

Citizens Advice Surrey Heath

Annual Review 2016/17

Providing the advice people need for the problems they face



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Our service aims:

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

We help people resolve their legal, money and other problems by providing free, independent, impartial and confidential advice, and by influencing policymakers

We are here for everyone – We value diversity, promote equality and challenge discrimination and harassment.

A review of the year 2016/17

Citizens Advice Surrey Heath (formerly Camberley Citizens Advice Bureau)

Chairman's Annual Report for the year ended 31 March 2017

Local Citizens Advice (LCA)

As a Charity, Citizens Advice Surrey Heath provides free, impartial and independent advice and information for the benefit of the local community. This activity is mainly carried out at the Knoll Road premises in Camberley through face-to-face consultations supplemented by Outreaches in Windle Valley in Bagshot and Chobham Community Centre. In addition, telephone services (AdviceLine), in conjunction with Citizens Advice Woking, and home visits have been utilized to enhance our reach into the Community. The Local Citizens Advice (LCA) also offers web chat and email in order to increase its reach to the community- This enables those who cannot visit their local bureau during opening hours, whether due to employment, transport or disability, to access support. It also attracts younger users who are more comfortable with this technology.

Citizens Advice Surrey Heath supported 4,815 unique clients in 2016/17 through 6,616 individual client contacts and on 13,363 separate issues. This included 2,514 contacts through email/webchat.

The Board recognise that in order to remain in operation the services offered have to be in keeping with the funding secured. Nevertheless income over recent years has declined resulting in the LCA being able to offer fewer services to the Community. The challenge therefore remains to increase funding so as to be able to offer more services to more people. In the short term the Board intends to enhance the operation by utilizing reserves but such a strategy is not sustainable in the longer term.

Personnel

We continue to be indebted to the 58 volunteer advisers, receptionists and administrators who make up the majority of the staff. They are supplemented by a small group of 8, part time paid specialists, supervisors and managers. The complement of paid staff equates to a full time equivalent of 3.8, who also often voluntarily provide additional unpaid hours above their contractual entitlement. We estimate the overall value of the volunteers' contribution to the community is in excess of £250,000.

The Board would like to record their thanks to the Chief Executive Officer, Tara Hastings, who left shortly after the year end after 17 years of service to the LCA. Tara will be sorely missed by all at the LCA and more widely within Surrey and the Citizens Advice service as a whole. Retiring at the same time was the Senior Operations Officer, Irene Coates, who also gave 17 years of great service to the LCA. The Board wish Tara and Irene great success for the future.

There has been one change to the Board composition during the year. After a number of noteworthy years as a Trustee, Kate Sawdy resigned in March. The Board is very pleased that after a successful interview process Kate was appointed as Chief Executive Officer in succession to Tara Hastings. The Board wish Kate every success in her new role and would like to record their gratitude to her in regard to her role as Trustee.

Finances

Although we continue to work hand to mouth, good stewardship has allowed us to maintain stable funds and reserves. During the year we had budgeted for an excess of expenditure against income but thanks to our fundraising, careful cost control and operating efficiencies the result was net incoming resources of £2,069.

Our balance sheet shows that we are holding sufficient unrestricted reserves for approximately eight months of operational activity, within the range of reserves we have set in order to comply with guidance provided by the Charities Commission and in accordance with a prudent charitable organisation. However, the Board is currently reviewing the management policy in regard to reserves and is committed to utilize any excess to support additional services and any necessary infrastructure upgrades. This review is made more challenging as the Board seek to balance the general uncertainty around the availability of future funding for the core operations with the need to fund additional casework projects.

We continue to be grateful to SHBC who support our core funding as well as the provision of the Bureau premises. Their grant remains at £80,000 per annum and is reviewed by them each year.

We are also indebted to the Board of Trustees of the Frimley Fuel Allotments Charity, who has supported us with an additional grant, to help resource the Independent Living Adviser position (the LCA providing the balance of resources required to fund this position). This role supports elderly, disabled and vulnerable people at home, delivering a range of advice services and support in order to enable them to remain living an independent life.

As part of Citizens Advice Surrey (CAS), we have provided services for the Local Assistance Scheme to the residents of Surrey Heath funded by Surrey County Council. The Board is pleased to note that the LCA will continue to offer this service in the next financial year.

The Board is also pleased to note that the LCA was chosen by Health Watch Surrey to continue to provide services for the benefit of all those in Surrey.

By taking part in initiatives offered by Citizens Advice we have been able to offer additional funded services. The LCA was chosen to provide advice via web chat and email thus illustrating that we have been able to offer additional enhanced services on a funded basis.

Finally the LCA has continued to provide help and support to our Clients through the Energy Best Deal which helps ensure that the Clients are provided with the correct information to secure their best energy tariff.

Gifts and Donations

We always appreciate the support for Citizens Advice Surrey Heath from individuals, companies and organisations, either with cash donations or materials such as equipment or consumables.

We raise a significant proportion of our funds from specific fundraising activities.

In April 2016, we were again indebted to many local organisations and the golfers who supported our fourth charity golf day at the Berkshire Golf Club. This again proved to be successful and raised over £11,000 for the charity. We owe particular thanks to Barclays Bank who provided us with volunteer helpers and a level of matched funding from their Community Programme.

In October 2016, we held our first quiz night at St. Paul's Church in Camberley and raised nearly £2,000 for the charity. We plan for this to be an annual event.

The Future

The Board will continue to review its resources and service delivery in the light of the pressures on funding and examine all possible avenues for further income. Our fifth charity golf day has now been held and we were highly successful in the amount we raised, once again helped by matched funding provided by Barclays Bank and generous support from other sponsors and those who attended. We aim to hold another Quiz Evening later in the year.

We will continue to review the way we operate and embrace potential improvements to our methods of operation for the benefit our clients and the community. Further, we will continue to collaborate with other bureau throughout the county, either through the auspices of Citizens Advice Surrey or in partnership with other LCAs. We will also maintain our active participation in relevant initiatives by Citizens Advice. A new membership scheme was launched by Citizens Advice on 1 April 2017 and we remain confident that we can meet the new requirements.

Thanks

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

Nigel

Nigel Downey
Chairman

Report by Kate Sawdy, Chief Executive Officer

I am delighted to be compiling my first Annual Review for Citizens Advice Surrey Heath, having taken over as Chief Executive Officer in March this year. I have a strong attachment to the organisation and to the principles of free, independent, impartial and confidential advice having been a volunteer adviser here many years ago, and a Trustee more recently. I have also worked as a policy adviser on rights and responsibilities for the Big Lottery Fund for a number of years so I understand the challenges local Citizens Advice organisations face in accessing funding, particularly for our core service.

I cannot take credit for the excellent work that has been achieved in 2016/17 but I am grateful to Tara, the previous Chief Officer, for leaving our organisation in a strong position with a dedicated and professional team of both staff and volunteers. Their continued hard work and perseverance has made a real difference to residents in Surrey Heath and we remain a critical support service to so many, including those most vulnerable in our community. The following report contains just some examples of the work we do and the people we have helped.

As for the year ahead, there are a number of challenges facing us:

- We are replacing our CRM software which means training all our staff and volunteers on a new system.
- As part of our Membership Agreement with Citizens Advice we have our three year audit to ensure we are meeting the high standards required of our organisation and the renewal of our AQS quality of advice accreditation.
- We need to build up our resource of volunteer advisers, competing with other organisations for limited resources for what can be a challenging but extremely rewarding role.
- Meeting the increasing demand for home visits and form filling support for those with disabilities and mobility issues.
- The full implementation of Universal Credit in Surrey Heath with the increased demand for support that is likely to bring.
- The upgrade of our IT system to better meet our needs.
- Finding the funding to provide our core and new services in an increasingly challenging funding environment.

It is a long list but, with the help of our supporters, we believe we can achieve it.

We are also keen to develop new partnerships and links to other organisations in order to provide a better and more joined-up service to support the health and wellbeing of the residents of Surrey Heath.

We hope you will support us and would welcome your views so do get in touch if you would like to work with us to develop our services for the future.

Best wishes

Kate

Email: bureau@camberley.cabnet.org.uk

Key Statistics for 2016/2017

At Citizens Advice Surrey Heath we aim to provide a high quality, comprehensive and accessible service which is capable of responding to the changing needs of the people of Surrey Heath, in partnership with other organisations within the community where appropriate.



4815
unique clients



13,363
advice issues
dealt with directly



6,616
client contacts



58
volunteers



3
locations



2 in every 3
clients have their
problem solved.



4 in 5
clients said advice
improved their lives,
including reducing stress
and improving finance.



90%
reported satisfaction
with the overall
service.



95%
of our clients say
they would
recommend us.

	Category	Total
	Income gained	£256,139
	Re-imbursements, services, loans	£1,780
	Debts written off	£27,910
	Repayments rescheduled	£12,840

*These figures are down on last year due to us no longer having the funding for a specialist Money Adviser

The following information is produced by Citizens Advice using a consistent method applied to local and national modelling with the help of New Economy's cost benefit model. The model used has been reviewed and approved by HM Treasury, using robust methodology and allows us to put a financial value on a handful of key areas where we can evidence the value we create through our advice provision and from working with volunteers.

Our value to society in 2016/17

In 2016/17, for every £1 invested in Citizens Advice Surrey Heath we generated at least:



£6.01

in fiscal benefits
Savings to government
 Reduction in health service demand, local authority homelessness services, and out-of-work benefits for our clients and volunteers.
Total: £1,030,389

£32.60

in public value
Wider economic and social benefits
 Improvements in participation and productivity for clients and volunteers.
Total: £5,592,479

£32.44

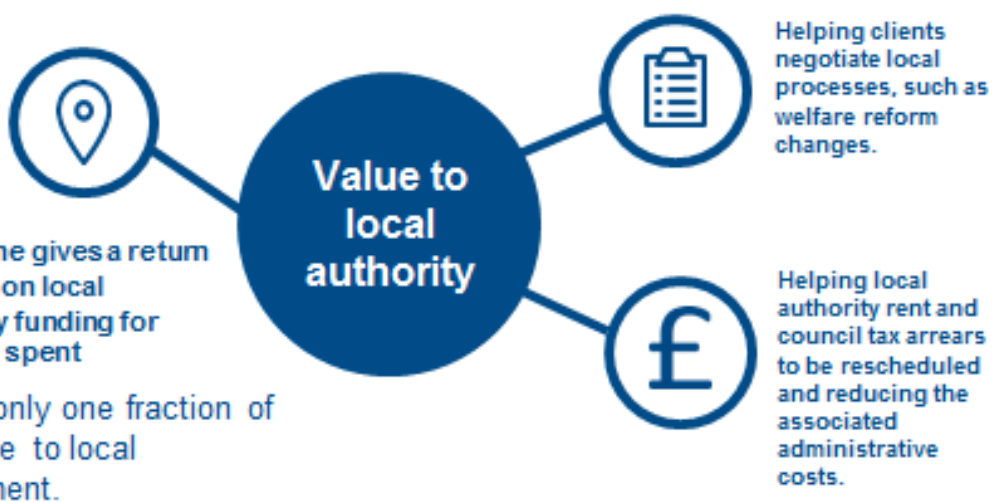
in benefits to individuals
Value to our clients
 Income gained through benefits gained, debts written off and consumer problems resolved.
Total: £5,564,851

This is a minimum return. We know our value is greater but we are conservative in our estimate of our value, sticking to what we know and can firmly evidence.

Value to our local authority

£136,754 to local authority
 through reducing cases of homelessness.

Our value is greater



*These figures are taken from a Treasury-approved national methodology applied locally, see: *Modelling the value of the Citizens Advice service*

 **How we help our Clients****The problem**

Our client was a single woman aged 68, living in a rented Housing Association property, working part-time 20 hours per week. She was due to have a hip replacement operation and was worried about how she would manage whilst only in receipt of sick pay. She had non-priority debts totalling approximately £2000.

What we did:

We helped the Client to complete a benefit check. This identified that by claiming pension credit and full housing benefit, she would only be £10 per week worse off if she retired from her job. Given her health situation Client was very relieved by this and retired four weeks later.

We also analysed the Client's financial situation and options for dealing with her debts. This identified a debt relief order as an appropriate option. We referred the Client for specialist money advice for help to obtain a Debt Relief Order.

Clients by ward in Surrey Heath

Ward	Percentage of unique clients per ward
Bagshot	8.1%
Bisley	1.5%
Chobham	4.1%
Frimley	8.8 %
Frimley Green	4.4%
Heatherside	4.9%
Lightwater	4.7%
Mytchett and Deepcut	4.2%
Old Dean	11.6%
Parkside	5.0%
St Michaels	12.6%
St Pauls	4.0%
Town	11.9%
Watchetts	10.7%
West End	1.8%
Windlesham	1.7%

 **How we help our clients****The problem**

Disabled woman aged 58, had been in receipt of disability benefits and a Motability car for many years. However, she was transferred from Disability Living Allowance to Personal Independence Payment and following her PIP assessment our Client was not awarded sufficient points to qualify for the enhanced mobility component and was informed that she would have to return her Motability vehicle.

What we did:

We successfully helped our Client to appeal the DWP decision, her claim was reassessed and she was awarded the enhanced mobility component and allowed to keep her Motability car.

Working in partnership



Healthwatch Surrey

Citizens Advice Surrey Health plays an important role in improving community health services through its continued support of Healthwatch Surrey. We are one of only five local Citizens Advice who were retained due to our excellent performance capturing client experiences of using health and social care services. In 2016/17 **we achieved 269% of our target**. The stories we record provide a valuable pool of evidence and ensure that the voice of the public is heard. This is then used to influence decision makers to help improve and shape health and social care services for everyone. We meet with Healthwatch on a regular basis and have been active in suggesting ways to improve their public engagement including publicising their events.



How we help our partners

Clients told us about problems in booking appointments at one particular GP surgery in Camberley, where the system had recently changed. We passed these on to Healthwatch, who escalated this to NHS England, and as a result improvements have been made.



Energy Best Deal

OFGEM has made available funding to Citizens Advice to reduce fuel poverty and has identified that some customers need help to make the most of their energy services, particularly those in fuel poverty, those over pensionable age, people with a disability or chronic illness, those on low income and those living in rural areas. Additional funding has been made available for Citizens Advice to offer dedicated appointments to offer people unbiased support to manage their fuel costs. In the last six months of the year we helped **60** clients to achieve better deals, make complaints and/or switch supplier.



How we help our clients

The problem

Our client, who was over 65 and disabled, lived with his wife in their own home. He did not have any debts but was worried that this may change as outgoings exceeded income and his capital was running out.

What we did

Our adviser completed an energy provider comparison which indicated that he could save £260 per year by switching to an independent supplier or if he wanted to stay with one of the bigger companies he could save £196 by switching to Scottish Power. Our client had already received a winter fuel payment but was made aware of a local charity's heating grants and the priority services register.



Local Assistance Scheme

This is a scheme run by Surrey County Council to provide emergency support to those in financial crisis. Applications are made online. If an application is approved clients can pick up a prepaid support card from our office, on provision of suitable ID.

271 of all applications in Surrey were made in Surrey Heath; of these **249** applications were made by individuals on-line and **22** were made in the Citizens Advice office with the help of an adviser. In these cases we can help to identify the underlying cause of the problem, which is often due to problems with benefits, debt or low income and offer further support and advice to address these other issues. We also provide a service where the LAS can phone us to activate pre-paid cards which the client can pick up from our premises, after we have carried out the appropriate identification checks.

Improving our reach and access to services



Independent Living Adviser

This post, funded through our reserves and a grant from Frimley Fuel Allotments, has proved to be invaluable in increasing access to our service, particularly for those who are elderly, have mobility issues, are disabled or are carers. In 2016-17 our Independent Living Adviser provided **72** home visits and supported **59** additional clients through weekly outreach sessions at the Windle Valley Day Centre in Bagshot, the Chobham Community Centre and monthly attendance at the Veteran’s Listening Project.

Key outcomes include:

£ £29,764.70 Financial gain for clients

£ £83,363.20 income maximisation



How we help our clients

The Problem

Our Independent Living Adviser visited a client in his home. He had learning difficulties, anxiety, depression and hearing problems and was struggling to manage financially. The client had been awarded Personal Independence Payment in Oct 2014 . However, his award letter had contradictory statements and he had not been receiving payment for his entitlement to standard rate mobility.

What we did

Our Adviser made some calls to query this situation and the result was that the Client was awarded back pay of £2,796.

The same Client had applied for a renewal of his concessionary bus pass but this was declined as the eligibility rules had changed. Our Adviser phoned to challenge the decision, which was consequently overturned, and the client was awarded the bus pass which gave him greater independence.



Webchat and E-mail Service

In order to ensure we offer accessibility, particularly to those who were unable to call in to the office during our normal opening hours, we continued to provide advice via webchat and e-mail delivered through the national website. Approximately 2,680 of our client contacts were via these methods as opposed to 2,000 in 2015/16. This resulted in us achieving **124% of target** for the year. The project has now finished but we continue to provide this service, although it is currently limited by reduced funding and therefore resources.



How we help our clients

The problem

Our client was involved in a car accident in 2015 where the other party was found to be at fault. Client's car was a write-off and she made a claim to her insurance company and received a payment less her excess of £600.

As a result of the accident, our Client suffered neck and shoulder problems. She had been working as a care assistant but had to give up work whilst awaiting an operation on her shoulder. Client had made a personal injury claim but found the legal correspondence very confusing.

What we did:

We successfully helped the Client pursue the refund of her insurance excess; assisted her to claim benefits whilst she was unable to work and provided ongoing support and help to enable Client to pursue her claim for personal injury.



Form Filling Service

This service offers an adviser experienced in applying for sickness and disability benefits for all ages. We can assist with mandatory reconsiderations, appeals and applying for enhanced benefits when a person's illness worsens. Out of the **96** clients helped this year, **24** were mandatory reconsiderations and **16** were appeals.

Benefit	TOTAL
Personal Independent Payment	60
Child Disability Living Allowance	3
Attendance Allowance	11
Employment Supp. Allowance	20
Blue Badge	2
TOTAL	96

Many of these clients are the victims of poor decisions by the DWP and medical agencies conducting the tests. We feed back cases to Citizens Advice Research and Campaigns team so they can use this evidence to influence policy and change.



How we help our clients

The Problem

One client had been receiving ESA for a number of years had multiple issues, including daily epilepsy seizures, post traumatic stress disorder and depression. He was unable to leave the house on his own and his wife was his carer. He was intelligent and aware of his situation but, because of his conditions, he was unable to cope with daily life.

He contacted Citizens Advice Surrey Heath as he had received a Limited Capability for Work form to review his situation, which our volunteer supported him with. However, as a result of his assessment he was moved from the DWP Support Group to the Working Group which meant he was required to attend weekly meetings at the JobCentre. This decision was causing him extreme stress and anxiety due to his fear of an epileptic seizure and his other mental conditions.

What we did

The bureau helped him to make a Mandatory Reconsideration, which was turned down, but we then supported him to make an Appeal against the decision which proved successful. The Appeal lasted 3 minutes with the Chair informing the client that he should not have been put through this stress and he would be moved back on to the Support Group.



Pro Bono Solicitor Rota

Local solicitors continue to donate their time to help our clients with legal options that are beyond the expertise of Citizens Advice advisers through our weekly, Tuesday morning legal clinic. Clients are referred via our advisers to ensure they are fully briefed and make the best use of the 15 minute appointments that are available. The clinics vary in their specialisms, which include employment, relationship breakdown, domestic abuse, wills, debt, housing, etc. The solicitors who provide this service come from a range of local practices and we are extremely grateful to them for their support.



Foodbank Service

Foodbank referrals have fallen in the past year, partially due to an increasing number of organisations that can provide food parcels from BESOM (our local foodbank), the move from the Surrey Local Assistance Scheme to an online service and the night café providing food to homeless people. However, we continue to receive regular requests. We gave out **98** food parcels to feed **181** people in Surrey Heath and can provide vouchers to refer people to foodbanks in Farnborough, Crowthorne and Hart when required. Benefit delays and sanctions continue to be the main reason why food parcels are necessary.

Research and Campaigns – Improving social policy



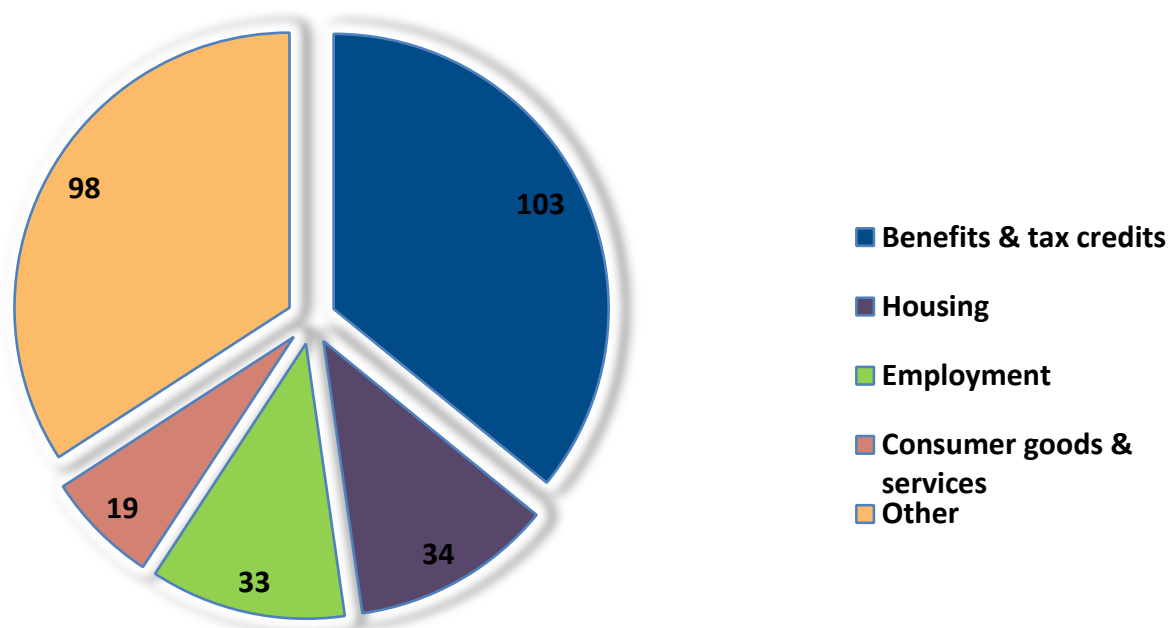
Research and Campaigns

Citizens Advice aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people’s lives. Local Citizens Advice offices submit evidence to Central Office about the issues clients are facing and the policies and practices that are not working.

Central Office accesses this information to help them monitor what is happening nationally, focusing on the quality and detail of the most powerful client stories. The data from advice issue codes and evidence forms is used to influence government and campaign on key issues.

In 2016-2017 we submitted **299** evidence forms to national Citizens Advice which equates to around 14.6% of our client contacts. As can be seen from the table below, the main issues were around Benefits and Tax Credits.

Subject	Issues	Subject	Issues
Benefits & Tax Credits	103	Financial	13
Housing	34	Discrimination	12
Employment	33	Travel	12
Consumer Goods & Services	19	Immigration	8
Utilities	16	Legal	8
Debt	15	Tax	5
Health	13	Relationships	4



In 2016-17 in addition to evidence forms submitted on our main topic areas, we contributed to national evidence to support pressure on HMRC to make their communications clearer. We also participated in Scam Awareness week and campaigns around fuel poverty and domestic abuse.

Locally we campaigned to improve access for homeless people to library services so that they were able to use the computers. Homeless people could not become a member and access free services due to not having an address. After us raising the issue with local councillors and library staff new instructions have been issued to all library staff to give homeless people a visitor card to allow them to borrow two books at a time and have free access to the internet. They can use the hostel address or library address when registering.

We have also used our client evidence to highlight the difficulty some clients have had contacting the local housing association which has resulted in the issuing of more accessible telephone numbers.

Our research and campaign work helps to change policy both locally and nationally as well as identifying gaps in provision and areas for improvement. We identified an issue for disabled people completing benefit forms and the lack of help available. This has led to us recruiting and training additional volunteer form fillers to provide better client support.

Our Volunteers

Value of volunteering

Volunteering with the Citizens Advice service has tangible benefits for volunteers, some of which can be monetised.

We help volunteers to:

- Have the experience and confidence to move into work
- Improve employment prospects and salaries through skill development
- Better manage mental health conditions
- Improve their self-esteem, reduce isolation and have an increased ability to get on
- Experience a sense of belonging, through working with local people, increasing community trust.

Wider economic and social benefits (public value)



£412,856
improvements in health, well-being, participation and productivity

We owe all our 58 volunteers a huge debt of gratitude. Each year brings new challenges and demands on our organisation and volunteers. Their willingness to adapt to change and provide a consistently high standard of service has enabled us to make a real difference to the lives of local residents and our ambition is to continue to build on this for the future.

Changes in the welfare system will have an increasing impact on the local community with the move to online benefits particularly affecting the most vulnerable and elderly. Our volunteers are constantly developing their knowledge and skills to keep abreast of these changes and we are extremely grateful to them for the work they so willingly do for the residents of Surrey Heath.



Volunteering at Citizens Advice Surrey Heath

I have been a volunteer at CASH for more than 8 years, this experience has given me a purpose in my retirement as I feel that I am contributing to the local community. I particularly enjoy the variety of issues with which I can be “challenged” and this certainly keeps my brain active.

The training supplied, at all levels, ensures that I have never felt out of my comfort zone and have been able to help clients of all ages and with a wide variety of problems. Our training supervisor is always there to help if I am doubtful about the way forward and external training is available when this is appropriate.

CASH is a very friendly environment in which to work and all staff whether Advisors, Reception, Managers or Admin are all willing to help and support. I hope to continue with CASH for many years to come.

It is always appreciated when the hard work and dedication of our volunteers is recognised. An example of feedback in the form of a recent Thank You card is below:



Client feedback

“I would just like to say a huge thank you to all the volunteers that dealt with our case, especially Carol, who went above and beyond to help us. With her support, advice and help we got the result we wanted and more. Thank you all for being there and listening. All the staff are a credit to the organization.”



Training

Citizens Advice Surrey Heath remains committed to continually recruit volunteers to ensure we can offer the residents of Surrey Heath access to advice and information in ways that they need it and at a time convenient to them. Whilst this is constrained by local resources, we have extended our accessibility in the past year in the following ways:

- We have extended our service and trained all advisers to provide advice and information via webchat and e-mail.
- We have trained 10 new Gateway assessors
- Two existing Gateway assessors have undertaken the conversion course to become full advisers and four more are in the process.
- All advisers have completed the Money Advice Service – Giving Good Debt Advice

Who does the work?

CORE STAFF		PROJECT WORKERS	
Tara Hastings	Chief Officer	Pam Eyre	Independent Living Adviser
Irene Coates	Operations Officer & Research/Campaigns		
Kelly Fidgett	Administrative Officer		
Rachel Turner	Advice Supervisor		
Jackie Mitchell	Advice Supervisor		
Helen Holbrow	Advice Supervisor		
Mike Norris	Training Supervisor		

VOLUNTEER ADVISERS	GATEWAY ASSESSORS	TRUSTEE BOARD
Madeleine Allen	Vicki Hooton	Chair – Nigel Downey
Graham Searle	*Kay Williams	Vice Chair – Annie Wallace
David Flynn	Margaret M	Treasurer – David Booth
Kulvinder Virdee	Madeleine Denton	Ray McCann
Helen Holbrow		Sarah Jay
David Richards	TRAINEES	Mani Rai
Chrissie Spencer	Jacqui Durrant	*David Horton
Bob Carter	*Liz Collins	*Kate Sawdy
Rachel Turner	Julia Palmer	
Maggie Burman	Debble Bradley	
Carol Halajada	*Kalpurna Gurung	
Aileen Keen	Judith Whitby	
Jenny Thorne	*Elliot Taylor	
Linda Snell	*Dee Southeard	
Pam Eyre		
Simon Strachan		
Elaine Rutherford	RECEPTION/ADMIN	
Brian Dawes	Brian Greenburg	
	Brenda Ross	
	Ruth Hayes	
	Kay Vincent	
CONVERSION TRAINEES	Alizon Clelland	
Claire Fox	*Trish Van Kuyk	
*Anju Gurung	Linda Cantwell	
Aidan Cooney	*Helen Beaumont	
John Dixon	Wendy Passfield	
Bob Pritchard	Debbie Barry	
David Head	*Jessie Yang	ADVICE SUPERVISOR/QAA
Sally Frangou	Elaine Alexandrou	*Maureen Harker
*left during the year		



Information Assurance

Citizens Advice Surrey Heath's trustee board has identified the risk presented by the significant amounts of client data held in the office. An information assurance management team exists to ensure the confidentiality, integrity and availability of all our sensitive data assets is maintained to a level which is consistent with the requirements of our clients, our funders and our strategic partners. We aim to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework and to industry best practice, as defined by the ISO 27000 series of standards. All our volunteers are required to sign to say they have read and understood our information assurance policy and carry out an annual online accreditation.

Donations and our Supporters

We rely on donations to help us deliver a service to everyone in Surrey Heath

Help us to help you through:

Regular giving – Can you spare spare £3 a month or more?

One-off donations: You can donate to us directly through our website at www.citizensadvice.surreyheath.org.uk

Gifts: We welcome raffle prizes, your time, your products, your service, your support or a gift in your Will as part of your legacy.

Corporate Sponsorship

Make us your '**Charity of the Year**'

Take the '**Fill a tin**' challenge using our collection tins

Make a **tax exemption one-off donation**

Enter a team or offer a product, service or experience as a prize at one of our fund raising events

Hold your own event with profits going towards Citizens Advice Surrey Heath

Email: bureau@camberley.cabnet.org.uk if you would like to support us



A big thank you to those who already support us.

We would not be able to provide such a high standard of service to the community without the generous assistance of the following:

- **Surrey Heath Borough Council**
- **Frimley Fuel Allotments**
- **Our Lady Queen of Heaven church**
- **Barclays Bank**
- **The local solicitors, who give their time to support our pro bono rota**
- **Healthwatch**
- **Local parishes**
- **Local councillors and all of the individuals and organisations, who have shown their gratitude by supporting our service and projects.**

Their continued support is greatly valued and appreciated.

Citizens Advice Surrey Heath

For you and your community.

Citizens Advice Surrey Heath

Rear of Library
Knoll Road
Camberley
Surrey GU15 3SY

Opening times to visit:-

Monday – Thursday: 10am to 4pm
Friday – Sunday: CLOSED

Adviceline: Tel: 03444 111444
Monday – Friday: 10am to 4pm

Drop in sessions at :

Bagshot Windle Valley Centre – Weds, 10.30-12.30
Chobham Community Centre – Tues, 12.30-2.30

Out of hours service

For more about us and for email advice see www.citizensadvice.surreyheath.org.uk
For 24/7 online advice and information: www.adviceguide.org.uk

Charity Registration No: 1118181

Company Registration NO; 6058583

Authorised and regulated by the Financial Conduct Authority FRN: 617536