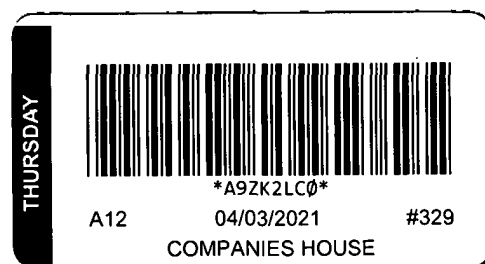


**citizens
advice**

Waverley

Annual Report and Accounts



Company number: 04823693

Charity number: 1098859

2019-20

TABLE OF CONTENTS

Trustees Report

Chairman's introduction	1
One Charity, two services	2
Our organisation	3
Trustee board	5

Our Advice Service 6

Chief Executive's Overview	7
One year at a glance	9
• Our key achievements	10
• Supporting our community	13
• Our staff team	14
• Our volunteers	15
• Changing lives	16
• Helping to shape a fairer world	17
• Looking forward	18
• Leonie's story	19
• Thanks to our supporters	20

South West Surrey Domestic Abuse Outreach Team 22

Chief Executive's Overview	23
One year at a glance	25
• Our key achievements	26
• Supporting those affected by domestic abuse	28
• Our workload	29
• Our team	30
• Our value to society	31
• Looking forward	32
• Working with the community / partners	33
• Thanks to our supporters	35

Financial Summary 36

• Chair's overview of financials	37
• Sources of funding	39
• Independent examiners report to the Trustees	39
• Statement of Financial Activities	40
• Balance Sheet	41
• Notes to the Financial Statements	42

Chair's Introduction

I would like to thank all of our funders, paid staff, volunteers and friends for their support during the year. Without them we would not have been able to continue to support the thousands of people who come to us for help.

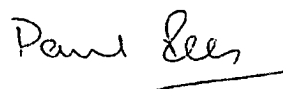
I am pleased to report that we have had another successful year. As mentioned last year we took over responsibility for delivering the South West Surrey Domestic Abuse Outreach Service (SWSDAOS) from 1st April 2019. We are one organisation now providing two distinct Services working together to support those in need. Bringing these two services together under one roof is a very exciting change which will help both services provide a wider range of support to the community. We have taken on board the seven people who were delivering the SWSDAOS and started to expand and strengthen the team. We are one of four Partners delivering this Surrey wide service which is funded by Surrey County Council, Surrey Police and the Office of the Police and Crime Commissioner for Surrey. During the year we successfully re-tendered for this service and a new contract is now in place for a period of four years from 1 April 2020. Our Advice team started a new service funded by the Department of Work and Pensions (DWP) to deliver Help-to-Claim support to clients with their initial Universal Credit claims. During the year we supported over a thousand people.

During the year we saw demand for both services continue at similar levels to previous periods. Covid-19 has increased demand for support from the SWSDAOS. Demand for our Advice Service is expected to increase as the various support mechanisms set up by Central Government are removed and many more people become unemployed or have to manage on lower levels of income.

Our Advice Service is largely funded by the local authorities in the borough. We are discussing with Waverley Borough Council (WBC), our principal funder, the arrangements after 31 March 2021, as our current three year Service Level Agreement ends on that date. We are more than aware of the financial pressures on local authorities, which has only been made worse as a result of Covid-19. However, without their continued funding we will not be able to maintain the level of support we provide to the most disadvantaged residents in the borough.

Everyone has been impacted by Covid-19. I am pleased to report that we have been able to successfully change the way we support our clients as the rules under which we must operate change. Our Advice Service has moved from principally supporting clients based on face to face meetings to one where we have been forced to support clients largely by telephone and email. This has been an immense change for both our clients and our advisers. We believe this change to obtaining support by digital channels will remain after the Covid-19 restrictions have been relaxed. This is accelerating our plans to develop a new and improved website and our telephone and other digital services for clients. During the period of this report our social media posts also received nearly one hundred thousand "hits".

Lastly I would like to say thank you to Phil Davies, who will be retiring from his role as Chief Executive Officer of our Advice Service in May 2020. Phil has been with us for nearly 14 years and been CEO for most of that time, playing a key role in enabling us to continue to deliver our support to clients throughout the borough. By way of example we have been able to maintain our opening hours for each of our offices during his time as CEO despite no increase in local authority funding.



PAUL REES

One Charity, Two Services

In April 2019 Citizens Advice Waverley took over the management of the South West Surrey Domestic Abuse outreach service (SWSDAOS). We are delighted to welcome this complimentary service into our organization, and to support the continuation of its vital work.

We run the SWSDAOS as separate service from our core Citizens Advice service, each with its own management, separate funding and dedicated team of specialist staff delivering its client-facing services. However bringing the two services together like this under the umbrella of one organisation has helped us to build on our pre-existing close working links and to ensure that clients of each service have ready access in one place to the specialist support they need across a range of different issues, without having to re-engage with different organisations.

Sharing a common “back-office”, including people and financial management, IT support and some other administrative functions, has also enabled cost efficiencies for both services.

Both services are overseen by a single Trustee Board.

Pages 6 to 20 of this report focus on the work of our Advice Service, with pages 22 to 35 outlining the work of the SWSDAOS

**“ I cannot thank you enough for what you
have done for me and my family ”**

-Client quote January 2020

Our Organisation

Citizens Advice Waverley is a local charity and limited company providing a free, independent and non-judgemental information and advice service to people in Waverley borough and beyond and support to people living in Guildford and Waverley boroughs affected by domestic abuse.

What we do and who we work with.

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

As a member of Citizens Advice (the operating name of the National Association of Citizens Advice Bureaux), we receive a range of support, including for local fund-raising, specialist information services, and research to use in our campaigning work. Citizens Advice also provides a range of infrastructure services to support the smooth running of our business. We have a three-year Service Level Agreement with Waverley Borough Council that establishes our working relationship with them and similar contractual arrangements with other funders.

Our **Domestic Abuse Service** is also a member of the Surrey Domestic Abuse Partnership (SDAP) - a group of four independent charities - working together across the whole of Surrey to ensure that survivors of domestic abuse are safe, and to build a future where domestic abuse is not tolerated. Working with partner agencies we support the delivery of the Surrey Against Domestic Abuse Strategy to:

- provide specialist domestic abuse outreach support within local communities empowering survivors to achieve independence and be seen, safe and heard, free from harm caused by perpetrator behaviour.
- provide specialist support for children and young people as well as adult survivors to meet individual need.
- work with non-abusive family members affected directly and / or indirectly as part of

a joined-up pathway delivering the right support at the right time in the right place.

Our Governance and Management

Our Trustee Board sets our vision and strategic direction. The Trustee Board meets at least four times each year. It delegates some of its responsibilities to its committees, each of which has their own published terms of reference and membership. Each committee includes at least one Trustee who reports to the full Board. Each of our two services has its own Chief Executive, who works with their own management team, and is responsible for delivering the Trustee Board's vision and for the day-to-day operation of their service.

We use the detailed guidance from Citizens Advice to develop and monitor our organisation. Each year we use Citizens Advice's national Leadership Self Assessment (LSA) process to benchmark our organisation against an agreed set of high quality standards. The Board uses the outcomes of this and the related 3-yearly independent audits to ensure we are operating effectively and that any areas for improvement are addressed.

Election of Trustees

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

Our Organisation (continued)

Legal and administrative details

Citizens Advice Waverley is a company limited by guarantee. We are also a charity registered with the Charity Commission and authorised by the Financial Conduct Authority. We are governed by Directors, who are also the Charity Trustees for the purposes of Charity law. Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

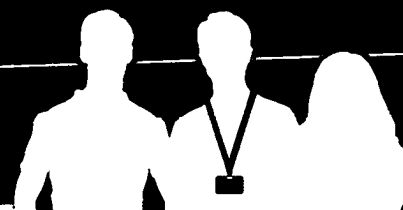
Risk and Internal Controls

Our trustees are responsible for the effective management of risk and for making sure that internal controls are in place and operating as designed. They have reviewed their procedures in the light of corporate governance guidance contained in the Statement of Recommended Practice "Accounting and Reporting for Charities". A risk assessment report is contained in the business plan and anticipates potential changes to the environment in which we work and how these would impact on our services. In addition they maintain and regularly review a risk register which identifies key risks, including funding.

Funding

Our **Advice Service** relies heavily on our local authorities for funding so maintaining good relations and increasingly agreeing multi-year funding arrangements help to mitigate this risk. We have also widened our sources of income by providing other related services and ensuring we maintain an appropriate level of reserves. Our **Domestic Abuse Service** is separately funded by Surrey County Council, Surrey Police and the Office of the Police and Crime Commissioner for Surrey via a contract with the Surrey Domestic Abuse Partnership of which SWSDAOS is a member.

Our Trustee Board (2019-2020)



HR Committee	Finance, Operations and Risk Committee	Income Generation Committee	Research & Campaigns Committee	Communications Group
-----------------	---	-----------------------------------	--------------------------------------	-------------------------

Trustees	Role	Appointed	Re-appointed	Resigned
Paul Rees	Chair	19.10.12	5.11.18	
Jonathan Pepper	Treasurer	21.10.16	15.11.19	
Nigel Jewkes		17.11.17		
Jane Moore	Company Secretary	23.10.15	5.11.18	
Iain Adams-Cairns		20.10.16		20.07.20
Peter Jackson		05.11.18	15.11.19	08.10.20
Jane Armstrong		15.11.19		
Sue Briggs		15.11.19		
Judy Goodall		15.11.19	20.07.20	20.07.20
Larry Westland		09.10.09	15.11.19	15.11.19

Our Advice Service



**Whoever you are,
whatever the problem...**

Our Advice Service

Chief Executive's Overview

The 2019/20 financial year will largely be remembered for the events of its closing months, with the advent of the Covid-19 pandemic. Our history and experience of adapting to the changing needs of the local population helped us rapidly to move from office to home-based services, enabling us to continue to provide our vital support at a time of great need.

During 2019/20 we directly supported nearly 5,000 people in our local community with the information, advice and support that they needed to find a way through their problems. This work also helped to put more than £2 million pounds into the local economy.

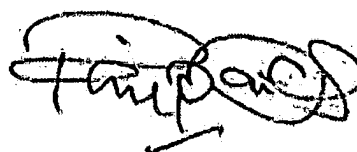
In addition, in line with our aim continually to improve and adapt our services to meet the current needs of our clients, we also launched our new **Help to Claim service** this year (see page 10). This is part of a national scheme designed to support people through the processes necessary to claim the newly locally rolled-out Universal Credit benefit.

What no one could have foreseen in 2019 however was the scope and speed of change we would need to introduce at the beginning of 2020 to ensure that during the Covid-19 crisis, local people could continue to access our vital support. These included our staff and volunteers moving from an office based to a home based system for delivering our services by phone and email. It also included relocating our Godalming advice team to temporary new Covid-19 secure premises in the Queen Street Baptist Church. I am grateful to the church for their generous support in enabling this move. It also included introducing video screens in all of our offices for remotely delivering face-to-face advice.

Whilst we hope that some of these changes will be temporary, the increasing appetite to access our support remotely, via phone, email or online is likely to continue beyond the current crisis. That we have been able to meet this rapid shift in demand over the last 9 months is a tribute to our staff and volunteer team and an example of their incredible positivity and flexibility. I am confident that these strengths will underpin any adaptations we make to our services in the future.

It is a privilege to work with such dedicated people. It is therefore with a certain sadness that this is the last introduction I will be writing as Chief Executive before I retire in Spring 2021. I have been part of this charity now for nearly 14 years and I know that I will miss many of the people I have met and worked with over that time.

But as I leave this amazing organisation I know that it will always have a vital role to play in the local community and will continue to grow from strength to strength.



PHIL DAVIES

Our Advice Service

About us

Citizens Advice Waverley is a local charity that encompass two distinct and separate services. **Our advice service** team has more than 140 volunteers, including nearly 80 fully trained and highly skilled volunteers directly providing wide-ranging advice services to local people.

The annual net worth of the time dedicated by our volunteers is estimated to be over well over £1 million pounds.

The work of our advice service is supported, monitored and quality assured by a small team of paid staff and overseen by a single Trustee Board.

What we do

- We help people to overcome their problems through advice, education and support.
- We campaign on the big issues that affect people's lives

How we do it

- We provide everyone with free and easy access to independent, confidential and impartial advice and support



Our impact

- For every £1 invested in our services we financially benefit clients by over £20 and save public funds of at least £25
- We reduce public expenditure on homelessness, legal action, unemployment and better mental and physical health
- We use volunteering to bring the community together, improve the lives of our volunteers, their communities and the people they help.

Our Advice Service

-Year at a Glance

The people our Advice Service helped



4,871* people helped by us in person, by telephone, email or webchat

*This figure does not include people who have obtained advice directly from our own website or Citizens Advice's national website.

How our Advice Service helped people**



54%

In person



28%

Telephone
Adviceline /



18%

Other
Email / Webchat /

**Based on first contact method.

Our Advice Service's workload



19,141

Issues handled



16,902

Client, third party
& casework contacts



2million

In income gains

What people came to our Advice Service about*



39%

Benefits



14%

Debt



8%

Housing



8%

Relationship/
Family &
Employment

* The remaining 31% of people came to us about other issues.

The resources of our Advice Service



140+

Volunteers
providing around
60,000 hours
of support



4 local offices

1 outreach



8,000+

Visitors to our
website.

Our Advice Service

-Key Achievements in 2019/20

Supporting local people

During 2019/20 our core advice service supported nearly 5,000 local people with information, advice and support on nearly 20,000 different issues , helping raise over £2 million in income gains for our clients. The following paragraphs set out some of the additional services we ran over that period, as well as other achievements .

Help to Claim service

On 1 April 2019 we joined the national **"Help to Claim"** service. This is a dedicated service providing free support to people through the early stages of a new Universal Credit (UC) claim from application to first payment. It includes help with things like how to gather evidence for an application or how to prepare for a first JobCentre appointment.

Since then we have provided both a face-to-face service for local people at each of our four offices, and worked to support the national "Help to Claim" telephone helpline service. During 2019/20 we helped a total of nearly 650 people through this service, supporting people with 1,330 different issues and helping them to claim nearly £200,000 in entitlements.

This service is entirely funded nationally by the Department for Work and Pensions.

Surrey Crisis Fund

Over the year 2019/20 we also helped local people in financial crisis to access financial support from Surrey County Council's "Surrey Crisis fund".

Covid-19 Crisis

Introduction of lockdown measures in March 2020 created a new challenge for us in seeking to maintain our vital services for local people. We responded quickly to these

new rules and within less than two weeks had moved from an office based advice and information service to one entirely delivered from home by telephone and email.

We have subsequently returned to offering a limited Covid-19 secure face-to-face service, using video technology in each of our four office locations. This necessitated a temporary move from our office in Bridge Street, Godalming, to space at the Godalming Baptist Church in Queen Street, Godalming. We are very grateful to the members of Godalming Baptist Church for their positive attitude and support in identifying and allowing us to use their premises in this way, and for their continuing generous support during these challenging times.

Highlighting local issues

Healthwatch Surrey

Healthwatch Surrey acts as the voice of local people in helping to improve the local provision of health and care services. We are one of five Citizens Advice offices in Surrey contracted to provide anonymised evidence on clients' experiences of local health and care provision to support this work.

This year our contract with Healthwatch Surrey was renewed, having met all of our targets in the previous contract.

In 2019/20 we reported on nearly 250 different issues, ranging from GP and dental charges, hospital waiting times, provision of mental health services to poor communications between different health and social care providers.

The evidence we provide on all of these issues enables Healthwatch Surrey them to highlight them to decision makers within the health and care sector and drives improvements to these services.

Our Advice Service

- Key Achievements in 2019/20 (continued)

Research and Campaigns

As well as helping individuals to find a way forward through their problems, we use the evidence we collect to lobby for positive changes to the underlying policies and practices causing these problems, so that they can be addressed at source. In this way we can help more people to be informed, develop the skills and habits that prevent such issues or where they are unavoidable, the resilience to manage them.

In order to maintain our adviser involvement in this work this year, our Research and Campaigns team presented their work to all of those attending our annual District Day, as well as a series of tutorials to new trainees as part of their training.

This resulted in a sound understanding of the importance of this work and the confidence to take part from the start. It has now become a standard part of the training programme.

They also published posts on our social media platforms to promote Citizens Advice's national scams awareness campaign in June 2019 and on Citizens Advice research that showed that parcel deliveries were not always working for disabled people.

Members of our Research and Campaigns Team also contributed to Citizens Advice's National Research and Campaigns Meeting in October as well as Surrey-wide and the East Surrey Cluster Meetings throughout the year.

Maintaining high quality services

Training our People

Training remains a key element of our ability to provide local people with the best possible quality information and advice services. In 2019/20 we took on over 40 new volunteers, providing all of them with a comprehensive training programme in preparation for their new roles. This included dedicated training

in data protection and the provision of financial advice.

We also provided our team of existing volunteers and staff with continuing training to ensure that their knowledge remained up to date, including specific training in handling domestic abuse cases under Citizens Advice's "Ask" initiative.

It is a tribute to our paid staff and volunteer team that it has been possible to maintain this full, wide-ranging training programme during the Government restrictions imposed to combat the Covid 19 pandemic, through new and innovative use of our online and video technology.

Benchmarking our processes

In 2019/20 Citizens Advice's auditors again found our processes to be fully meeting their national standards and awarded us their top, "Green" status across the board.

Safeguarding your information

The General Data Protection Regulations place restrictions on what organisations like ours can do with the personal data we hold on our clients, staff, volunteers and supporters. During the year we undertook a regular series of reviews to ensure that all such data was included in our Information Asset Register and that anyone having access to it was fully trained and accredited in its handling. All such training is refreshed yearly.

Our Advice Service

- Key Achievements in 2019/20 (continued)

Telling our story

Telling people about the positive impact and benefits of our work to individuals and the community as a whole is key to our maintaining local support for our services. Over the year our Communication Group produced a series of detailed articles published in the local media. In addition they posted regular updates about our work on Facebook and Twitter, reaching audiences of up to 6,000 local people.

Raising funds

The funding we receive from our local authority grants does not cover the full costs of the wide range of services we currently offer. Each year we therefore need to supplement our income through:

- seeking additional grants from charitable trusts
- raising money from project funding, including our Help to Claim and our Energy Advice projects, and
- running a series of volunteer-led popular fundraising activities, including quiz nights, stalls at local fairs and other sponsored events.

In 2019/20 we held our first sponsored walk. This featured two different trails in the countryside near our Haslemere office, and raised over £7,500 of the total £12,700 raised from the local community.

Our Advice Service

-Supporting our community



54%

In person



28%

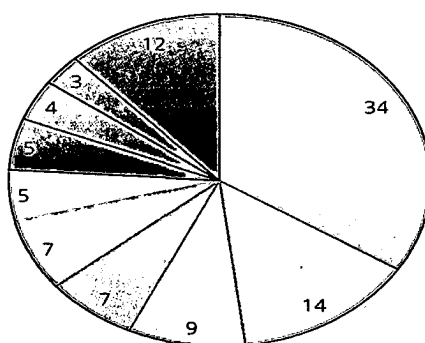
Adviceline /
Telephone



18%

Email / Letter /
Webchat

**19,141 issues
dealt with:**



- ☒ Benefits & Tax Credits
- ☒ Debts
- ☒ Housing
- ☒ Employment
- ☒ Relationship
- ☒ Charitable support
- ☒ Legal
- ☒ Health
- ☒ Consumer
- ☒ All other issues

Top issues in each category:

Employment support Allowance

Debt Relief Order

Private Sector Rental Property

Pay and Entitlements

Divorce, Separation & Dissolution

Foodbanks

County & High Court Proceedings

NHS Costs & Charges

Building Repairs & Improvements

Our workload

The problems people face are becoming more complex, requiring more work to help them find a way forward.



16,696

different actions
generated:



7,678

face-to-face
contacts



2,937

telephone calls



3,956

administrative
actions



2,125

emails/letters/other

Our Advice Service

-Our staff team

Chief Executive



Advice Services Managers



District Training Supervisor



**Advice
Session
Supervisors
Cranleigh**

**Advice
Session
Supervisors
Godalming**

**Advice
Session
Supervisors
Farnham**

**Advice
Session
Supervisors
Haslemere**

Finance Officer

IT Officer

Administrators

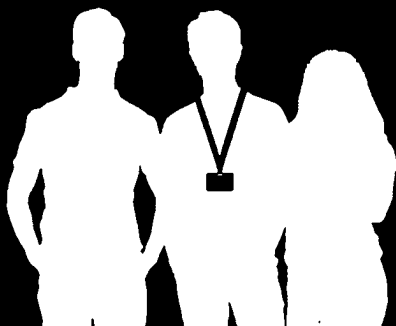
Our Advice Services

-Our volunteers (2019/20)

146

Volunteers

(including trustees, advisers, assessors, receptionists, administrators, campaigners and fundraisers)



79

Trained & Accredited



65

Advisers

14

Assessors

95

Money Advice Service

Trained & Accredited



39

Trainees

21

**Admin /
Reception**

Campaigners / Fundraisers

Youngest: 23 years old

Longest serving: 29 years

**3 people who have
volunteered with us for
over 20 years!**

9 Trustees

Our Advice Services

-Changing lives

Giving back control

The right advice provided at the right time can really change people's lives. It provides them with the information, support and confidence to find a way forward and take back control of their lives.

We also use our influence to ensure that local people don't suffer from lack of knowledge or inability to express their needs.

We deliver money-management training to people at risk of financial exclusion. We also provide locally-based advice services in Waverley's most deprived areas as well as a home-visiting services for older or disabled people who can't get into our advice centres*.

**Our outreach and home visiting services have been temporarily suspended during the Covid 19 crisis*



2 in every 3
clients have their
problem solved



4 in 5
clients said advice
improved their
lives; including
reducing stress
and improving
finances



90%
of our clients
reported
satisfaction with
the overall
service

Benefitting Everyone



Reducing social exclusion by helping with over 19,000 issues, including securing nearly £2 million in unclaimed financial entitlements and helping to better manage nearly £1 million of debt.



Supporting working people with 592 employment related issues.



Saving taxpayers money by helping 169 local families, of whom 47 were homeless or at immediate risk of losing their homes.



Improving people's lives by highlighting over 750 examples of poor or ineffective policy or services; by providing volunteer opportunities for more than 140 volunteers, handling over 549 family and relationship issues and 249 consumer related issues.



Partnering with Surrey County Council to deliver Surrey Crisis Fund (SCF) payments to local people facing severe financial crisis and providing evidence to Healthwatch Surrey to improve local health and social care services.

“ Your adviser really knew her stuff. I am so pleased with what she managed to do for us. ”

-Client quote, September 2020

Our Advice Services

-Helping to shape a fairer world

Tackling the big issues

Because we help many thousands of people each year we have our finger on the pulse of what's happening in society, both locally and nationally. We use the evidence we collect in this way to campaign for social justice.

This year we identified and reported on:



3,939 issues including:



1,415 benefit issues



750 housing issues

Over **750** evidence forms submitted to support change in local / national organisations and government processes, **40** of which were Universal Credit issues.



1,071 clients helped by our Help to Claim (Universal Credit) Team. Of these,



669 calls to our Adviceline (62%) . An income gain to our clients of **£515,405**.



See what people are searching for and trending content on Citizens Advice website. Live traffic and searches at:

advicetracker.devops.citizensadvice.org.uk

“ I never believed it would be possible to get such a good result. ”

-Client quote, August 2019

Our Advice Services

-Looking forward

Looking forward

The arrival of the Covid 19 virus in the UK in January 2020 changed everything. It threw into question carefully considered plans for next year and beyond. Our charity was no exception. We had rapidly to reassess our priorities and revisit our previous business plan, which envisaged developing new home visiting services and outreaches in areas of high need.

New and innovative solutions

The Covid 19 crisis also required us to find new and innovative ways of delivering our services to local people without increasing the risk of the spread of the virus to our staff, volunteers or clients, or the local community. As well as developing a home-based volunteer team to provide support by phone, email and webchat, these included using video technology to deliver our face-to-face sessions at our offices.

Increasing numbers of local people are expected to face the long term financial and social consequences of the measure introduced to control its spread. Over the next few years the need for our support will inevitably be higher than ever.

To meet this need we must make our services and support more accessible, responsive and inclusive than they have ever been, focussing on the needs of the most vulnerable in our society and using our influence to challenge disadvantage wherever we encounter it.

The move to digital

Whilst our face to face service will always remain central to what we do, and crucial to supporting the most vulnerable local people, we must also respond to the increasing public demand to receive their

services by phone, email or webchat. This has been building for a number of years across many areas of life and was accelerated dramatically by the advent of the current Covid 19 pandemic. We need to respond to this change and ensure that we use the valuable lessons we have learnt during the current crisis to ensure that going forward our services are readily accessible across a wide range of platforms, including phone, email, webchat and potentially by video.

Working together

One such lesson is that such services can be delivered more efficiently if we work together with others. That is why we are joining the Citizens Advice Single Queue Adviceline project this year. By pooling our resources with other similar Citizens Advice offices across the country we will be able to provide local people with longer operating hours and improved call answer rates. We are also sharing with other Citizens Advice offices our experiences of delivering our support to clients via video and how we might expand this service into the local community.

We recognise that the next few years will present fresh challenges for many of our funders, as they face the prospect of reductions in their income and increasing demands on their services. We will liaise closely with them to ensure that our two organisations work together as effectively and efficiently as possible, eliminating any overlaps in the services we offer and maximising the benefits of joint working wherever possible.

The next year is likely to see many changes, but these will all be underpinned by our core values and our determination to provide the best possible support for local

Our Advice Services

-Leonie's story

Leonie* worked in a local shop. A knee problem meant that she found climbing the stairs difficult and painful. Her employer had recently moved the stock around so she had now to go upstairs far more often. She came to us to ask what benefits she could claim if she resigned as although she liked her job she was in a lot of constant pain.

“ Knowing you were there to help gave me real comfort ”

-Client quote, June 2019

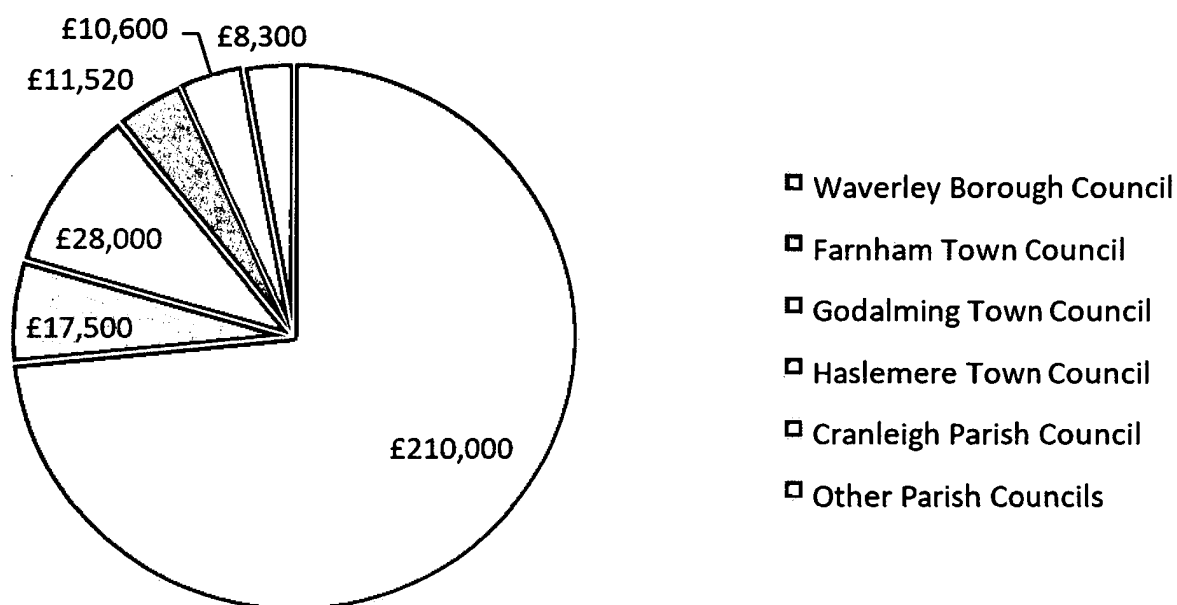
We explained about benefits for people who cannot work due to injury or illness, but also that employers have a duty to make reasonable adjustments for disabled employees. Leonie hadn't spoken to her employer about this as she knew he was under financial pressure and was afraid he would react angrily. After we reassured her that she was protected from bad treatment when asking about such adjustments, she spoke to him. He had not realised the problems the changes had caused, and agreed to keep enough stock downstairs on Leonie's shift that she wouldn't have to go upstairs. As a result Leonie was able to stay in the job she enjoyed.

*Names changes to assure client confidentiality

Our Advice Services - Thanks to our supporters

Local Authority Grants

Our work would not be possible without the financial support we receive from our local authorities. The chart shows grants received in 2019/20 from Waverley Borough Council and our towns and parishes towards the



Other Parish Council contributions received during 2019-20

Bramley	£2,000
Busbridge	£800
Chiddingfold	£1,600
Dunsfold	£500
Elstead	£750
Hambledon	£100
Lurgashall	£100
Lynchmere	£150
Northchapel	£200
Shere	£400
Witley	£1,500
Wonersh	£200

Our Advice Services

-Thanks to our supporters (continued)

Thank you also to the many people and organisations who provide generous financial support, in addition to the grants we received from our local authorities, in 2019/20, including:

Community Foundation for Surrey
Cranleigh Masonic Lodge No. 3445
Ellens Green Mission Hall Fund
Farnham Lions
Frith Hill Residents Association
Godalming Community Fridge
Godalming Town Council
Godalming United Church
MVM Charitable Trust
Rowledge Methodist Church
St Joan of Arc Catholic Church, Farnham
Seale and Sands Parish Council
The Inner Wheel of Farnham
Thursley Parochial Church Council
Waitrose

We would also like to thank the local solicitors who volunteered their time and expertise free of charge to help our clients. This service is ever more important as legal aid funding has virtually disappeared locally.

Special thanks also to the members of our volunteer-led Income Generation Team and everyone who supported, sponsored or attended one of the fundraising events they organised in 2019/20.

South West Surrey Domestic Abuse Outreach Service (SWSDAOS)



Domestic Abuse Outreach Service

- Chief Executive's Overview

The South West Surrey Domestic Abuse Outreach Service formally merged with Citizens Advice Waverley on 1 April 2019. The following 6 months involved a steep learning curve for all involved as we sought to put in place the necessary structures to deliver a safe, secure and sustainable service. Our efforts were rewarded when, along with our Partners in the Surrey Domestic Abuse Partnership, we were awarded the Surrey Specialist Domestic Abuse Outreach

As one of only two Citizens Advice services in the country to host a specialist domestic abuse service, this places us in a prime position to provide an integrated service assisting clients affected by domestic abuse alongside additional support provided by our Citizens Advice colleagues.

Despite the numerous challenges of setting up a new service, particularly against the backdrop of Covid 19, we are proud of what we have achieved over the last 18 months. We were fortunate to inherit an outstanding team who continued throughout this time to provide a high quality service. Relocation to new offices was achieved with little disruption and before long the service was successfully embedded within the Citizens Advice environment.

Partnership working is of course a key element in the provision of domestic abuse support. Despite the challenges of being a new organisation in a well established partnership arrangement we made a significant and meaningful contribution to securing the domestic abuse outreach contract and building the necessary relationships with our Surrey Domestic Abuse Partnership colleagues and statutory agencies.

We were instrumental in securing a new case management system which played a key part as we moved into the contractual mobilisation phase of our operations. Much work was also undertaken to ensure that local residents and partner agencies were aware of our services and understood how to access them.

Covid 19 presented additional operational challenges, not only in respect of the number of survivors referred but also in regard to operational delivery. However, I can report that our team rose to the challenges, adapted their working practices and ensured that our clients continued to receive the support they needed. Without their willingness to work above and beyond expectation, over an extended period of time, we would not have been able to meet the rising demand on our services. Their commitment and resilience during these testing times is testimony to their professionalism and dedication and I am immensely proud of what they have achieved.

Lastly, I would like to thank our Board for their support and their continued commitment to developing this crucial service.

Domestic Abuse Outreach Service

What We Do

South West Surrey Domestic Abuse Outreach Service is a member of the Surrey Domestic Abuse Partnership - a group of four independent charities (including ESDAS, Your Sanctuary, North Surrey Domestic Abuse Service) - working together across the whole of Surrey to ensure that survivors of domestic abuse are safe, and to build a future where domestic abuse is not tolerated.

The service does this by providing free, confidential, independent and impartial advice to anyone aged 16 or above affected by domestic abuse living in the boroughs of Waverley and Guildford. The service provides skilled practical help, ongoing emotional support, and information and advice on issues such as safety planning, housing rights, relationships and separation, civil and criminal court proceedings, and the needs of children affected by domestic abuse. The support offered can be on the telephone, face to face at a safe venue, or by email.

“ Thank you so much for your kind support and your call. When I'm talking to you I feel safe and secure. I feel that my daughter and I are not alone, you're with us. I don't have enough words to say thank you so much for your kind help and support. ”

-Survivor quote

Domestic Abuse Outreach Service

- Year at a Glance

The people our domestic abuse service helped:



908

clients supported



850

new referrals



194 cases supported through MARAC

(Multi Agency Risk Assessment Conference)



24 women supported through the Freedom Programme



over **400** professionals trained



372

one to one sessions provided to children and young people



19

children and young people supported through group work

209

social care consultations provided

40

parent consultations undertaken

Domestic Abuse Outreach Service

- Key Achievements in 2019/20

Our community outreach service provides emotional and practical support to those experiencing domestic abuse in the Guildford and Waverley Boroughs. We work from a needs-led and strengths-based perspective to ensure that each client is treated as an individual. We offer a wide range of services including:

- * One to one support providing information and support both short and long term
- * Risk assessment and safety planning
- * Providing advocacy for clients when approaching other agencies for other help and support
- * Referral or signposting to other agencies when client needs cannot be fully met by Outreach
- * Supporting and referral of those needing refuge accommodation
- * One to one support for children affected by domestic abuse from specialist children's workers
- * Work in schools and support for Home School Link Workers
- * Access to legal support through Survivors Group
- * Access to counselling
- * Offering free qualified counselling to clients

Not only do we work with clients on a 1:1 basis we also deliver the Freedom Programme. These groups enable women to understand more about the abuse they have experienced and grow in confidence and self-esteem as well as being a great opportunity to build friendships and benefit from peer support. We follow the Freedom Programme providing confidence building and social skills sessions.

As part of the Surrey Domestic Abuse Partnership services, our Outreach Workers also provide an IDVA (Independent Domestic Violence Advocate) service to individuals who are going through the criminal court system. This support can be vital as many people find

the criminal justice system confusing and frightening. Our IDVAs provide information to the victim as well as ensuring the victim's voice is heard in the court hearing themselves.

We also attend our local MARAC (Multi Agency Risk Assessment Conference) where the highest risk victims in our areas are discussed confidentially with other agencies such as the police, social care, housing, probation and others and a risk management plan is put together.

Our monthly drop in Survivors Group provides an informal setting for clients to meet with other Survivors as well as members of the Outreach team for mutual support and practical help, including access to free legal advice from a solicitor during the session.

Our outreach service also strives to ensure that other professionals, agencies and organisations are more aware of domestic abuse and are able to give an appropriate response to survivors who may approach them for help. This year we delivered training and awareness raising sessions to the following organisations:

Royal Surrey County Hospital
Rotary Club Farnham
Rotary Club of Godalming Woolsack
Guildford Homestart

Domestic Abuse Outreach Service

-Key Achievements in 2019/20 (continued)

Our children's outreach service provides 1:1 therapeutic support to children who have been affected by domestic abuse. The children are referred from our adult outreach service and normally the children of our outreach clients. During 1:1 sessions the children are encouraged to speak openly in a safe and non-judgemental environment. They are supported through therapeutic art and are enabled to explore their thoughts and feelings around their personal safety, self awareness, self-worth, self-esteem and sense of purpose. We aim to give the children the opportunity to move beyond what happened in their family and recognise it was not their fault. The sessions are child-centred and needs led.

Our children's group work has provided the children a variety of creative and enjoyable activities which has supported them and helped them to understand domestic abuse and recognise that it is not acceptable or their fault. Through the use of art mediums, young people are given the opportunity to explore and potentially articulate their feelings. The group work gives them the opportunity to move beyond what happened in their family in a safe and therapeutic way whilst giving them validation of their experiences. We explore appropriate vs inappropriate expressions of emotion as well as help children develop safety plans in the event of further exposure to abuse. Research with young people who have experienced domestic abuse has shown that they benefit greatly from group work.

In order to best support a child or young person it is crucial we have a full understanding of the child's experiences. By meeting directly with the non-abusive parent

we have been able to carry out one to one assessments to ascertain what support the child would benefit from and whether intervention from our service is suitable.

We have provided consultancy and guidance to the social care team, supporting the identification of domestic abuse on a case by case basis. We have discussed how best for workers to approach the subject of domestic abuse and encouraged them to talk through the cycles of abuse so those affected can understand and be able to recognise these triggers. We have developed close multi-agency relationships enabling survivors to receive the best support possible.

Raising Funds

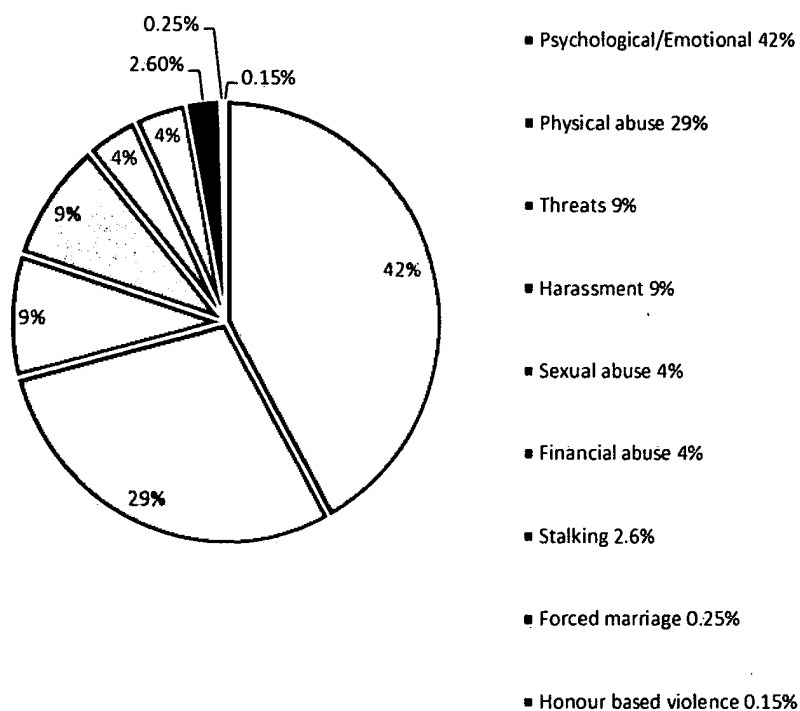
We have successfully raised funds towards our core outreach costs, our children's service and our new case management system.

Domestic Abuse Outreach Service

-Supporting those affected by domestic abuse

We help by giving skilled practical assistance, ongoing emotional support, information and advice. Issues such as safety planning, housing rights, relationships and separation, civil and criminal court proceedings, and the needs of children affected by domestic abuse. We listen to the victim's situation - initial calls can take up to two hours with regular follow-up meetings. Often clients need support across months or even years, as they build their own support network and take the path to survival. Clients can attend a monthly Survivor Group where they can meet other survivors, access legal advice and get peer support. We also run a Freedom Programme to support survivors going forward, empowering them with knowledge of signs and tactics of abusive behaviours.

Types of Abuse



Domestic Abuse Outreach Service

Supporting those affected by domestic abuse

Our workload

8,421 different actions generated:



Admin and letters

368



Telephone **4,647**



Email **1,897**



In person **965**



Other **544**

Actions including Specialist Domestic Abuse Court (SDAC) and Multi Agency Risk Assessment Conference (MARAC) updates.

Referral source

Police	51%
Self referral	15%
Other agencies	34%

Referrals by gender

Female	- 93%
Male	- 7%

Domestic Abuse Outreach Service

Our team

Chief Executive Officer



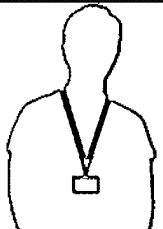
Service Manager



Adult Outreach Workers



Children's Outreach Workers



**Finance
Officer**

**IT
Officer**

Admin

**Training
Supervisor**

Clinical Supervisors

Domestic Abuse Outreach Service

Our value to society

Our values (developed together with our domestic abuse outreach partners) include:

- Working with survivors and children on a needs led, strengths based, trauma informed basis;
- believing in survivors and children and putting them at the centre of all the work;
- being non-judgemental;
- placing the responsibility for the abuse with the perpetrator;
- working with survivors to empower and inform them;
- providing services that are free of charge, impartial, independent and confidential;
- working with survivors and children to meet their needs, increase safety and freedom; and
- working in a multiagency environment to meet the needs of the survivors and children.

***1.6 million women and 786,000 men**

*source Crime Survey for England and Wales year ending 2019

In England and Wales over 20% of adults have experienced domestic abuse since the age of 16

Around ONE in FIVE children have been exposed to domestic abuse

The police in England and Wales recorded **746,219** domestic abuse related crimes .

24% increase from the previous year across England and Wales (Note: This increase may reflect factors related to reporting and recording and does not provide a reliable indication of current trends).

Police in Surrey recorded **12,800** incidents of Domestic Abuse of which **9,000** were reported as crimes. The number of crimes has increased **30%** in the past 4 years.

Waverley and Guildford boroughs have a significant rural population. In the 2019 report undertaken by the National Rural Crime Network "Captive and Controlled" it can be seen that:

- * Rural victims are half as likely to report their abuse to others.
- * Rural victims' abuse goes on significantly longer.
- * Rural victims cannot readily access support services.
- * Rural victims live in a society that defacto protects the perpetrators.
- * Rural victims are isolated, unsupported and unprotected in a rural hell, which is purposefully 'normalised'.

“ I still have a long way to go but thanks to you I can see a better future for myself and my children. Thank you for being there when I need support. ”

-Survivor quote

Domestic Abuse Outreach Service

Looking forward

Looking forward

The Covid 19 virus has challenged virtually all our usual operational ways of working. However, it is important that, while the pandemic necessarily informs our current service delivery, we should not let it define our long term strategy.

Responsiveness

We will continue to adapt during the pandemic in order to ensure that those in need receive the vital services they require. At the same time we will look to the future and build a service that is responsive and resilient. Developing and embedding the outcome monitoring process as defined under our contractual agreement will be one of our key objectives in the year ahead.

Communication

Critical to the delivery of a responsive and reliable domestic abuse service are the links between all agencies involved. We have made good progress in this regard since we first took on the service. Regular contact and sharing of good practice with our partners and all key stakeholders underpins all our work. Links with health colleagues in primary and secondary care are an important source of referral, helping to ensure early intervention when needed. Developing and strengthening these links is another one of our objectives for the year ahead.

Fundraising

Conventional funding avenues may need to be supplemented with new and innovative ways of securing resources. We will seek donations from commercial organisations in Guildford and Waverley. If no financial assistance can be offered we will seek other forms of support such as advertising our

services.

We will apply to relevant national and local organisations for grants or any other financial support available. We will continue to work as part of the Surrey Domestic Abuse Partnership income generation committee to raise money for partnership projects. Covid will inevitably have a negative impact on traditional methods of fundraising so it will be critical that we recognise this and that fundraising is adequately resourced.

Service Development

During 2020/21 we plan to expand our workforce so that rising demand can be met without compromising the quality or breadth of service. As with all service developments it is vital that we build in resilience to ensure that once we begin to extend our service provision we are able to sustain it for our clients. Critical to service development will be successful recruitment and retention of staff and this will be another key objective.

Conclusion

One quality the domestic abuse frontline team have in abundance is the ability to adapt. This coupled with their dedication and passionate belief in what they do gives me confidence that despite all the challenges the coming year will present, we will continue to offer the best possible service to our clients, supporting them during what are often traumatic and life-changing experiences.

Domestic Abuse Outreach Service

Working with the Community

Andrea's story

Years of control and abuse at the hands of her husband had left Andrea* hospitalised with severe depression. She told him she was ending the marriage but, isolated from support, finances and facing his resistance, Andrea was struggling to see through a divorce. When she was referred to her local Outreach Service, Andrea found the practical and emotional support she needed. Andrea was telephoned by an Outreach Worker, who remained as her keyworker from that point. The two of them talked on the phone and met several times over the subsequent months, providing Andrea with both empathetic and practical support on the choices and resources available to her as well as safety planning. Andrea visited the Service's drop-in Survivor Coffee mornings, where she was able to obtain free legal advice from a solicitor, as well as learning that she was not alone in what she faced.

Andrea also attended the Service's six week Freedom Programme, where she learned – in group - about the typical beliefs of a Dominator and how these manifest as different behaviour types (eg, "The Bully", "The Headworker"). The Freedom Programme enabled Andrea to recognise patterns and tactics of control helping her to manage the emotional pressure and control her husband continued to exert as well as learning about healthy relationships and the early warning signs of a potentially abusive partner.

Now divorced, Andrea has continued to keep in touch with her Outreach Service, both sharing her successes and seeking additional support if she has needed it.

*Anonymised to protect client's confidentiality



Domestic Abuse Outreach Service

Working with the Community

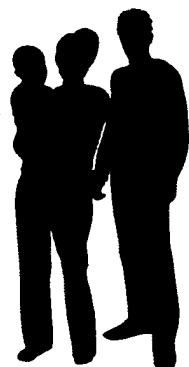
James's story

James is unable to physically attend school due to high levels of anxiety. The local school supports with this, offering access to distant learning. James' anxiety stems from years of emotional abuse from paternal family as well as being physically attacked by his own father. Following the physical attack and the impact it had on James, his mother knew they needed help. James' mother reached out to SWS Domestic abuse outreach. Here she was able to safely speak to an outreach worker explaining what had gone on during and succeeding the relationship with James' father. After hearing what James had been through and how mum was managing the situation adult outreach deemed it appropriate to put in a referral to the children's service. It was identified early on during support with the children's worker that James needed an outlet to process his understanding of the abuse from his father. Over time James was able to clearly articulate his feelings regarding his father's absence and was able to draw his own conclusions and evaluate the behaviours of both his father and paternal family. The children's worker was able to support James through this recovery period by offering a safe and non-judgemental environment. Through the use of art mediums and his own love for sketching therapeutic art exercises encouraged James' interaction in sessions. He was given the opportunity to explore his emotions not only linked to his father but his own self-worth and come to the realisation that what happened in his family or to him was not his fault !

“Thank you (Children's worker name) for being there through our darkest time. ”

Quote from James' mother

*This is a typical story of a client's problem. Names and some details have been changed to ensure client confidentiality.



Domestic Abuse Outreach Service

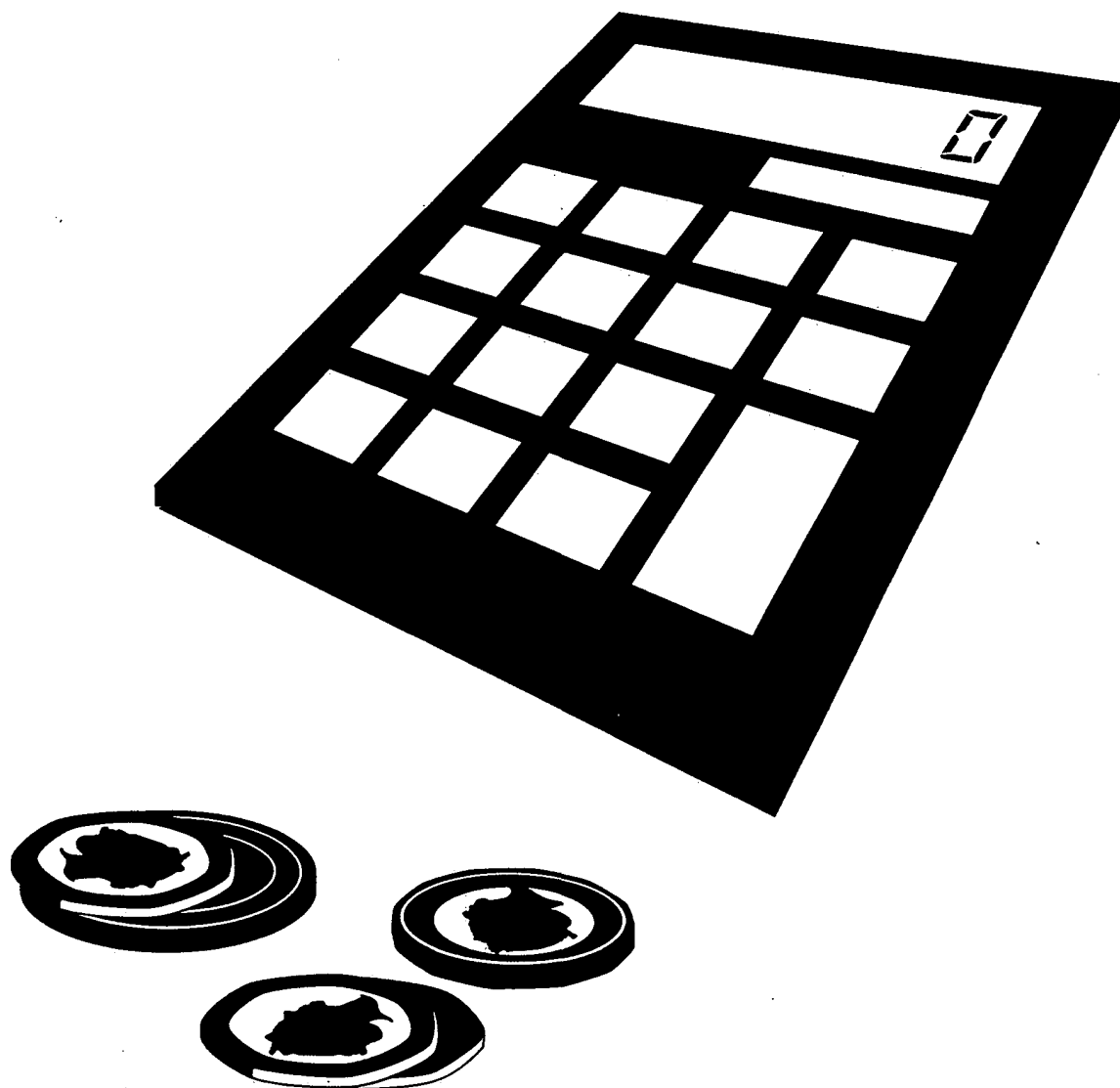
Thanks to our supporters

Thank you to the many people and organisations who provided generous financial support this year for our domestic abuse service. The following organisations also provided financial support for our work:

Surrey County Council
Surrey Police
Office of Police and Crime Commissioner for Surrey
Guildford Borough Council
Waverley Borough Council
Community Foundation for Surrey
Guildford Poyle Charities
The Rotary Club of Farnham Weyside
Castle Keep Masonic Lodge
Marshalls Solicitors
Guildford Diocese
Willis Towers Watson
Christ Church Shamley Green
Witley Parish Council
The Mill at Elstead

We would also like to thank Emmanuel Church Stoughton, Helping Hands Godalming and Godalming Baptist Church who provided accommodation to support the work of our service.

Our accounts



Chairman's Overview

Financial Review

General

The accounts below show the financial results for the year. In summary, we achieved an operating surplus of £69,000. This comprised:

An operating surplus of £13,000 for the Citizens Advice section of the organisation, which is slightly lower than the previous year. However, it is favourable to the breakeven position budgeted, due to additional donation/fundraising income and careful cost management.

An operating surplus of £56,000 for the SWSDAOS section of the organisation which includes £22,000 received on the transfer-in of the service at the start of the year. The £34,000 in-year surplus was planned in order to increase the level of SWSDAOS reserves.

Funds and Reserves

It is the Trustees' view that the minimum balance on our reserves should be equivalent to three months' operating expenditure. The actual position at 31 March 2020 was as follows:

The Citizens Advice section of the organisation had unrestricted reserves of £126,000 which compares to an average three months of operating costs of £85,000.

The SWSDAOS section of the organisation had reserves of £51,000 which compares to an average three months of operating costs of £49,000. It is very encouraging that the minimum reserves requirement has been achieved in the first year of managing the service.

The Trustees continue to be prudent in their management of costs due to the climate of financial uncertainty that we face, notwithstanding the increase in demand and complexity of the service that we provide.

Funding

The Trustees are grateful to all our local councils for their continuing financial support of Citizens Advice.

The Trustees are equally grateful to Surrey County Council and the Office of the Police and Crime Commissioner for Surrey for their continuing financial support of SWSDAOS.

We also receive funding from a number of other local organisations. Other funds are received for specific projects and details are shown in the Accounts. We are very grateful to all of these funders and to the many individuals who have made donations and supported our fundraising in the community.

Chairman's Overview

Trustees' Responsibilities in respect of these Accounts

Company law requires Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company at the year end and of the net incoming resources of the charitable company for the year then ending. In preparing these financial statements, Trustees are required to:

select suitable accounting policies; • make judgements and estimates that are reasonable and prudent; • state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and prepare financial statements on a going-concern basis unless it is inappropriate to assume that the company will continue on that basis.

Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company, and to enable it to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Board on 25th November 2020 and signed on their behalf:

A handwritten signature in dark ink, appearing to read 'Paul Rees', with a horizontal line underneath it.

Paul Rees - Chair of Trustee Board

Independent Examiner's report to the Trustees of Citizens Advice Waverley ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2020.

Responsibilities and basis of report

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

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

Independent examiner's statement

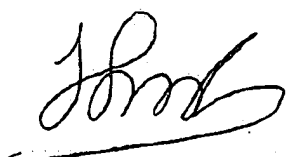
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Association of Chartered Certified Accountants which is one of the listed bodies. I have completed my examination, I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102)).

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

J Brooks FCCA
PPK Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

Date: 4th November 2020



J Brooks FCCA
PPK Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

Statement of Financial Activities

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2020

	Restricted Funds	Designated Funds	Unrestricted Funds	2020 Total Funds	2019 Total Funds
INCOMING RESOURCES					
Income resources from charitable activities					
Voluntary income (Note 3)	-	-	313,643	313,643	318,029
Bank and Investment income (Note 3)	-	-	2,887	2,887	1,904
Income from charitable activity (Note 3)	344,672	-	41,593	386,265	44,010
Total incoming resources	344,672	-	358,122	702,794	363,943
RESOURCES EXPENDED					
Charitable activities (Note 4)	291,878	3,549	333,039	628,466	339,941
Governance (Note 4)	-	-	1,260	1,260	1,260
Unrealised loss on investments	-	-	4,400	-	-
Total resources expended	291,878	(3,549)	338,699	634,126	341,201
NET MOVEMENT IN FUNDS	52,794	-3,549	19,424	68,669	22,742
Transfers	-	4,644	(4,644)	-	-
NET MOVEMENT AFTER TRANSFERS	52,794	1,095	14,780	68,669	22,742
TOTAL FUNDS AT 1 APRIL 2019	35,851	2,137	111,117	149,106	126,364
TOTAL FUNDS AT 31 MARCH 2020	88,645	3,232	125,897	217,775	149,106

Balance Sheet

BALANCE SHEET AT 31 MARCH 2020

	Restricted Funds	Designated Funds	Unrestricted Funds	2020 Total Funds	2019 Total Funds
FIXED ASSETS					
Tangible assets (Note 6)	-	3,232	-	3,232	2,138
Investments (Note 7)	-	-	78,716	78,716	80,561
CURRENT ASSETS					
Debtors and prepaid expenses	-	-	12,827	12,827	10,762
Cash at bank and in hand	88,645	-	135,162	223,807	164,708
	88,645	0	147,989	236,634	175,471
CURRENT LIABILITIES					
Amounts falling due within one year (Note 8)	-	-	(100,807)	(100,807)	(109,063)
NET CURRENT ASSETS	88,645	0	47,182	135,827	66,408
NET ASSETS	88,645	3,232	125,898	217,775	149,106
FUNDS (Note 9)					
Restricted				88,645	35,851
Designated				3,232	2,137
Unrestricted				125,898	111,117
TOTAL FUNDS				217,775	149,106

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

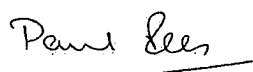
The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2020 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies. The financial statements were approved by the Board of Trustees on 25th November 2020 and were signed on its behalf by:

Paul Rees, Chair of Trustee Board



Date: 25th November 2020

Notes to the Financial Statements

Notes for the Financial Statements for the Year Ended 31 March 2020

1 SHARE CAPITAL AND MEMBERS' LIABILITY

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

2 ACCOUNTING POLICIES

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the charitable company's financial statements.

(a) Basis of Preparation

The financial statements of the charitable company, which is a public benefit entity under FRS102, have been prepared in accordance with the Charities SORP (FRS102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' EFA, and the Companies Act 2006. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

Financial Reporting Standard 102 - reduced disclosure exemptions

The charity has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of Section 3 Financial Statement Presentation paragraph 3.17(d);
- the requirements of Section 11 Financial Instruments paragraphs 11.41(b), 11.41(c) 11.41(e), 11.41(f), 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of Section 12 Other Financial Instruments paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of Section 33 Related Party Disclosure paragraph 33.7.

(b) Income

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

(c) Expenditure

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

Notes to the Financial Statements

Continued....

- (d) **Fixed Assets**
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.
- | | |
|-----------------------|--|
| Short leasehold | Straight line over the term of the lease |
| Fixtures and fittings | 20% or 33% on cost |
- (e) **Taxation**
The charity is exempt from corporation tax on its charitable activities.
- (f) **Fund Accounting**
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.
Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.
Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.
- (g) **Leases**
Where the charity enters into leases that entail taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a 'finance lease'. There were no finance leases in force during the year. All other leases are treated as 'operating leases' and the rental charges are charged to the income and expenditure account as they are incurred.
- (h) **Intangible Income**
The charity enjoys considerable support of volunteers in all areas of its activities and no monetary value is placed on this benefit in these accounts. and no monetary value is placed on this benefit in these accounts.

Notes to the Financial Statements

3. INCOMING RESOURCES	Restricted Funds £	Unrestricted Funds £	Total 2020 £	Total 2019 £
Local Authority grants	-	285,920	285,920	286,475
Other Grants and Donations	-	27,723	27,723	31,554
Voluntary Income	-	313,643	313,643	318,029
Investment Income	-	2,887	2,887	1,904
Income from Charitable Activity	344,672	41,593	386,265	44,010
Total incoming resources	344,672	358,123	702,795	363,943

4. RESOURCES EXPENDED	Restricted Funds £	Designated Funds £	Unrestricted Funds £	Total 2020 £	Total 2019 £
Salaries (Note 10)	235,641	-	182,616	418,257	191,049
Premises (Note 11)	15,517	-	88,171	103,688	77,443
Communications	1,979	-	4,610	6,589	6,976
Travel and Parking	10,574	-	11,023	21,597	12,318
Training Costs	13,021	-	5,790	18,811	2,802
Office Running Costs	10,080	-	34,240	44,320	43,093
Other Costs	5,066	-	6,589	11,655	3,400
Depreciation	-	3,549	-	3,549	2,860
Charitable Activities	291,878	3,549	333,039	628,466	339,941
Governance			1,260	1,260	1,260
Unrealised loss on Investments			4,400	4,400	-
Total resources expended	291,878	3,549	338,699	634,126	341,201

Notes to the Financial Statements

5. NET MOVEMENT IN FUNDS

2020

2019

£

£

The net movement in funds is stated after charging:

Independent Examiner's Fee

1,260

1,260

Depreciation

3,549

2,860

6. TANGIBLE FIXED ASSETS

	Leasehold Buildings Haslemere	Leasehold Buildings Godalming	IT Office Equipment	Office Equipment & Furniture	Total
	£	£	£	£	£
Cost					
At 1 April 2019	34,310	17,469	27,638	40,587	120,004
Additions	-	-	4,644	-	4,644
Disposals	-	-	-	-	-

As at 31 March 2020	34,310	17,469	32,282	40,587	124,648
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Depreciation

At 1 April 2019	34,310	15,722	27,638	40,197	117,867
Charge for year	-	1,747	1,734	68	3,549
Disposals	-	-	-	-	-

At 31 March 2020	34,310	17,469	29,372	40,265	121,416
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Net Book Value

At 31 March 2020	-	-	3,096	136	3,232
At 31 March 2019	-	1,747	-	390	2,137

7. INVESTMENTS

2020

2019

£

£

Balance bought forward

80,560

78,942

Funds invested

-

-

Unrealised loss on investments

4,400

Dividends received

2,555

1,618

Closing balance	78,715	80,560
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Notes to the Financial Statements

8. DEBTORS AND CREDITORS	Unrestricted Funds	Total 2020	Total 2019
	£	£	£
Debtors			
Sundry Debtors	12,827	12,827	10,240
Prepayments	-	-	522
	12,827	12,827	10,762

Creditors			
Accruals	95,607	95,607	108,913
Income in Advance	5,000	5,000	-
	100,607	100,607	108,913

9. RESTRICTED FUNDS	Balance as at 01/04/2019	Income	Expenditure	Balance as at 31/03/2020
	£	£	£	£
Healthwatch Surrey	-	9,294	8,458	836
Surrey Crisis Fund	4,617	4,162	7,500	1,279
Outreach Project	6,600	-	1,500	5,100
Help to Claim F2F	-	28,445	28,306	139
Help to Claim Web/Tel	-	48,499	47,826	673
Other Projects	29,148	2,449	2,339	29,258
	40,365	92,849	95,929	37,285
SWSDAOS*	(4,514)	251,823	195,949	51,360
Total Restricted Funds	35,851	344,672	291,878	88,645

Surrey Crisis Fund

This project has been funded by a grant as part of a project managed by Citizens Advice Surrey.

* SWSDAOS (in detail)

	£
Local Authority grants	116,674
Grants (excluding Local Authority)	99,169
Transfer of reserves from previous provider	22,406
Donations and Fundraising	13,574

Total incoming resources	251,823
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	£
Salaries	160,288
Premises	3,100
Communications	1,803
Travel and Parking	10,051
Training Costs	10,243
Office Running Costs	9,246
Other Costs	1,218

Total resources expended	195,949
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Reserves as at 31/3/20	51,360
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Notes to the Financial Statements

10. SALARY COSTS

During the year Citizens Advice Waverley employed 26 paid staff (14.7 FTE). Of these, 6.4 FTE were employed on restricted fund projects including SWSDAOS.

There were no highly paid staff. An analysis is provided below.

Analysis of Salaries:	2020	2019
	£	£
Central Staff	51,036	51,036
Office Operations	131,580	113,527
Staff Cost from Unrestricted Funds	182,616	164,563
Office Operations from Restricted Funds	235,641	26,486
	418,257	191,049

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

No Trustees' received any remuneration in 2019/2020.

Reimbursed expenses totalled £0 (£120 in 2018/2019)

11. OPERATING LEASE COMMITMENTS

As at 31 March 2020, the charity had annual commitments under non-cancellable operating leases as follows:

Cranleigh

The office in Village Way, Cranleigh is leased from Cranleigh Parish Council for 30 years from 25 March 2011, rent free. A figure of £10,600, the open market rental value of the premises, is included in premises costs and in Local Authority grants.

Farnham

The lease on the office in South Street, Farnham is currently under negotiation with Waverley Borough Council.

Godalming

The lease on the office in Bridge Street, Godalming is currently under negotiation with Waverley Borough Council.

Haslemere

The office in Well Lane, Haslemere is leased from a private landlord for a term of 5 years from June 2019, for £17,500 per annum.



Citizens Advice Waverley

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Godalming

Surrey

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