u>

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Period 1 April 2022 to 31 May 2023

5. INCOME FROM CHARITABLE ACTIVITIES

		Period 1.4.22 to 31.5.23	Year Ended 31.3.22
	Activity	£	£
Services income	Charitable activities	38,419	136,893
Grants	Charitable activities	<u>878,047</u>	<u>559,340</u>
		<u>916,466</u>	<u>696,233</u>

Grants received, included in the above, are as follows:

	Period 1.4.22 to 31.5.23	Year Ended 31.3.22
	£	£
Restricted Projects	<u>878,047</u>	<u>559,340</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Charitable activities	<u>1,598,729</u>	<u>17,293</u>	<u>1,616,022</u>

7. SUPPORT COSTS

	Finance £	Governance costs £	Totals £
Charitable activities	<u>2,356</u>	<u>14,937</u>	<u>17,293</u>

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	Period 1.4.22 to 31.5.23	Year Ended 31.3.22
	£	£
Depreciation - owned assets	4,351	4,053
Deficit on disposal of fixed assets	<u>2,356</u>	<u>-</u>

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Period 1 April 2022 to 31 May 2023

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the period ended 31 May 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the period ended 31 May 2023 nor for the year ended 31 March 2022.

10. STAFF COSTS

	Period 1.4.22 to 31.5.23 £	Year Ended 31.3.22 £
Wages and salaries	<u>729,459</u>	<u>683,799</u>

The average monthly number of employees during the period was as follows:

	Period 1.4.22 to 31.5.23	Year Ended 31.3.22
Management and administration	<u>34</u>	<u>34</u>

No employees received emoluments in excess of £60,000.

During the year Citizens Advice Waverley employed 35 paid staff (21.7 FTE). Of these, 11 FTE were employed on restricted fund projects. No employee (2022: nil) received remuneration in excess of £60,000. An analysis is provided below.

Analysis of salaries:	2023	2022
Central staff	88,081	76,933
Office operations	188,285	182,304
Staff cost from unrestricted funds	276,366	259,237
Office operations from restricted funds	453,093	425,294
	<u>729,459</u>	<u>684,531</u>

The charity operates a pension scheme. A contribution towards a pension is made, calculated at 6% (3% SWSDA) of salary, paid from commencement of employment.

No Trustees' received any remuneration in 2022/2023.
Reimbursed expenses totalled £0 (£0 in 2021/2022).

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Period 1 April 2022 to 31 May 2023

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	285,140	2,000	287,140
Charitable activities			
Charitable activities	121,043	575,190	696,233
Investment income	<u>3,960</u>	<u>34</u>	<u>3,994</u>
Total	<u>410,143</u>	<u>577,224</u>	<u>987,367</u>
 EXPENDITURE ON			
Charitable activities			
Charitable activities	<u>401,304</u>	<u>557,992</u>	<u>959,296</u>
 NET INCOME	 8,839	 19,232	 28,071
 RECONCILIATION OF FUNDS			
Total funds brought forward	<u>159,253</u>	<u>213,717</u>	<u>372,970</u>
 TOTAL FUNDS CARRIED FORWARD	 <u>168,092</u>	 <u>232,949</u>	 <u>401,041</u>
 12. TANGIBLE FIXED ASSETS			
	Short leasehold £	Fixtures and fittings £	Totals £
COST			
At 1 April 2022	54,993	80,861	135,854
Additions		9,250	(9,250)
Disposals	<u>-</u>	<u>(11,782)</u>	<u>(11,782)</u>
At 31 May 2023	<u>54,993</u>	<u>78,329</u>	<u>133,322</u>
 DEPRECIATION			
At 1 April 2022	51,993	76,656	128,649
Charge for year	215	4,136	4,351
Eliminated on disposal	<u>-</u>	<u>(2,863)</u>	<u>(2,863)</u>
At 31 May 2023	<u>52,208</u>	<u>77,929</u>	<u>130,137</u>
 NET BOOK VALUE			
At 31 May 2023	<u>2,785</u>	<u>400</u>	<u>3,185</u>
At 31 March 2022	<u>3,000</u>	<u>4,205</u>	<u>7,205</u>

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Period 1 April 2022 to 31 May 2023

13. **FIXED ASSET INVESTMENTS**

There were no investment assets outside the UK.

14. **DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2023	2022
	£	£
Prepayments	<u>1,500</u>	<u>13,205</u>

15. **CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2023	2022
	£	£
Deferred income	41,667	As restated. 50,000
Accrued expenses	<u>41,313</u>	<u>58,315</u>
Accrued expenses	<u>82,980</u>	<u>103,315</u>

16. **PROVISIONS AND CONTINGENT LIBAILITIES**

	2023	2022
	£	£
Provision for dilapidations	<u>40,538</u>	As restated. <u>40,538</u>

17. **LEASING AGREEMENTS**

As at 31 March 2023, the charity had annual commitments under non-cancellable operating leases as follows:

Cranleigh

The office in Village Way, Cranleigh is leased from Cranleigh Parish Council 1 year commencing 31 May 2023, rent free.

Farnham

The office in South Street, Farnham is leased from Waverley Borough Council. 5 year lease commencing 1 June 2023 Rent £14,600 pa

Godalming

The office in Bridge Street, Godalming is leased from Waverley Borough Council 3 year lease commencing 1 June 2023 Rent £20,000 pa

Haslemere

The office in Well Lane, Haslemere is leased from a private landlord for a term of 5 years from June 2020, for £16,000 per annum.

18. **PRIOR YEAR ADJUSTMENT**

During the year, a balance of £40,538 relating to money put aside for dilapidations to leased offices was reclassified from being shown within accruals and current liabilities to provisions made.

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Period 1 April 2022 to 31 May 2023

19. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	At 31.5.23
	£	£	£
Unrestricted funds			
General fund	168,093	(251,840)	(83,747)
Allocation of funds following cessation of charity			<u>83,747</u>
Restricted funds			
Surrey Crisis Fund (LAS)	2,726	(1,500)	1,226
District Outreach Project	4,100	(2,000)	2,100
Technical Support	14,090	1,860	15,950
Client Fund Godalming	2,513	534	3,047
Client Fund Haslemere	7,767	(2,614)	5,153
SWSDA	170,302	(170,302)	-
Client Fund Farnham	1,756	(588)	1,168
Adviceline Single Queue/HMPT	23,834	(23,834)	-
BEIS Remote Working & Soft Phones	5,860	(5,860)	-
Ukrainian Support	-	15,859	15,859
No One Left Behind (SCC Debt)	-	7,527	7,527
Cost of Living Support (CFS)	-	7,138	7,138
Training Grant (CFS)	-	10,000	10,000
Godalming Office Project	-	100,000	100,000
	<u>232,948</u>	<u>(63,780)</u>	<u>169,168</u>
Allocation of funds following cessation of charity			<u>(83,747)</u>
			85,421
TOTAL FUNDS	<u>401,041</u>	<u>(315,620)</u>	<u>85,421</u>
Net movement in funds, included in the above are as follows:			
	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	363,165	(615,005)	(251,840)
Restricted funds			
Surrey Crisis Fund (LAS)	-	(1,500)	(1,500)
District Outreach Project	-	(2,000)	(2,000)
Technical Support	1,860	-	1,860
Client Fund Godalming	1,190	(656)	534
Client Fund Haslemere	1,811	(4,425)	(2,614)
SWSDA	724,405	(894,707)	(170,302)
Client Fund Farnham	500	(1,088)	(588)
Adviceline Single Queue/HMPT	-	(23,834)	(23,834)
BEIS Remote Working & Soft Phones	-	(5,860)	(5,860)
Ukrainian Support	30,000	(14,141)	15,859
No One Left Behind (SCC Debt)	58,333	(50,806)	7,527
Cost of Living Support (CFS)	9,138	(2,000)	7,138
Training Grant (CFS)	10,000	-	10,000
Godalming Office Project	100,000	-	100,000
	<u>868,109</u>	<u>(931,889)</u>	<u>(63,780)</u>
TOTAL FUNDS	<u>1,231,274</u>	<u>(1,616,022)</u>	<u>(315,620)</u>

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Period 1 April 2022 to 31 May 2023

17. **MOVEMENT IN FUNDS - continued**

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	159,253	8,840	168,093
Restricted funds			
Healthwatch Surrey	35	(35)	-
Surrey Crisis Fund (LAS)	1,325	1,401	2,726
District Outreach Project	5,100	(1,000)	4,100
Technical Support	14,090	-	14,090
Client Fund Godalming	1,587	926	2,513
Client Fund Haslemere	11,388	(3,621)	7,767
Help to Claim F2F Set Up	389	(389)	-
Help to Claim Web/Tel Set Up	1,041	(1,041)	-
SWSDA	131,248	39,054	170,302
Client Fund Farnham	514	1,242	1,756
Adviceline Single Queue/HMPT	37,740	(13,906)	23,834
Money and Pensions Service (MaPs)	1,900	(1,900)	-
BEIS Remote Working & Soft Phones	<u>7,360</u>	<u>(1,500)</u>	<u>5,860</u>
	<u>213,717</u>	<u>19,231</u>	<u>232,948</u>
TOTAL FUNDS	<u>372,970</u>	<u>28,071</u>	<u>401,041</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	410,143	(401,303)	8,840
Restricted funds			
Healthwatch Surrey	-	(35)	(35)
Surrey Crisis Fund (LAS)	1,960	(559)	1,401
District Outreach Project	-	(1,000)	(1,000)
Client Fund Godalming	1,340	(414)	926
Client Fund Haslemere	2,245	(5,866)	(3,621)
Help to Claim F2F Set Up	-	(389)	(389)
Help to Claim Web/Tel Set Up	83,382	(84,423)	(1,041)
SWSDA	449,993	(410,939)	39,054
Client Fund Farnham	1,526	(284)	1,242
Adviceline Single Queue/HMPT	-	(13,906)	(13,906)
Money and Pensions Service (MaPs)	6,778	(8,678)	(1,900)
BEIS Remote Working & Soft Phones	-	(1,500)	(1,500)
Household Support Fund	<u>30,000</u>	<u>(30,000)</u>	<u>-</u>
	<u>577,224</u>	<u>(557,993)</u>	<u>19,231</u>
TOTAL FUNDS	<u>987,367</u>	<u>(959,296)</u>	<u>28,071</u>

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Period 1 April 2022 to 31 May 2023

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the period ended 31 May 2023.

Citizens Advice Waverley

Detailed Statement of Financial Activities
for the Period 1 April 2022 to 31 May 2023

	Period 1.4.22 to 31.5.23 £	Year Ended 31.3.22 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	16,070	2,640
Grants	<u>345,658</u>	<u>284,500</u>
	361,728	287,140
Investment income		
Income from investments	22,208	3,994
Charitable activities		
Services income	38,419	136,893
Grants	<u>878,047</u>	<u>559,340</u>
	<u>916,466</u>	<u>696,233</u>
Total incoming resources	1,300,402	987,367
EXPENDITURE		
Charitable activities		
Wages	729,459	683,799
Premises costs	130,535	125,314
Telephone, postage and website	13,078	11,845
Advertising	6,750	4,313
Transfer to new SWSDAOs charity	321,354	-
Transfer to merged CASWS	247,547	-
Sundries	35,893	36,015
Travel	22,336	11,514
Recruitment and training	5,275	15,388
Office running costs	84,509	65,794
Depreciation of tangible fixed assets	<u>1,993</u>	<u>4,054</u>
	1,598,729	958,036
Support costs		
Finance		
Loss on sale of tangible fixed assets	2,356	-
Governance costs		
Accountancy and legal fees	<u>14,937</u>	<u>1,260</u>
Total resources expended	<u>1,616,022</u>	<u>959,296</u>
Net (expenditure)/income	<u>(315,620)</u>	<u>28,071</u>

This page does not form part of the statutory financial statements

Changes to Citizens Advice South West Surrey Services (CASWS)



Why are changes being made?



Increasing and changing client need – Over recent years, including during the pandemic and the Cost-of-Living crisis, we have seen significant changes in our clients' needs. This ranges from more people needing support, to a greater complexity of need, and changing options of support available from our partners.

Financial sustainability – CASWS is a charity, and we can only deliver services in line with the resources we have available. We need to ensure Citizens Advice services are available for our clients in the future, so we must manage our finances carefully to ensure they are sustainable.



In recent years, our key funders have seen pressure on their budgets, and this has seen our core funding reduce. At the same time our costs and client demand have increased along with the cost of living.

Whilst we have been able to make some efficiencies and diversification of funding sources, these are currently not sufficient to cover the cost of these growing pressures.



Regulatory requirements – lots of the advice we give is regulated. Therefore, we need to make sure we are meeting these changing and increasingly stringent standards and delivering a quality service.

These growing and overlapping pressures – demand, financial and regulatory – mean that CASWS must adapt significantly to continue to service our local communities in the future.

What will be different about the service?

Changes to the service will take place on **2nd December 2024**. These aim to deliver:

- More consistent support and ways of working across Guildford and Waverley – meaning people can access support from any of our locations

- Greater clarity of service and types of support for both clients and those working or volunteering for us
- Ensuring adequate support is available to our staff and volunteer teams

The changes include revised service availability, as well as better support for volunteers. Our goal is to minimise disruption and ensure quality support for our clients. We have worked hard to minimise the impact where possible, but resource limitations mean that we have had to make the difficult decision to reduce some service days and restrict our email/webforms to an information-only service.

We have adjusted our opening times and service availability across the offices to ensure that for our clients across the whole South West Surrey area there's always a drop-in option, varied and increased appointment times, and enough coverage for our busiest phone periods. We will still operate 18 days per week across our locations, plus 4 days remotely, so we still offer more in-person access than almost all local Citizens Advice in Surrey.

There will also be improvements which take longer to introduce:

- Closer partnership working with other service providers
- Greater outreach in our key neighbourhoods
- A focus on who is best placed to deliver support, including more effective referral tools

What will the service look like for clients?

Our new service model is clearer on the different levels of support Citizens Advice provide. People may move between these different levels depending on their circumstances and issues.

<p>Information is for those who are capable of self-help, and information is clear, thorough and readily available.</p> <p>They will interpret and apply the information we provide themselves.</p>	<p>Advice is for those who need some additional support with their issue.</p> <p>This could be because they have an emergency, there are major consequences if their issue is unresolved, they don't have capacity to deal with it on their own, or there are capability barriers.</p> <p>This support is more detailed including, greater exploration, tailoring of advice and limited supportive action.</p>	<p>Casework is for the most vulnerable who need more intensive support.</p> <p>This includes where we will take action on behalf of a client, and they have a named person supporting them, rather than a different adviser each time</p>
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There are 3 main ways people can access support up to **information** from Citizens Advice:

① By email or webform responded to 10am – 4pm Monday to Friday

② **In person** at a Community Information Point with a Citizens Advice volunteer or staff member. We will be developing these so more are available in later 2025. A timetable of availability will be on our website. For now, these are:

- Cranleigh Foodbank
- Hale Community Centre
- Oakleaf
- Ad hoc **community events**

③ In person at a community location with a Citizens Advice trained Advice First Aider¹

- We will be training people from other organisations in Advice First Aid, and so this will take time to introduce. For Winter 2024 training will be offered to all Surrey County Council Warm Hubs. Our first training session is in November. (A full list of trained organisations will be on our website)

Where a client needs advice, they will be directed to where they can get this. For those who we have spoken to in person, they'll be directly referred to support, so they don't have to recontact us and repeat their story.

There will be 3 main ways people can access support up to **advice** from Citizens Advice.

① **By phone** – Monday to Friday 10am – 4pm

② **In person** at a CASWS office² – 18 half days available across the week:

Ash office

- Tuesday 10am to 12pm³

Farnham office

- Monday 10am to 12pm
- Wednesday 1pm – 3pm

Godalming office

- Monday 10am – 12pm
- Tuesday 10am – 12pm
- Wednesday 10am – 12pm

¹ These are staff or volunteers in other organisations trained by Citizens Advice to:

- Identify a problem
- Provide some initial basic help
- Know when to call in the experts for specialist help – with access to a dedicated referral tool

² These are the locations of support, and not restricted to client living in that area. For example, a Haslemere client may work in Godalming and choose to go there instead.

	<ul style="list-style-type: none"> Thursday 10am to 12pm 	<ul style="list-style-type: none"> Thursday Wednesday 1pm – 3pm Friday 10am – 12pm
Cranleigh office <ul style="list-style-type: none"> Tuesday 1pm – 3pm Thursday 10am – 12pm 	Haslemere office <ul style="list-style-type: none"> Monday 1pm – 3pm Tuesday 10am – 12pm Wednesday 10am – 12pm 	Guildford office <ul style="list-style-type: none"> Monday 10am – 12pm Tuesday 10am – 12pm Wednesday 1pm – 3pm Friday 10am – 12pm³

③ **Direct referral** from trained trusted partners

Where clients’ issues can’t be resolved when they first speak to a CASWS volunteer or member of staff, they’ll be **offered an appointment** by phone or in-person. This is generally where the client has multiple interlinking issues, the support they need is so complex they can’t take it in all at once, or documents/evidence is needed for us to be able to give advice.

- Phone appointments are available Monday – Friday 10am – 4pm
- In person appointments will be available as shown below²:

Ash office: <ul style="list-style-type: none"> Tuesday 1pm – 3pm 	Farnham office <ul style="list-style-type: none"> Monday 1pm – 3pm Wednesday 10am to 12pm Thursday 1pm – 3pm 	Godalming office <ul style="list-style-type: none"> Monday 1pm – 3pm Tuesday 1pm – 3pm Wednesday 1pm – 3pm Thursday 10am – 12pm Friday 1pm – 3pm
Cranleigh office <ul style="list-style-type: none"> Tuesday 10am – 12pm Thursday 1pm – 3pm 	Haslemere office <ul style="list-style-type: none"> Monday 10am – 12pm Tuesday 1pm – 3pm Wednesday 1pm – 3pm 	Guildford office <ul style="list-style-type: none"> Monday 1pm – 3pm Tuesday 10am – 12pm Wednesday 1pm – 3pm Friday 1pm – 3pm³

Appointments are also available ad hoc in community locations or at Community Information Points as needed including:

- Farnham Road Hospital (secondary mental health patients only)
- Berkeley House, Godalming (secondary mental health patients only)
- Royal Surrey Hospital (people affected by cancer only)
- The Hive

Casework is available across the week Monday – Friday, by phone, in person and supported with email. This is driven by the resident’s needs. This is only accessed through a referral –

³ We will need to recruit additional volunteers for this day and so this will not be available until approximately Summer 2025. We will keep our website updated to show this.

either from our advice service or funded referrers.

We currently have dedicated casework for those who are:

- Affected by cancer
- Under the care of secondary mental health (e.g. an inpatient or under the care of community mental health services)
- At risk of homelessness (Guildford borough only)
- Need specialist debt support

We will be expanding this group as we train new people in these roles (subject to the resources we have available).

If you have any questions or would like more information, please contact:

Becky Jeffrey, Chief Officer, becky.jeffrey@casws.org.uk

Citizens Advice South West Surrey – Accessing Support



- You can access information by completing our **webform** at casws.org.uk. We will respond Monday to Friday from 10am to 4pm
- You can access information and advice by:



calling us on 0808 812 7087.
Our phonenumber is open Monday to Friday from 10am to 4pm



visiting us at one of our six offices during our drop-in sessions set out below



direct referral from trained trusted partners

	Monday	Tuesday	Wednesday	Thursday	Friday
Ash Ash Centre, Ash Hill Road, Ash, GU12 5DP View Map				10am – 12pm	
Cranleigh Village Way, Cranleigh, Surrey, GU6 8AF View Map		1pm – 3pm		10am – 12pm	
Farnham Montrose House, South Street, Farnham, Surrey, GU9 7RN View Map	10am – 12pm		1pm – 3pm	10am – 12pm	
Godalming 36 Bridge Street, Godalming, Surrey, GU7 1HP View Map	10am – 12pm	10am – 12pm	10am – 12pm	1pm – 3pm	10am – 12pm
Guildford 15-21 Haydon Place, Guildford, Surrey, GU1 4LL View Map	10am – 12pm*	10am – 12pm	1pm – 3pm		10am – 12pm*
Haslemere Well Lane House, Well Lane, Haslemere, Surrey, GU27 2LB View Map	1pm – 3pm	10am – 12pm*	10am – 12pm		

GODALMING TOWN COUNCIL

Disclosure by a Member¹ of a disclosable pecuniary interest or other registerable interest (non-pecuniary interest) in a matter under consideration at a meeting (S.31 (4) Localism Act 2011 and the adopted Godalming Members' Code of Conduct).

As required by the Localism Act 2011 and the adopted Godalming Members' Code of Conduct, **I HEREBY DISCLOSE**, for the information of the authority that I have [a disclosable pecuniary interest]² [a registerable interest (non-pecuniary interest)]³ in the following matter:-

COMMITTEE: _____

DATE: _____

NAME OF COUNCILLOR: _____

Please use the form below to state in which agenda items you have an interest.

Agenda No.	Subject	Disclosable Pecuniary Interests	Other Registerable Interests (Non-Pecuniary Interests)	Reason

Signed _____

Dated _____

¹ "Member" includes co-opted member, member of a committee, joint committee or sub-committee

² A disclosable pecuniary interest is defined by the Relevant Authorities (Disclosable Pecuniary Interests) regulations 2012/1464 and relate to employment, office, trade, profession or vocation, sponsorship, contracts, beneficial interests in land, licences to occupy land, corporate tenancies and securities

³ A registerable interest (non-pecuniary interest) is defined by Section 9 of the Godalming Members' Code of Conduct.