

Citizens Advice Surrey Heath

Annual Review 2017-18



*A local service, working with
local people, for the benefit
of this community*





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Chairman's Annual Report for the year ended 31st March 2018

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 our premises in Knoll Road, Camberley through face-to-face consultations supplemented by outreaches in Bagshot and Chobham. In addition, telephone services (AdviceLine), in conjunction with Citizens Advice Woking, and home visits have been utilized to enhance our reach into the Community. In order to improve our accessibility, we also offer advice via webchat and email. 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.

The Board recognises that in order to remain in operation the services offered have to be in keeping with the funding secured. Nevertheless the total 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 excess 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 7 part time paid specialists, supervisors and managers. The complement of paid staff equates to a full time equivalent of 3.5, 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 £280,000.

There have been two changes to the Board composition during the year, as Camilla Richardson and Marion Park were appointed to the Board. At the year end the Treasurer, David Booth, stood down after 16 years of service to the Board, the LCA and the wider Surrey Heath Community. David has performed at an exemplary level and will be missed. The Board would like to thank David and wish him every success for the future. Subsequent to the year end, Rob Manning was appointed Treasurer.

Finances

Although we continue to work hand to mouth, thanks to good stewardship our funds are stable and we have maintained our 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 £4,022.

Our balance sheet shows that we are holding sufficient unrestricted reserves for just over nine months of operational activity, exceeding 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. Consequently, the Board is currently reviewing how to use the excess level of reserves to best benefit the community.

This activity is made more difficult 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. This remains a constant issue but we intend to take positive action in 2018/19.

We continue to be grateful to SHBC who support our core funding as well as the provision of the LCA 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 continue to support us with a grant, to help resource the Independent Living Adviser position (the LCA providing the balance of resources required to fund this position). This role supports those 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 Heathwatch Surrey to continue to provide services for the benefit of all those in Surrey.

Finally the LCA has continued to provide help and support to our Clients through the Energy Best Deal project which helps ensure that Clients are better able to understand their energy bills, know how to make energy savings and are provided with the correct information to secure their best energy tariff with the most appropriate supplier.

Gifts and Donations

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

In April 2017, we were again indebted to many local organisations and the golfers who supported our fifth charity golf day at the Berkshire Golf Club. This proved to be

successful with over £9,700 being raised 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 2017, we held our second quiz night at St. Paul's Church in Camberley and raised nearly £2,500 for the charity.

Our thanks also go to Our Lady Queen of Heaven who provide a regular contribution from their collection to support our work and those in emergency need.

LCA Operations

The Board of Trustees are pleased to note that the LCA exceeded the requirements necessary to meet the new membership agreement launched by Citizens Advice on 1st April 2017. They also achieved the Advice Quality Standard for a further three years and added accreditation for advice casework in support of disabilities.

The Future

The Board will continue to review its resources and service delivery in the light of the pressures on funding and examine all possible avenues for further inflow of finance.

Our sixth charity golf day has now been held and we were 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,

Of particular note is that the LCA was successful with Voluntary Services North Surrey in securing a grant from the Department of Health for Social Prescribing. The project starts in July 2018 and we are currently formulating a detailed implementation strategy with all interested parties.

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 LCAs 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.

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 community.

Nigel A Downey, Chairman

Chief Executive Officer's Report

Citizens Advice Surrey Heath has had a year of change in 2017/18 with the introduction of a new client management system to get to grips with and the new Data Protection Act 2018 requiring a full review of our policies and procedures. We also had our three-year audit visit which we are pleased to say we passed with flying colours. This ensured our Advice Quality Standard accreditation and added accreditation for our Advice Casework with Disability.

We were sad to say goodbye to our Treasurer of 16 years, David Booth, at the end of the 2017/18. His excellent work in managing our finances has left us in a strong financial position but his knowledge, skills and support will be much missed. However, we have been fortunate in successfully recruiting a replacement Treasurer, Rob Manning, to take us forward in the coming year and we welcome him to the team.

There was great cause for celebration 201/18 as our volunteers were recognised and rewarded by winning the *Surrey Heath Volunteer Awards 'Best Volunteer Team'*.



In addition, one of our volunteers won a special services award for her 31 years of volunteering - still going strong at 87! We also nominated her for a national British Citizenship award and were delighted when she was one of the chosen few, going up to London to the Palace of Westminster to receive her medal in February.

Through our project work we ran six community events to help clients and frontline workers to understand their energy bills, how to get the best deal from their suppliers or switch to a better deal. We also held 114 individual energy appointments to help reduce fuel poverty and ensure people were able to heat their homes through the cold winter we had.

Through working with 4,026 clients last year, we have a detailed knowledge of issues that affect local people, reaching a diverse and broad community base by working through a number of contact channels and out of a variety of community locations as well as our base in Camberley.

We are able to utilise this knowledge not only by working to resolve our clients' problems, but by providing our on-the-ground perspective and insight to local stakeholders, and working in partnership with other community bodies such as BESOM, Frimley Fuel Allotments and Frontline. This has particularly worked well in our partnership with

Healthwatch Surrey where we far exceeded our targets in gathering residents' experience of local health providers in order to give them a voice and influence change.

In addition, through our 58 volunteers, we have enabled and empowered individuals to have a greater stake in their community and we continue to add to this number.



In 2017/18 as well as our main premises in Camberley we held outreach advice surgeries at a number of locations including Windle Valley Day Centre in Bagshot, Chobham Community Centre, Hanover sheltered housing developments and older people groups throughout the Borough.

We also carried out 119 home visits to those whose physical and/or mental health make it difficult to access our services via our Independent Living project.

By using different locations and channels to communicate advice, we provide an equal service that is more accessible to all. We also have the capacity to be flexible and responsive to different client needs. This adds value to the organisations we work with, as we can be a vital point of referral for their service, as well as attract in new users.

In the year ahead we plan to build and strengthen our relations with Jobcentre Plus to tackle the full rollout of Universal Credit in Surrey Heath and employ a caseworker to increase our support.

We have also been successful in getting a grant from the Department of Health, in partnership with Voluntary Support North Surrey and with the support of Surrey Heath CCG, to deliver Social Prescribing more widely throughout the borough. The aim of Social Prescribing is to reduce social isolation and improve the overall well-being of local residents who struggle with their health, isolation or mobility. This, in turn reduces pressure on the health system in Surrey Heath.

This is an exciting opportunity for us as we will be able to expand the range of support we can offer the local community and further embed our service into integrated health and social care.

Kate Sawdy
Chief Executive Officer





Our Impact - Key Statistics for 2017/18

Who we helped

 <p>4,026 Clients</p>	 <p>4,944 Client contacts</p>	 <p>13,122 Advice issues people sought our help with</p>
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How we did this

 <p>58 Volunteers (+ 8 trustees)</p>	 <p>14,000 volunteer hours</p>	<p>£</p> <p>Worth an estimated £283,052 to the community</p>
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The difference we make

 <p>4 in 5 Clients said advice improved their lives, including reducing stress and improving finances</p>	<p>£</p> <p>£372,750 Worth of direct income gained for clients</p>	<p>£</p> <p>£24,000 Debts written off and reimbursements</p>
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Value to the people we help

 Advice area	Number of clients	% problem solved (completely/partly)
Benefit & tax credit clients	1,264	72%
Debt clients	377	75%
Consumer advice	638	72%

Our value to wider society - For every **£1** invested in Citizens Advice Surrey Heath we generated:

<p>£ 6.35</p> <p>In fiscal benefits <i>Savings to government</i> Reduction in health service demand, homelessness services, and out-of-work benefits for our clients and volunteers. Total: £988,612*</p>	<p>£ 35.57</p> <p>In public value <i>Wider economic and social benefits</i> Improvements in participation and productivity for clients and volunteers. Total: £5,536,530*</p>	<p>£ 31.21</p> <p>In benefits to individuals <i>Value to our clients</i> Income gained through benefits gained, debts written off and consumer problems resolved. Total: £4,858,363*</p>
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Our value to:

Surrey Heath Borough Council - by preventing homelessness and evictions:-
£119,512 (or a return of **£1.49** on every **£1** invested in us).*

NHS - by reducing use of mental health and GP services, and keeping people in work:-
£210,484*

*These figures are taken from a Treasury-approved national methodology applied locally. This uses a tool produced by New Economy alongside Citizens Advice management information and impact research.

How advice is delivered

<p>Face to Face</p> 	<p>Adviceline (Tel)</p> 	<p>Email</p> 	<p>Webchat</p> 
<p>58%</p>	<p>19%</p>	<p>15%</p>	<p>8%</p>



Providing advice where it is most needed

Although we cover the whole of Surrey Heath, many of our clients are from the more deprived areas of the borough. By reaching out to a client base, across the community,

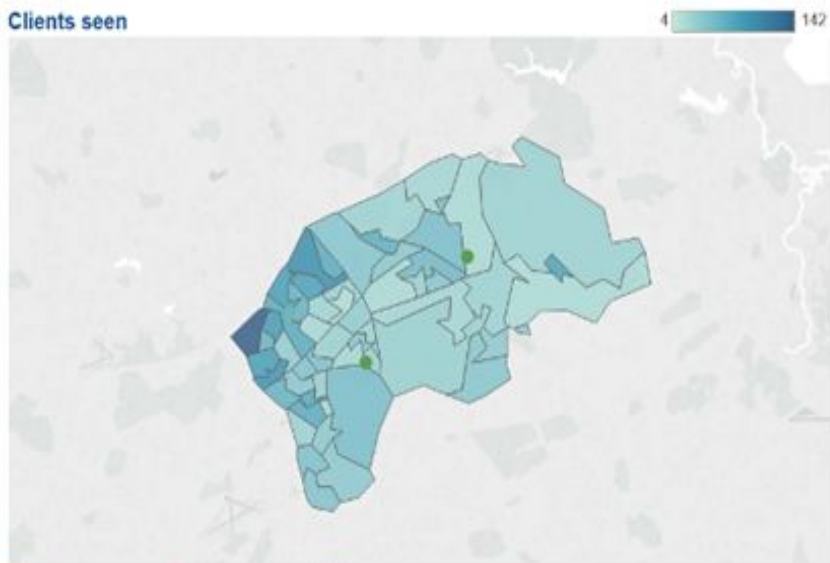
we engage holistically with the issues that affect our clients' lives. By drawing this information together, we provide an active voice for our clients on local and national issues that affect them such as the introduction of Universal Credit.

This makes us valuable to our service users, as their concerns are raised and acted upon, but also makes us a knowledgeable and valuable partner within our community for other services and authorities.

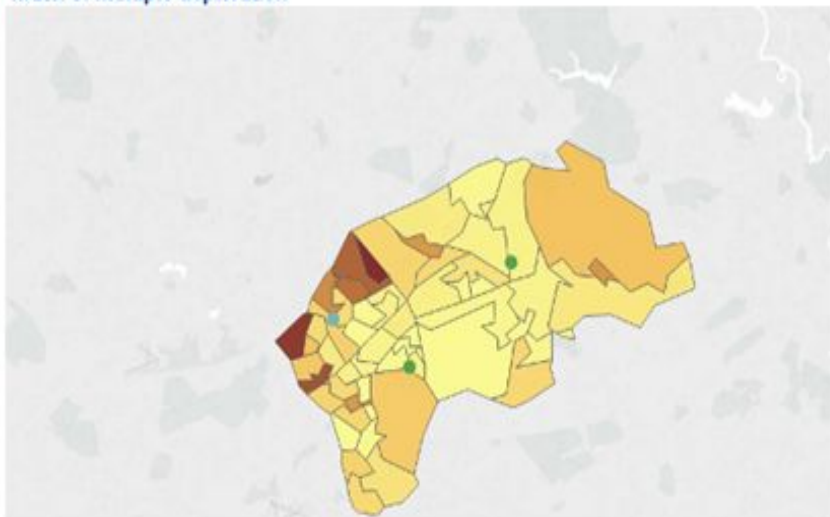
In 2017/18 we continued to foster strong working relations with Camberley Jobcentre Plus, Surrey Heath housing department, Accent Housing Association and Frontline debt support in order to get the best solutions for our clients.

More recently we have started offering advice from Surestart centres and other community locations, taking our service out

into the local community to support those who struggle to engage or access our premises.

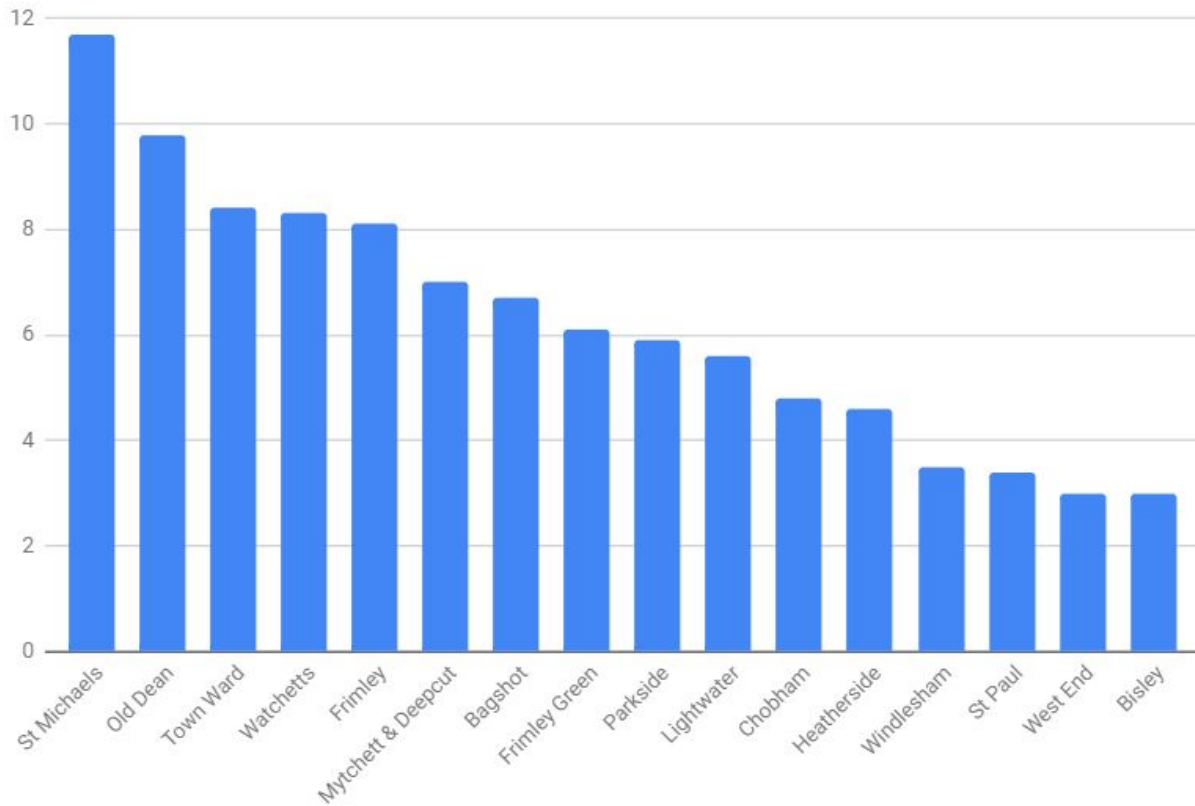


Index of multiple deprivation



The darker colours on the IMD map show higher levels of deprivation

Percentage of clients seen per ward in 2017-18



HOW WE HELP OUR CLIENTS – CONSUMER

Fred, who was in his eighties, contacted us about a problem he was having with a local builder. Two years ago Fred had paid to have his drive, fence and patio replaced at a cost of £10,000. Very shortly after the patio was completed he noticed that it did not drain properly. He had contacted the builder by telephone on several occasions and was told he would rectify the problem but had not completed the work.

WHAT WE DID

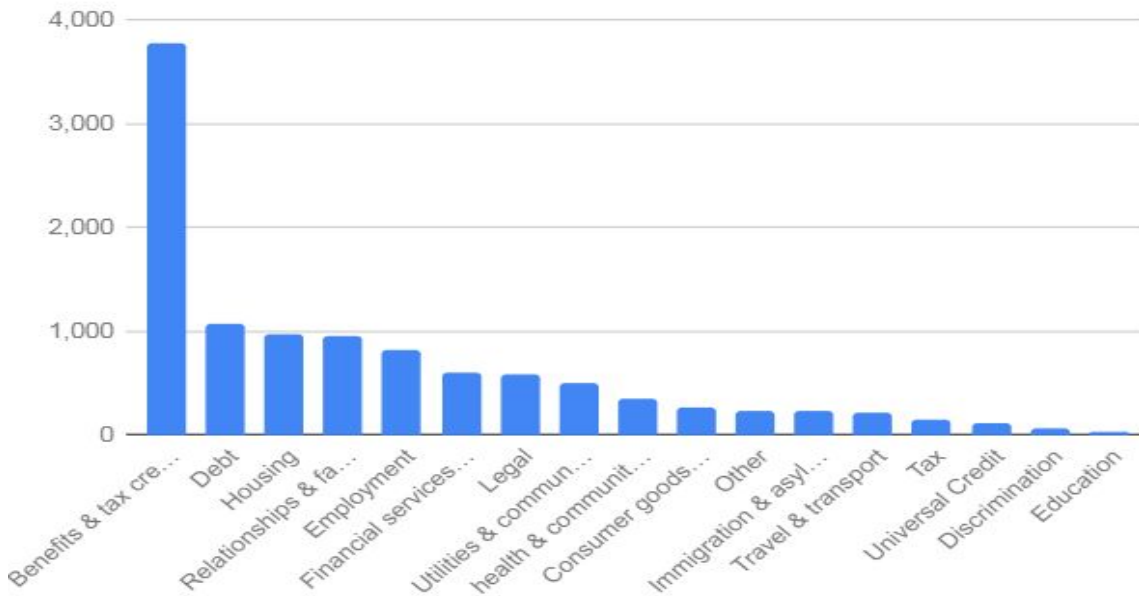
We assisted Fred in drafting a letter to the builder, explaining the situation and asking him to complete the necessary remedial works. Within two weeks of the letter being sent, the builder had attended the property and completed the necessary work so that the patio now drained properly. Fred felt that, without the support of Citizens Advice he would not have had such a rapid result.



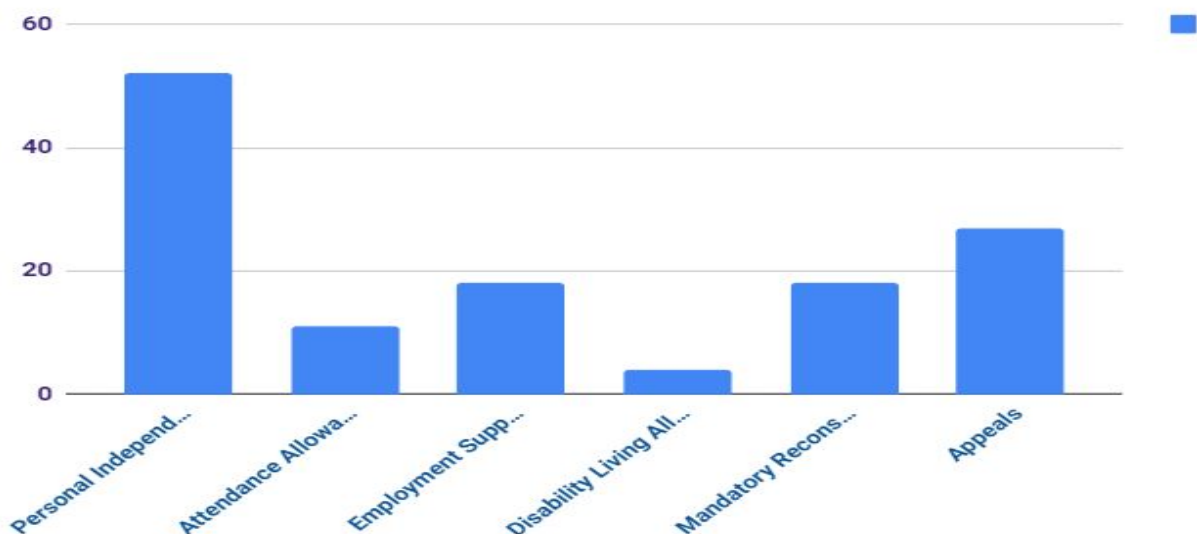
Advice trends

Welfare benefits continue to top the list of enquiries in Surrey Heath, with Personal Independence Payment and Employment and Support Allowance forming the majority of these enquiries.

The top five issue enquiries are the same as 2016/17



In response to this we trained additional volunteers and increased our form filling appointments, from 96 in 2016/17 to 130 in 2017/18, broken down as follows:





HOW WE HELP OUR CLIENTS - HOUSING

Karen's children had been removed by social services due to domestic violence. The children had been allowed to stay with a family member, but a court order prevented the client from living nearby. As a result she had to leave her housing association property. She found a property in another borough and agreed a mutual exchange. However, because her property had been vacant for a period, the Council decided she had been overpaid housing benefit. This was then recovered from the housing association, resulting in rent arrears in excess of £2,500, which was increasing each week. Due to the arrears the housing association withdrew their agreement to an exchange and Karen was stuck; she could no longer 'give back' the property, nor be evicted, without making herself intentionally homeless and, therefore, ineligible for help with housing.

WHAT WE DID

We helped Karen appeal the decision by the Council to recover the overpayment, as well as giving her assistance with budgeting and prioritising her debts. In response to our intervention the Council approved a discretionary housing payment which cleared the majority of the rent arrears and we applied for a charitable grant to cover the remaining arrears. Karen was offered a one bedroom property in the other borough, which she could financially manage.



HOW WE HELP OUR CLIENTS - EMPLOYMENT







Jack and Alice came into the bureau. Alice was on maternity leave but was struggling with mental health problems. She was getting statutory maternity pay. They did not qualify for housing benefit and a lot of Jack's wages went towards paying the rent. Alice was concerned she would be too ill to return to work and they would not be able to manage financially once her maternity leave ended.

WHAT WE DID

Our Independent Living Adviser visited Jack and Alice at home and conducted a benefits check. This indicated that Alice may be eligible for PIP and could also claim tax credits. In addition, we clarified that if she was not fit for work when her maternity leave ended, she should be eligible for statutory sick pay and, when this ends, ESA. This gave them peace of mind and reduced their stress as well as potentially increasing their income.



Working in partnership

 Healthwatch Surrey	<p>Our continued partnership with Healthwatch Surrey has helped to support improvements to health and social care in Surrey Heath, highlighting the need for better discharge information from hospitals, the long wait for Children’s mental health services and improved meal choices in care homes</p>	<p>326 client experiences recorded and shared anonymously.</p>
 Big Energy Saving Network	<p>Our work in this area has targeted vulnerable people who are struggling with their fuel bills. We have also trained frontline staff in other organisations to recognise fuel poverty in their clients and help them to better manage their fuel costs</p>	<p>Six workshops delivered 114 clients helped to reduce their energy bills</p>
 Surrey County Council Local Assistance Scheme	<p>This scheme provides emergency support to those in financial crises. We help clients complete the online application and, with SCC’s authorisation, distribute prepaid support cards to successful applicants. We also support clients to ensure they are getting the benefits they are entitled to and are accessing appropriate grants or other forms of support where applicable</p>	<p>33 clients assisted with applications. 21 prepaid cards distributed.</p>
 BESOM Foodbank	<p>We can provide our clients in emergency need with foodbags donated by The Camberley BESOM and refer them for on-going support. We also provide vouchers to food banks in other areas when necessary</p>	<p>91 referrals were made and parcels given out to feed 160 people in Surrey Heath</p>
 Local Solicitors	<p>A rota of local solicitors continue to generously give their time and expertise to support our Tuesday morning legal clinic. They offer a variety of specialisms and the free 15 minute appointments they provide allow clients to get a more specialist legal perspective on their issue when required.</p>	<p>99 Appointments</p>
 Frimley Fuel Allotments	<p>We make referrals to this local charitable trust and work with them to support local people in need. We also help our clients to complete applications to this charity. In addition they generously part-fund our Independent Living Adviser to carry out home visits.</p>	<p>119 Home visits</p>



Research and Campaigns

Universal Credit

In 2017/18 Citizens Advice Surrey Heath was instrumental in influencing government to make changes on Universal Credit through the evidence we provided to national Citizens Advice and through writing to our MP, Michael Gove, and to David Gauke, the then Secretary of State. The evidence provided by local Citizens Advice across the country led to a number of changes including the abolishment of the 7 day wait, changing the helpline to a free service and better access to emergency advance payments. We are still putting pressure on for further change, so that when full service is rolled out in Surrey Heath it will be fit for purpose.

Mobile phone repairs

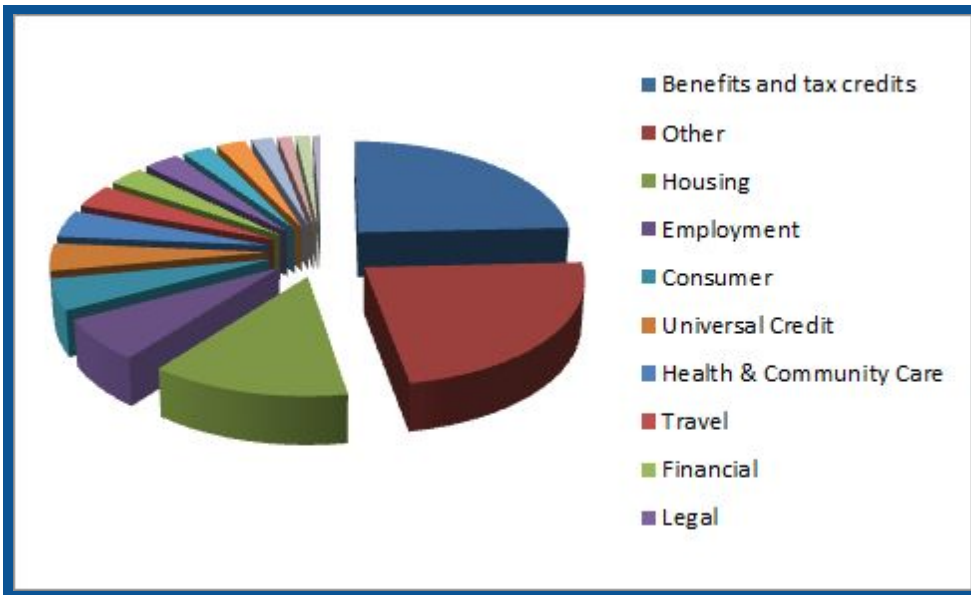
In the period from May 2016 to April 2017 the Citizens Advice Consumer Helpline received 17,385 calls , 43% of which related to faulty handsets. Telecoms was the fourth most common issue dealt with by the helpline. In response Citizens Advice Surrey Heath carried out a consumer survey to ascertain people's understanding of their rights around mobile phone repairs. We also surveyed 8 local mobile phone repair shops and carried out a Mystery Shopper exercise to see if they were giving customers best advice.

We had 179 survey responses across all age groups and it was evident that people are confused as to who is responsible for repairs if a phone is bought outright and stops working within 6 months, with only 38% correctly identifying the retailer rather than the mobile service provider . In addition, 68% did not know that if they bought a phone on their credit card costing over £100, the credit card company is jointly liable with the retailer. As a result we have 'Mobile phone repairs: know your rights' leaflets to help clients be better informed.

We carried out a presentation to older people at Stoke Lodge about Scams Awareness and promoted this initiative throughout the bureau.

We also attended quarterly meetings of Surrey Citizens Advice Research & Campaigns group and contributed to evidence gathering around Mandatory Reconsiderations, Surrey bus passes for the disabled and encouraging our local MPs to support a bill through

**Parliament to make social and private renters' homes safe by empowering tenants living in unsafe properties and giving them more bargaining power.
Evidence forms submitted in 2017/18**



HOW WE HELP OUR CLIENTS - FUEL POVERTY

Fiona was really worried about how she was going to afford to heat her home this winter. She had a prepayment meter fitted a few years ago because she had run up some debts and every time she topped up her meter a lot of her credit would go towards her arrears.

WHAT WE DID

Our Adviser telephoned her supplier and they agreed to reduce the amount they took towards the arrears each time she topped up. She also told Fiona that she could claim a warm home discount and helped her apply. Our Adviser then helped her apply for a local charitable heating grant and she was awarded £150 to put on her gas meter just before Christmas. She was relieved to be able to put the heating on and not worry about the cost.

In January our Independent Living Adviser visited her at home and helped her apply to Scottish Power's hardship fund for help with the arrears and gave her advice on switching supplier once her debt was reduced.

Fiona said, "Now that I'm getting help dealing with my debts and claiming benefits, I feel much less anxious about my situation and I am more comfortable and confident about keeping my home warm, especially during this really cold spell."



HOW WE HELP OUR CLIENTS - DEBT

Mark came to the bureau with debts of £10,000 including significant overdraft and credit card debts. Due to being a student and only working part time Mark was not always making the minimum payments required on his credit cards so they were adding late fees to his account.

WHAT WE DID

We advised Mark to change his work salary to another bank account because as soon as his wages were paid they were being used to pay off his overdraft.

We then wrote to his bank and credit card providers and asked them to close the accounts and to accept a minimal payment of £5 a week each until the debt was cleared and to freeze or lower the interest. The credit card company agreed to accept this, but declined on lowering or freezing the interest on his account. His bank agreed to a minimum payment for both his overdraft and credit card and a lower interest on the credit card. Mark is now paying off his debts and has stopped spending beyond his means

HOW WE HELP OUR CLIENTS - BENEFITS



Our Adviser had gone to see Elsie about reducing her energy bills as she was struggling to manage on her pension. Elsie was in her 90s and living in sheltered housing. She had severe arthritis which badly affected her mobility and had carers coming in 4 times a day.

WHAT WE DID

Our Adviser took the time to ask what benefits Elsie was on and discussed with her applying for Attendance Allowance. Elsie had no idea she might be entitled to this. We helped her with the application, which was successful, resulting in her receiving the higher rate of £85.60 per week.

Once Elsie was awarded Attendance Allowance at the higher rate we told her of her eligibility for Severe Disability Premium at £64.30pw. She decided to wait and see how she managed on her newly increased income before applying for any more benefits.



Our Volunteers

Our frontline services are largely delivered by our 58 strong team of volunteers who undergo a rigorous programme of training in order to meet the Advice Quality Standard accreditation. This, together with peer support and the support of management means

- Clients can be assured of a high standard of advice and support
- Volunteers gain valuable skills that can be carried into other areas of their lives.
- Volunteers feel more engaged with their community

Volunteers are trained to deliver services across a range of channels, from face to face and telephone advice to webchats and email in order to make our services as accessible as possible.



In 2017/18 we took on 12 additional trainee advisers and 3 receptionists. We also recruited an additional form filler and trained an existing adviser to carry out this role.

Our service would not be possible without the commitment of our volunteers and we are grateful for their dedication and enthusiasm, not only in the service they provide but also in the links they create to the wider community, through their other activities.

This also goes for our trustees. The team was strengthened this year by the addition of trustees with IT and HR expertise. The combined skills and experience of our eight-strong board ensures the good governance, strategic development and independence of our organisation

We were delighted when our nomination to the Surrey Heath Volunteer Awards led to both individual and team success this year. A well-deserved recognition of their hard work and on-going support.

Our oldest volunteer, at 87, was also honoured to receive a British Citizenship award for her 31 years of volunteering, and still going strong.



Who does the work?

Paid Staff

Kate Sawdy Chief Executive Officer
Helen Holbrow Operations Officer
Rachel Turner Advice Session Supervisor
Jackie Mitchell Advice Session Supervisor
Mike Norris Training Supervisor
Kelly Fidget Administrative Officer

Pam Eyre Independent Living Adviser

Volunteer Advisers	Gateway Assessors	Reception/Admin
Aidan Cooney	Chrissie Spencer	Alizon Hammerton
Aileen Keen	Jacqui Durrant	Brenda Ross
Brian Dawes	Judith Whitby	Brian Greenberg
David Flynn	Liz Sawyer	Susan Ball
Carol Halajda	Margaret McCrirrick	Justine Riley
David Head (T)	Sally Paine	Wendy Passfield
David Richards	Sarah Weston	Kay Vincent
Elaine Rutherford	Madeleine Allen	Linda Cantwell
Graham Searle	Madeline Denton	Patricia Vankuyk
Helen Holbrow	Vicky Hooton	Camilla Richardson
John Dixon (T)	Debbie Bradley	Justine Riley
Linda Snell	Richard Green	Elizabeth Northcott
Maggie Burman	Ruth Hayes	Ross Squair
Rachel Turner	Sarah Bryson	Rhiannon Davis*
Simon Strachan	Susan Rae	

Sally Frangou (T)	Claire Fox (T)*	Form Filling Volunteers
Bob Pritchard (T)	Tony Lainchbury (T)	Madeline Denton
Bob Carter *	Cathy Manrique (T)	Kay Vincent
Julia Palmer *	Margaret Morrow (T)	Madeleine Allen
Jenny Thorne*	Jeanette Wright (T)	Sally Foster
Kulvinder Virdee*	Elizabeth Northcott (T)	

(T = Trainee)

*Left during the year

Trustee Board

Nigel Downey	Chair
Annie Wallace	Vice Chair
David Booth	Treasurer (Left Apr 2018)
Ray McCann	
Sarah Jay	
Mani Ray	
Camilla Richardson	
Marion Park	



What it means to volunteer

"Now I have retired I wanted to do something constructive with my time and get out and meet people. I was quite nervous when I started my training to work as a Gateway Assessor at Citizens Advice. There was a lot to take in and I hadn't realised out 'professional' it would be. However, the training was really comprehensive and everyone has been so friendly and supportive. You are never left to tackle a problem on your own, our Supervisor is always there to make suggestions and guide you in the right direction."

The work has been really interesting and it's made me feel much more connected to my local community plus I have made some great new friends. I really enjoy my time at the bureau. It has boosted my confidence and I feel I've been able to use and develop my skills. I look forward to my sessions and, as my confidence grows, I hope to go on to train as a full Adviser in the coming year."



Client feedback

It is always greatly appreciated when clients take the time to let us know the outcome of the advice and support we have provided them with, and when they value the service they have received.

Over the year our volunteers have received numerous cards, messages, biscuits, chocolates, etc in recognition of their work. Below are just a very small sample of the messages:

“A big thank you to everyone at the CAB for helping me win my appeal against DWP. My benefits have now been reinstated” NM

“Thank you so much. I appreciate your help each time I visit” AW

“Thank you so much to all who helped me throughout my difficult time. You are all such generous, kind human beings. Once again thank you for your great help” BR

“Thank you for going the extra mile to really make sure that Mum’s hospital bill was dealt with accordingly. I am happy to let you know it is now cancelled. The success was due to your persistent efforts, advice and support. Heartfelt thanks for your good work” MK



Information assurance

The bureau trustee board has approved a new information assurance strategy, having identified the risk presented by the significant amounts of client data held in the bureau. 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. The bureau aims to achieve an appropriate level of compliance to the Data Protection Act 2018, the Cabinet Office’s Security Policy Framework and to industry best practice, as defined by the ISO 27000 series of standards.



Our Supporters

We would like to thank:	For enabling us to deliver:
Surrey Heath Borough Council	Our core, volunteer led service through drop in, face to face appointments, phone, email and webchat
Healthwatch Surrey	A service that captures local residents' experience of health providers in order to give them a voice
Frimley Fuel Allotments	Our Independent Living Adviser service and outreach
Surrey County Council	Support to clients in emergency need through the Local Assistance Scheme
The local solicitors on our pro bono rota	A weekly legal advice surgery for our clients.
Barclays Bank	Our main fundraising golf day through the help of their staff and their financial support
Our Lady Queen of Heaven Church	Emergency support to people in need

We rely on donations to help us to continue to deliver a free service to everyone in Surrey Heath. You can help by:

One-off donations - Donate directly through our website at

www.citizensadvicesurreyheath.org.uk

Regular giving - Can you spare £3 a month or more? Please contact us if you would like to make a regular donation at admin@camberley.cabnet.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' or make a tax exemption one-off donation

- Enter a team or offer a product, service or experience as a prize at one of our fundraising events
- Hold your own event, with profits going to Citizens Advice Surrey Heath.

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

Contact details

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