

City of Durham Charter Trustees for the City of Durham

Ref: JM 11 June 2013

To: The Mayor and Members of the

CHARTER TRUSTEES FOR THE CITY OF DURHAM (Councillors P Charlton, J Blakey, J Armstrong, D Bell, A Bonner, J Buckham, J Chaplow, P Conway, N Foster, K Corrigan, D Freeman, S Guy, D Hall, G Holland, A Hopgood, N Martin, B Moir, M Nicholls, R Ormerod, M Plews, M Simmons, D Stoker, P Taylor, J Turnbull, M Wilkes and M Williams).

Dear Sir/Madam

A Meeting of the **CHARTER TRUSTEES FOR THE CITY OF DURHAM** will be held in the Committee Room 1A, County Hall, Durham, on <u>Wednesday 19 June 2013 at 1.00 pm.</u>

BUSINESS

- 1. Apologies for Absence
- 2. Declarations of interest, if any
- 3. Revenue Outturn for the year ended 31 March 2013 Report of the Treasurer (Pages 1 8)
- 4. Annual Return for the year ended 31 March 2013 Report of the Treasurer (Pages 9 18)

Yours faithfully

Clerk

County Hall, Durham, DH1 5UL
Tel: 03000 269731 Fax: (0191) 3834206
Web Site: <u>www.durham.gov.uk</u>



Charter Trustees for the City of Durham 19 June 2013

Revenue Outturn for the year ended 31 March 2013



Report of Jeff Garfoot, Treasurer

Purpose of the Report

To provide information on the 2012/13 revenue outturn compared with the original budget.

Comparison of Revenue Outturn with Budget

- The total net revenue expenditure for 2012/13 was £103,700; £20,745 or 16.67% less than the original budget of £124,445. Consequently the amount required to be drawn from reserves was only £668, in comparison to the budgeted figure of £21,413.
- An analysis of the expenditure over subjective budget headings is set out in Appendix 2 and further detailed analyses of variable costs are provided in Appendix 3. The main reasons for variations from the budget are provided below:

Transport - £1,653 (8.81%) Underspent

The small underspend on transport is mainly due to a reduction in bus hire during the year.

Supplies and Services - £15,314 (45.94%) Underspent

Trustees were expecting a significant portion of this budget to be spent on the Olympics and Jubilee celebrations which were held during 2012/13. Such events were not forthcoming and consequently there has been a significant underspend on Mayor's hospitality in comparison to the budget.

Contingencies - £1,000 Underspent

The Charter Trust set aside £1,000 in contingencies to meet unforeseen items of expenditure, however there was no need to draw from this during the year.

Income - £2,483 Over-achieved

Although there was no original budget for income, a number of tickets for the civic dinner were sold raising £2,483.

Transfers to Reserves - £20,745 less than budget

Due to the net underspend of £20,745 only £668 was required to be drawn from reserves. After this transfer, the balance of reserves as at 31 March 2013 was £35,355, as shown in the Reserve Statement at Appendix 2.

Recommendations

9 It is **RECOMMENDED** that the Charter Trustees note the outturn position for the financial year ended 31 March 2013.

J Garfoot Treasurer

Contact: Beverley White Tel: 03000 261900

RISKS AND IMPLICATIONS

Finance

The report provides information about the Charter Trust for the City of Durham's revenue outturn for 2012/13.

Staffing

None

Equality and Diversity

None

Accommodation

None

Crime and Disorder

None

Children's Act 2004

None

Human Rights

None

Stakeholder/Community Engagement

None

Appendix 2

Revenue Outturn for the Charter Trust for the City of Durham 2012/13

Actual 2011/12		Original Estimate 2012/13	Actual 2012/13	Varia	ation
£		£	£	£	%
	EXPENDITURE				
8,571	Employees	8,480	8,383	-97	-1.14
12,850	Premises	13,107	13,107	0	0.00
15,233	Transport	18,770	17,117	-1,653	-8.81
23,049	Supplies & Services	33,338	18,024	-15,314	-45.94
49,216	Support Services	49,750	49,552	-198	-0.40
0	Contingencies	1,000	0	-1,000	-100.00
108,919	Total Expenditure	124,445	106,183	18,262	14.67
-3,807	INCOME	0	-2,483	-2,483	
-3,807	Total Income	0	-2,483	-2,483	
105,112	NET EXPENDITURE	124,445	103,700	-20,745	-16.67
10,373	Transfer to/ -from Reserves	-21,413	-668	20,745	-96.88
115,485	TOTAL	103,032	103,032	0	0.00

Reserve Statement 2012/13

	£
Opening Balance as at 1 April 2012	36,023
Use of reserves during 2012/13	-668
Closing Balance as at 31 March 2013	35,355

Appendix 3

Analysis of Variable Costs to 31 March 2013

	Payee	Amount	Description
Transport	Onguard Executive	1,047.66	Apr
	Onguard Executive	1,230.33	May
	Onguard Executive	2,592.82	June
	Onguard Executive	1,357.90	July
	Onguard Executive	718.03	August
	Onguard Executive	1,127.53	September
	Onguard Executive	1,789.93	October
	Onguard Executive	1,843.44	November
	Onguard Executive	1,930.07	December
	Onguard Executive	582.40	January
	Onguard Executive	1,176.66	February
	Onguard Executive	880.15	March
	Lee's Coaches	120.00	10th June
	Lee's Coaches	120.00	17th June
	Lee's Coaches	120.00	15th July
	Lee's Coaches	120.00	3rd Sept
	Lee's Coaches	120.00	11th Nov
	Lee's Coaches	120.00	25th Nov
	Lee's Coaches	120.00	6th Dec
	Total Transport	17,116.92	
	TOLD	4 000 00	Marian

Hospitality	T&I Bell	1,388.00	Mayor Making Ceremony
	T&I Bell	872.00	Mayors Evensong
	Graeme Stearman	60.00	Photography - Portraits
	Stephanies Flowers	110.00	Mayor Making Display
	DCC	238.50	Catering Recharge
	DCC	70.70	Refreshments
	DCC	198.75	Catering Recharge
	DCC	176.19	Catering Recharge
	Burns Crystal Glass Ltd	200.84	Clock/ Paperweight
	DCC	39.50	Refreshments
	DCC	40.00	Staff Recharges
	DCC	40.00	Staff Recharges
	DCC	56.48	Refreshments
	DCC	1.78	Biscuits for VIP Visit
	DCC	9.11	Refreshments for Reception
	DCC	5.00	Refreshments for Reception
	Sports & Leisure publications	79.00	Article for Festival of Remembrance
	DCC	7.29	China Loose Leaf Tea Diffuser
	DCC	7.30	Wrapping Paper/ Ribbon etc
	DCC	8.33	Engraving of Long Service Pin
	Royal British Legion	500.00	Sponsorship of RBL/ ABF Festival
	Framing Unlimited	14.50	Frames for Certificates
	Framing Unlimited	14.49	Framing Mayors Photograph
	DCC	29.83	Gloves for Bodyguard
	DCC	37.55	Refreshments - New Zealand visitors
	DCC	198.75	Catering Recharge
	DCC	318.00	Catering Recharge
	DCC	253.67	Refreshments

	DCC	234.06	Catering Recharge
	Payee	Amount	Description
Hospitality	DCC	198.75	Catering Recharge
(cont.d)	DCC	318.00	Catering Recharge
	DCC	93.22	Refreshments
	DCC	318.00	Catering Recharge
	DCC	64.82	Refreshments
	DCC	101.25	Healthy Option Buffet
	DCC	60.00	Staff Recharges
	DCC	48.00	Prep of Pantmaster Certificate
	Logocloth	98.60	Repair to Logocloth
Stephanies Flowers		15.00	Posie 23rd Nov
Royal British Legion		50.00	Donation - 2 poppy wreaths
Stephanies Flowers		15.00	Basket of Flowers
	Friends of Durham Cathedral	35.00	Annual Subscription
	DCC	221.12	DCC Recharges
	DCC	118.73	DCC Recharges
	DCC	570.23	Catering/Refreshments Recharge
	DCC	159.00	Catering
	DCC	198.75	Catering
	DCC	10.03	Refreshments
	T&I Bell	2,119.70	Catering
	Thomas Fattorini	935.75	Past Mayor medals
	Total Hospitality	10,958.57	

	Total Functions	2,586.47	
	DCC	430.00	Remembrance Day Event
	DCC	222.00	plates
			Printing - civic dinner- menu & name
	DCC	78.00	Printing - civic dinner tickets
	DCC	448.00	Printing - orders of service
	DCC	114.00	_
	Stephanies Flowers	216.67	Flower Arrangements - civic dinner
	EIGHTEEN 79 Events Management	100.00	Ball Tickets
	DCC	158.00	Rail Warrant
	DCC	137.00	Linen Hire/Staff Costs
	Great Aycliffe Town Council	50.00	Tickets - Civic Dinner
	Stockton on Tees Borough Council	100.00	Tickets - Civic Dinner
	Hetton Town Council	50.00	Tickets - Civic Dinner
	Chilton Town Council	42.00	Tickets - Civic Dinner
	Peterlee Town Council	46.00	Tickets - Civic Dinner
	DCC	28.80	table Cloth Hire
	Hartlepool Borough Council	80.00	Civic dinner tickets
	Royal British Legion	50.00	Ball Tickets
	Kyle Walker	180.00	Mayors Board
Functions	Durham County Council	56.00	Ball Tickets

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	Payee	Amount	Description
General	DCC	154.00	Printing - Business Cards
	Assoc. of Charter Trustee Towns	150.00	Subscription 2011/12
	Assoc. of Charter Trustee Towns	150.00	Subscription 2012/13
	DCC	119.67	Postages
	DCC	58.36	Mobile Phone Costs
	Co-op Bank	120.00	Bank charges
	DCC	10.88	Photocopying
	DCC	559.20	Printing
	DCC	21.32	Stationery
	DCC	25.00	SUBSCRIPTION
	DCC	-63.60	VAT Adjustment
	DCC	6.10	Photocopying
	DCC	5.52	Stationery
	DCC	21.42	Printing
	DCC	73.00	Printing
	DCC	40.99	Stationery
	DCC	74.52	Postages
	DCC	410.07	Postages
	DCC	34.40	Telephone Charges
	DCC	-35.50	Misc Equipment
	Total General Office	1,935.35	

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Charter Trustees for the City of Durham 19 June 2013

Annual Return for the year ended 31 March 2013



Report of Jeff Garfoot, Treasurer

Purpose of the Report

1. To seek approval of the Accounting Statements and Annual Governance Statement for the financial year ended 31 March 2013, which are included in the attached Annual Return at pages 2 and 3.

Background

2. In accordance with the Accounts and Audit Regulations 2003 (as amended) small relevant bodies in England with an annual turnover of £6.5 million or less must complete an annual return summarising their annual activities at the end of each financial year. To comply, the Annual Return must be approved by the Charter Trustees no later than 30 June 2013. The return is then subject to audit by external auditors appointed by the Audit Commission. On completion, the external auditors' report will be incorporated into the published version of the document at Section 3. The final audited version of the return must be published by the Charter Trust before 30 September 2013.

Annual Return

- 3. The annual return is made up of four sections :
 - Section 1 Accounting Statements, to be signed by the Treasurer and Chair of the meeting approving the accounting statements:
 - Section 2 Annual Governance Statement, to be signed by the Chair and Clerk of the meeting approving the statement;

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- Section 3 External Auditor's certificate and opinion;
- Section 4 Annual internal audit report.
- 4. A copy of the annual return is attached at Appendix 2.

Outturn Report

5. A separate revenue outturn report for the financial year ending 31 March 2013 is included within the agenda for today's meeting. This information is incorporated within Section 1 of the annual return.

Recommendations

6. It is **RECOMMENDED** that the Charter Trustees approve the attached Annual Return (Sections 1 and 2) for the financial year ended 31 March 2013.

Jeff Garfoot Treasurer

Contact: Beverley White Tel: 03000 261900

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RISKS AND IMPLICATIONS

Finance

The report provides a summary of the financial activities of the Charter Trust for the City of Durham as at 31 March 2013.

Staffing

None

Equality and Diversity

None

Accommodation

None

Crime and Disorder

None

Children's Act 2004

None

Human Rights

None

Stakeholder/Community Engagement

None

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Small Bodies in England Annual return for the year ended

31 March 2013

Small relevant bodies in England with an annual turnover of £6.5 million or less must complete an annual return in accordance with proper practices summarising their annual activities at the end of each financial year.

The annual return on pages 2 to 5 is made up of four sections:

- Sections 1 and 2 are completed by the person nominated by the body.
- Section 3 is completed by the external auditor appointed by the Audit Commission.
- Section 4 is completed by the body's internal audit provider.

Each body must approve this annual return no later than 30 June 2013.

Completing your annual return

Guidance notes, including a completion checklist, are provided on page 6 and at relevant points in the annual return.

Complete all sections highlighted in red. Do **not** leave any red box blank. Incomplete or incorrect returns require additional external audit work and may incur additional costs.

Send the annual return, together with your bank reconciliation as at 31 March 2013, an explanation of any significant year on year variances in the accounting statements and any additional information requested, to your external auditor by the due date.

Your auditor will identify and ask for any additional documents needed for audit. Therefore, unless requested, do **not** send any original financial records to the external auditor.

Audited and certified annual returns will be returned to the body for publication or public display of sections 1, 2 and 3. You must publish or display the audited annual return by 30 September 2013.

It should not be necessary for you to contact the external auditor or the Audit Commission directly for

More guidance on completing this annual return is available in the Practitioners' Guides for either local councils or internal drainage boards. These publications may be downloaded from the National Association of Local Councils (NALC) or Society of Local Council Clerks (SLCC) websites (www.nalc.gov.uk or www.slcc.co.uk) or from the members area of the Association of Drainage Authorities website (www.ada.org.uk).

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Section 1 – Accounting statements 2012/13 for:

Enter name of

The Charter Trust for the City of Durham

reporting body here:

		Year e 31 March 2012	31 March 2013	Notes and guidance Please round all figures to nearest £1. Do not leave any boxes blank and report £0 or Nil balances. All figures must agree to		
		£	٤	underlying financial records.		
1	Balances brought forward	25,650	36,023	Total balances and reserves at the beginning of the year as recorded in the body's financial records. Value must agree to Box 7 of previous year.		
2	(+) Income from local taxation and/or levy	115,485	103,032	Total amount of local tax and/or levy received or receivable in the year including funding from a sponsoring body.		
3	(+) Total other receipts	3,807	2,483	Total income or receipts as recorded in the cashbook less income from taxation and/or levy (line 2). Include any grants received here.		
4	(-) Staff costs	-38,787	-38,555	Total expenditure or payments made to and on behalf of all body employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and employment expenses.		
5	(-) Loan interest/capital repayments	0	0	Total expenditure or payments of capital and interest made during the year on the body's borrowings (if any).		
6	(-) All other payments	-70,132	-67,628	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).		
7	(=) Balances carried forward	36,023	35,355	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6)		
8	Total cash and short term investments	45,670	57,072	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – to agree with bank reconciliation.		
9	Total fixed assets plus other long term investments and assets	. 0	0	The original Asset and Investment Register value of all fixed assets, plus other long term assets owned by the body as at 31 March		
10	Total borrowings	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).		
the pre and	ertify that for the yeacounting state esent fairly the finad its income and esent receipts and	ments in this ancial positio expenditure,	annual returence of the body or properly	n approved by the body on:		
Sic	ned by Responsil	ole Financial	Officer:	· · · · · · · · · · · · · · · · · · ·		
	, ,			Signed by Chair of meeting approving these accounting statements:		
Da	te					
				Date		

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Section 2 - Annual governance statement 2012/13

We acknowledge as the members of The Charter Trust for the City of Durham our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2013, that:

		Agreed – Yes No*	Yes: — means that the body.
1	We approved the accounting statements prepared in accordance with the requirements of the Accounts and Audit Regulations and proper practices.	YES	prepared its accounting statements in the way prescribed by law.
2	We maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	YES	made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.
3	We taken all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and codes of practice that could have a significant financial effect on the ability of the body to conduct its business or on its finances.	YES	has only done things that it has the legal power to do and has conformed to codes of practice and standards in the way it has done so.
4	We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	YES	during the year has given all persons interested the opportunity to inspect and ask questions about the body's accounts.
5	We carried out an assessment of the risks facing the body and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	YES	considered the financial and other risks it faces and has dealt with them properly.
6	We maintained throughout the year an adequate and effective system of internal audit of the body's accounting records and control systems.	YES	arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of the body.
7	We took appropriate action on all matters raised in reports from internal and external audit.	YES	responded to matters brought to its attention by internal and external audit.
8	We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on the body and where appropriate have included them in the accounting statements.	YES	disclosed everything it should have about its business activity during the year including events taking place after the year- end if relevant.
	is annual governance statement is approved	Signed by:	
by	the body and recorded as minute reference	Chair	
		dated	en e
da	ted	Signed by:	
		Clerk	
		dated	
* C	Note: Please provide explanations to the external au escribe how the body will address the weaknesses it	iditor on a se	parate sheet for each 'No' response.

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Section 3 – External auditor certificate and opinion 2012/13 Certificate We certify that we have completed the audit of the annual return for the year ended 31 March 2013 of: The Charter Trust for the City of Durham Respective responsibilities of the body and the auditor The body is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The body prepares an annual return in accordance with proper practices which:

summarises the accounting records for the year ended 31 March 2013; and
 confirms and provides assurance on those matters that are important to our audit responsibilities.

our responsibility is to conduct an audit in accordance with guidance issued by the Audit Commission and, on the basis of our review of the annual return and supporting information, to report whether any matters that come to our attention give cause for concern that relevant legislation and regulatory requirements have not been met.

External auditor report

(Except for the matters reported below)* on the basis of our review, in our opinion the information in the annual return is in accordance with proper practices and no matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met. (*delete as appropriate).
•
(continue on a separate sheet if required)
continue on a separate sneet in required)
Other matters not affecting our opinion which we draw to the attention of the body:
(continue on a separate sheet if required)
Continue on a separate sheet in requiredy
External auditor signature
External auditor name Date
Note: The auditor signing this page has been appointed by the Audit Commission and is reporting to you that they have carried out and completed all the work that is required of them by law. For further information please refer to the Audit Commission's publication entitled <i>Statement of Responsibilities of Auditors and of Audited Small Bodies</i> .

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Section 4 - Annual internal audit report 2012/13 to

The Charter Trust for the City of Durham

The body's internal audit, acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ended 31 March 2013.

Internal audit has been carried out in accordance with the body's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of the body.

lin	ernal control objective	Agreed? Ple one of the f Yes No	AND DESCRIPTION OF THE PERSON
A	Appropriate accounting records have been kept properly throughout the year.	/	
В	The body's financial regulations have been met, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	/	
С	The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.		
D	The annual taxation or levy or funding requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	/	
Е	Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.		
F	Petty cash payments were properly supported by receipts, all expenditure was approved and VAT appropriately accounted for.		NIA
G	Salaries to employees and allowances to members were paid in accordance with body approvals, and PAYE and NI requirements were properly applied.	\checkmark	
Н	Asset and investments registers were complete and accurate and properly maintained.		NIA
I	Periodic and year-end bank account reconciliations were properly carried out.	/	
J	Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, were supported by an adequate audit trail from underlying records, and, where appropriate, debtors and creditors were properly recorded.		
	r any other risk areas identified by the body (list any other risk areas below or on separate ntrols existed:	sheets if nee	ded) adequate
Na	me of person who carried out the internal audit:	NAGHAN	
Si	gnature of person who carried out the internal audit:		23/5/13
*	Note: If the response is 'no' please state the implications and action being take	en to addre	ss any

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**Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned, or, if coverage is not required, internal audit must explain why not (add separate sheets if needed).

Guidance notes on completing the 2012/13 annual return

- You must apply proper practices for preparing this annual return. Proper practices are found in the Practitioners' Guides* which are updated from time to time and contain everything you should need to prepare successfully for your financial year-end and the subsequent audit. Both NALC and SLCC have helplines if you want to talk through any problem you may encounter.
- 2 Make sure that your annual return is complete (i.e. no empty red boxes), and is properly signed and dated. Avoid making any amendments to the completed return. But, if this is unavoidable, make sure the amendments are drawn to the attention of and approved by the body, properly initialled and an explanation is provided to the external auditor. Annual returns containing unapproved or unexplained amendments will be returned unaudited and may incur additional costs.
- 3 Use the checklist provided below. Use a second pair of eyes, perhaps a member or the Chair, to review your annual return for completeness before sending it to the external auditor.
- 4 Do not send the external auditor any information not specifically asked for. Doing so is not helpful. However, you must notify the external auditor of any change of Clerk, Responsible Financial Officer or Chair.
- 5 Make sure that the copy of the bank reconciliation which you send to your external auditor with the annual return covers all your bank accounts. If your body holds any short-term investments, note their value on the bank reconciliation. The external auditor must be able to agree your bank reconciliation to Box 8 on the Accounting statements. You must provide an explanation for any difference between Box 7 and Box 8. More help on bank reconciliation is available in the *Practitioners' Guides**.
- 6 Explain fully significant variances in the accounting statements on page 2. Do not just send in a copy of your detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include a complete analysis to support your explanation. There are a number of examples provided in the *Practitioners' Guides** to assist you.
- 7 If the external auditor has to review unsolicited information, or receives an incomplete bank reconciliation, or you do not fully explain variances, this may incur additional costs for which the auditor will make a charge.
- 8 Make sure that your accounting statements add up and the balance carried forward from the previous year (Box 7 of 2012) equals the balance brought forward in the current year (Box 1 of 2013).
- 9 Do not complete section 3. The external auditor will complete it at the conclusion of their audit.

Completion ch	ecklist = 'No' answers mean you may not have met requirements	Done?
	All red boxes have been completed?	/
All sections	All information requested by the external auditor has been sent with this annual return? Please refer to your notice of audit.	
	Approval by the body confirmed by signature of Chair of meeting approving the accounting statements?	:
Section 1	An explanation of significant variations from last year to this year is provided?	/
	Bank reconciliation as at 31 March 2013 agreed to Box 8?	/
	An explanation of any difference between Box 7 and Box 8 is provided?	\checkmark
Section 2	For any statement to which the response is 'no', an explanation is provided?	
Section 4	All red boxes completed by internal audit and explanations provided?	/

*Note: Governance and Accountability for Local Councils in England – A Practitioners' Guides, is available from NALC and SLCC representatives or Governance and Accountability for Internal Drainage Boards in England – A Practitioners' Guides, is available from the ADA at The Association of Drainage Authorities, 12 Cranes Drive, Surbiton, Surrey, KT5 8AL or from the NALC, SLCC or ADA websites - see page 1 for addresses.

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