



Waverley



Annual Report 2021-2022

Registered company number: 4823693, Charity registration number: 1098859

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TRUSTEES REPORT

Chair's introduction

Welcome to the Annual Report for Citizens Advice Waverley (CAW) for the year to 31st March 2022.

I expect that there will be many Chairs of many charities all over the UK beginning their annual statement to their own Reports by saying that this has been a challenging year. It certainly has been. Just as our organisation was beginning to return to a more normal service following Covid, we have run headlong into the worst cost of living crisis in memory. I want to start by addressing this before I look back on the year which is now behind us.

As the new Chair for our service, having taken on the role in April this year, I have spent a lot of time thinking about why we exist. We are here simply to advise the residents of Waverley when they most need it, usually at a point of crisis in their lives. That is our core purpose, that is all we do. And now, more and more households, right here in our Waverley community, have serious money problems. Not only ever-increasing energy bills, but challenging employment, benefits, debt and health issues. Families are being hit harder than ever before, and it is going to get worse before it gets better. I want to personally reassure anyone in Waverley who needs our help that we are there for you if you need us. In addition I want to thank our volunteers, our staff, our funders and our partners in Waverley Borough Council and the towns and parishes for their part in this. Without you, each and every one of you, we could not provide the support that is so vitally needed.

We have been providing free and independent advice in Waverley since 1947. Over the past year, we have continued to support our clients across a wide range of issues – as can be seen from the highlights included with this report. At the time, the lockdown closure of the offices led us to consider how we can make better use of technology that is now available. We welcome the fact that we can again offer advice face to face from our offices, but we have embraced some of these technological developments as they have expanded our ability to serve more people.

This last year has brought some new developments too. We fully absorbed the South West Surrey Domestic Abuse Outreach Service, which is now on a firm financial footing led by their CEO Cath Jago, as outlined in the accounts. This team won the Team of the Year award from the national Citizens Advice organisation and we are so proud of them and everything they have achieved for the many adults and children in our area impacted by domestic abuse.

We have also welcomed many new residents to Waverley from Ukraine who have needed advice as they have sought housing, employment, benefits and schooling in our area and again we have been privileged to work alongside Waverley Borough Council in providing much needed practical support and advice.

This year we gained invaluable expertise and direction from our new CEO, Lynn Hannah, who has revitalised our service in the short time she has been with us. Lynn has been looking at new ways to reach more people, more effectively and I look forward to being able to report on progress in our next report. On a sadder note, our most senior service manager, Sally Cowper, retired and while the service will not be the same without her, we wish her a very happy retirement along with sincere thanks for her 34 years of commitment. I would also like to thank Paul Rees, from whom I took over as Chair, for his ten years of leading Citizens Advice Waverley.

This year also saw a new funding and service agreement with Waverley Borough Council. They are our most important partners and funders and one of our key aims is to develop that close partnership further over the coming years as together we seek to support our residents. Funding is, and will continue to be, a challenge and we are looking to build on the success we have had this year in finding additional sources of support for our service.

Our service will need to evolve. We will need to reach out to struggling families, go into the heart of some of the more deprived areas of our community and target help where it is needed most. We will need to partner more effectively with other agencies, other Citizens Advice offices and other charities who are working in our community. I hope that all our stakeholders – staff, volunteers, funders – will tell us what we can do better. But, going back to where I began this statement, our core purpose has never and will never change and we believe that we are needed now, more than ever.

Nigel Jewkes
Chair, Citizens Advice Waverley

One charity, two services

Citizens Advice Waverley consists of two separately managed services, our core Advice Service and the South West Surrey Domestic Abuse Outreach Service (SWSDAOS). Each of these services has its own management, separate funding and dedicated team of specialist staff delivering its client-facing services.

Bringing these two services together within one organisation has enabled us to build on the 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, also enables cost efficiencies for both services.

Both services are overseen by a single Trustee Board.

Pages 10 to 19 of this report focus on the work of our Advice Service, with pages 20 to 32 outlining the work of SWSDAOS.

“Citizens Advice Waverley has been an absolute lifesaver! I can’t thank you enough. Several times in my life I’ve been overwhelmed and out of my depth. Citizens Advice is like a supportive parent, calmly helping resolve my dilemma. Thank you, thank you.” ... Client quote

Our organisation

Citizens Advice Waverley is a local charity and company limited by guarantee providing a free, independent and non-judgemental information and advice service to people in Waverley 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 free confidential advice on a wide range of issues, online, over the phone or in person. We work with other voluntary organisations, 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 specialist information services, and research to use in our campaigning work. Citizens Advice also provides a range of infrastructure services to support the running of our business.

Waverley Borough Council extended our Service level agreement until 31st March 2025.

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, safe and free from harm caused by perpetrator behaviour.
- Provide tailored specialist support for children and young people as well as adult survivors.
- Work with affected non-abusive family members as part of a joined-up pathway delivering 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 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.

Citizens Advice provides detailed guidance to help develop and monitor our organisation. Each year we use Citizens Advice's process to benchmark our organisation against an agreed set of 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.

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.

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 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.

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.

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.

"Thanks to everyone at Citizens Advice Godalming for your help with an issue I had with my employer earlier this year. Thanks especially to Jane, whom I met on the first day and to Joan who gave me some excellent and meticulous advice way back in March. I eventually brought a case to the employment tribunal but they settled for the full amount before the hearing! Thanks so much again, Best wishes" ... Client quote

Trustee Board

Nigel Jewkes: Chair. Trustee since 2017

Nigel retired after 20 years in BOC Gases (Linde Group) and brings significant experience in strategy, planning and market development gained working in Asia, USA and Europe.

Jonathan Pepper: Treasurer (Chair FORC). Trustee since 2016

Jonathan has over 30 years' experience of financial planning and analysis in retail and transport organisations and is also a trustee of an Arts sector social enterprise.

Jane Moore: Company Secretary. Trustee since 2015

Jane is a freelance solicitor having previously worked in a senior in-house legal position in a major publishing company. She is also a Certified Information Privacy Professional with a qualification in EU data protection.

Jane Armstrong: Chair Income Generation. Trustee since 2019

Jane has had a career in financial services of over 35 years. She retired in 2019 and is a non-executive board director of a UK asset management team, a governor at Ardingly School in Sussex and a pension fund trustee.

Janet Edwards: Chair Human Resources. Trustee since 2020

Janet recently retired after 35 years experience in the pharmaceutical industry leading clinical research and the development of new medicines. Janet has worked globally and is expert in operational delivery and change management. She is also a Chartered member of CIPD.

Sue Briggs: SWSDA and Safeguarding. Trustee since 2020

Sue has significant experience in support for survivors of domestic abuse as well as other client focused activities in the voluntary sector. Sue also represents CAW/SWSDA on the board of the Surrey Domestic Abuse Partnership (SDAP).

Richard Smith: Trustee for Information Technology. Trustee since 2022

Richard recently retired after 40 years' experience as a Chartered Engineer, and Chartered IT Professional. He worked in the IT Consultancy industry leading large multinational teams across a wide variety of markets, including Banking, Local Government, and the Air Travel Industry. Richard has worked globally and is expert in IT Delivery Management and Technology Led Change.

OUR ADVICE SERVICE

One year at a glance

Chief Executive's overview

Unfortunately, for our clients it has been one of the hardest years we have seen in decades. The immediate future looks woeful and the cost of living crisis is causing ever more difficulties for both families and single people. We are seeing more people asking for foodbank vouchers, more help through the Household Support Fund, and more urgent advice on debt issues.

The cost of living crisis means that we now see more clients with multiple debt issues, likely because household finances were stretched by the pandemic and our clients increasingly lack the security of savings or spare income to weather increases in the cost of energy, food and rent. In the most serious cases households built up debt during the pandemic but were protected from immediate harm by concessions such as the eviction ban and limits on bailiff collections. Higher levels of debt, reduced incomes and the increasing cost of household essentials mean that our clients are continuing to struggle after the pandemic rather than recovering, both because of recent events and the long-term damage to their financial resilience.

We are now seeing more people who have never asked for help before and those we have helped in the past need far more support in their deteriorating domestic situation.

Our aim for the coming year is to support as many people in Waverley as possible. We will not only support residents to get the help they need face to face but will also provide information to those who can largely help themselves. It is often these people who have not in the past thought they needed help.

We successfully secured a 3 year funding agreement supported by a service level agreement, following a tender process, with Waverley Borough Council to support their Thriving Communities Strategy.

Our focus will be on community engagement and self-help. The key element for CAW is to ensure we deliver not only a general service of advice for all residents in our local offices and workers in Waverley but a service for local people including advice and support in the community in the right locations, at the right time for clients.

We will also be supporting our Ukrainian guests and hosts working in partnership with Waverley Borough Council.

We are working in partnership with other Local Citizens Advice and Surrey County Council to support their "No One Left Behind" strategy. We will ensure vulnerable people are supported with effective debt, budgeting and benefits advice and are able to access the benefits they are entitled to. We will also work to ensure that the impacts of poverty are

actively mitigated and managed as far as possible and the wider health and wellbeing and life chances for these individuals are enhanced.

Our services operate with volunteers from the local community with a huge array of skills and experience. We are truly grateful for their dedication and commitment in particular throughout the pandemic.

The teams have worked relentlessly to provide the best possible advice services. I am extremely proud and grateful for the commitment, perseverance and flexibility of staff and volunteers during this challenging period. They have enabled us to continue to champion the rights of people in Waverley.

As our Chair mentioned, Sally Cowper, our Service Manager retired. She was the backbone of our service and the teams miss her compassion, expertise, advice, guidance and dedicated support she gave to all staff and volunteers. We cannot thank her enough for her outstanding commitment she gave to us all. We wish her a very happy retirement.

We thank Waverley Borough Council, our four Town Councils and local Parishes for your continued financial support.

I would like to thank Barbara Dawkins in Farnham for the massive event held in October 2021 raising an incredible £12,875 to support the work we do at Citizens Advice Waverley. Without these events, initiated by our fantastic staff and volunteers we would not be able to assist those people in need.

Thank you to all who have donated and supported us. When we work together we can achieve the outcomes for our clients and campaign for the rights and policies required to support those in need of our help.

Lynn Hannah

Chief Executive, Citizens Advice Waverley

Our key achievements in 2021/22

Supporting local people

We can all face problems that seem complicated or intimidating. We believe no one should have to face these problems without good quality, independent advice. Our service offers free, confidential advice online, over the phone and in person.

We are here to give people the knowledge and the confidence they need to find their way forward, whoever they are, and whatever their problem.

Post Covid

The service returned to provide face to face to our communities. We have seen a significant rise in benefit and debt issues and clients having more health and wellbeing challenges. Through the instability of the second year of the pandemic, volunteers have continued to be vital in enabling Citizens Advice Waverley to help people find a way forward.

For millions of people in the UK, the cost-of-living crisis is putting them through a nightmare they never thought they'd experience.

Citizens Advice is experiencing record-breaking demand for our services as people grapple with this crisis. Our trained staff and volunteers are working flat out to help people, but we know there are a lot of people out there who find it difficult to get through to us.

We're concerned that if the situation worsens, particularly with price rises coming in Autumn of this year, we'll struggle more than we ever have before to meet this rising demand. We need support now more than ever to help us be there for the people who turn to us. Some of whom have nowhere else to turn.

Maintaining the quality of our services

In 2021/22 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

Advice services

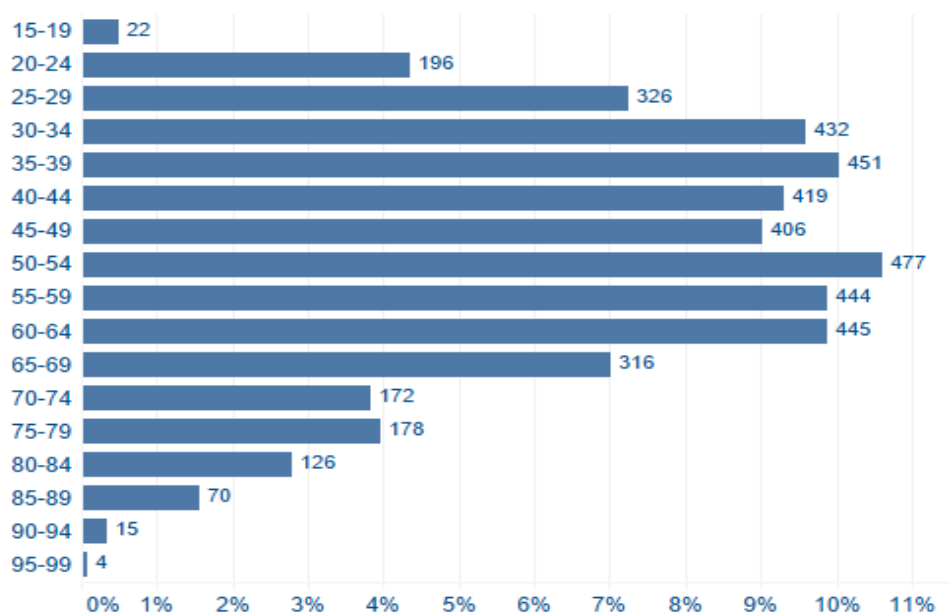
During the course of 2021/22 we:

- ✓ Supported more than 6,000 individuals
- ✓ Handled more than 18,000 client issues
- ✓ Achieved a financial outcome for the community of more than £1,900,000. This included Debt write-offs, reimbursements and rescheduled payments

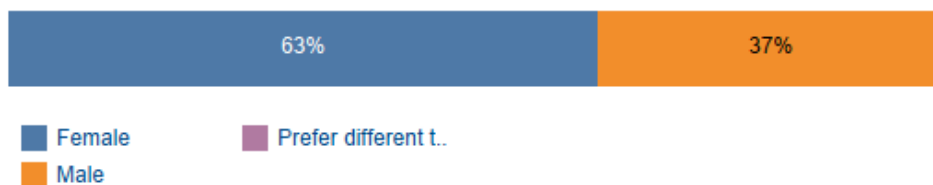
Key Issues

	Issues	Clients
Benefits & tax credits	3,889	1,723
Benefits Universal Credit	3,034	1,067
Consumer goods & services	468	280
Debt	1,668	593
Education	83	57
Employment	1,185	591
Financial services & capability	342	226
GVA & Hate Crime	104	78
Health & community care	463	236
Housing	1,814	890
Immigration & asylum	548	368
Legal	828	524
Other	1,236	682
Relationships & family	1,218	683
Tax	202	126
Travel & transport	417	284
Utilities & communications	555	294
Grand Total	18,054	

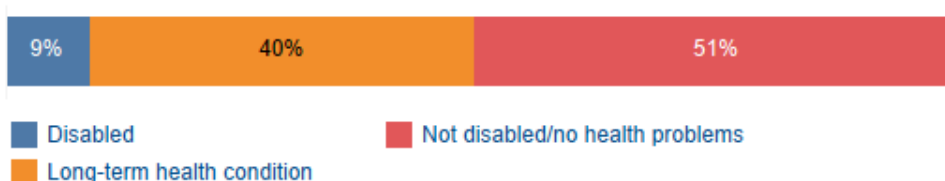
Client Age profile



Client gender



Client health



We successfully secured a 3-year funding agreement supported by a service level agreement, following a tender process with Waverley borough council to support their Thriving Communities Strategy.

Our focus is on community engagement and self-help. The key element for CAW is to ensure we deliver not only a general service of advice for all residents in our local offices and workers in Waverley but a service for local people including advice and support in the community in the right locations, at the right time for clients.

Help to Claim service

We continued to contribute to the national “**Help to Claim**” service in 2021/22. “Help to Claim” 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 Job Centre appointment.

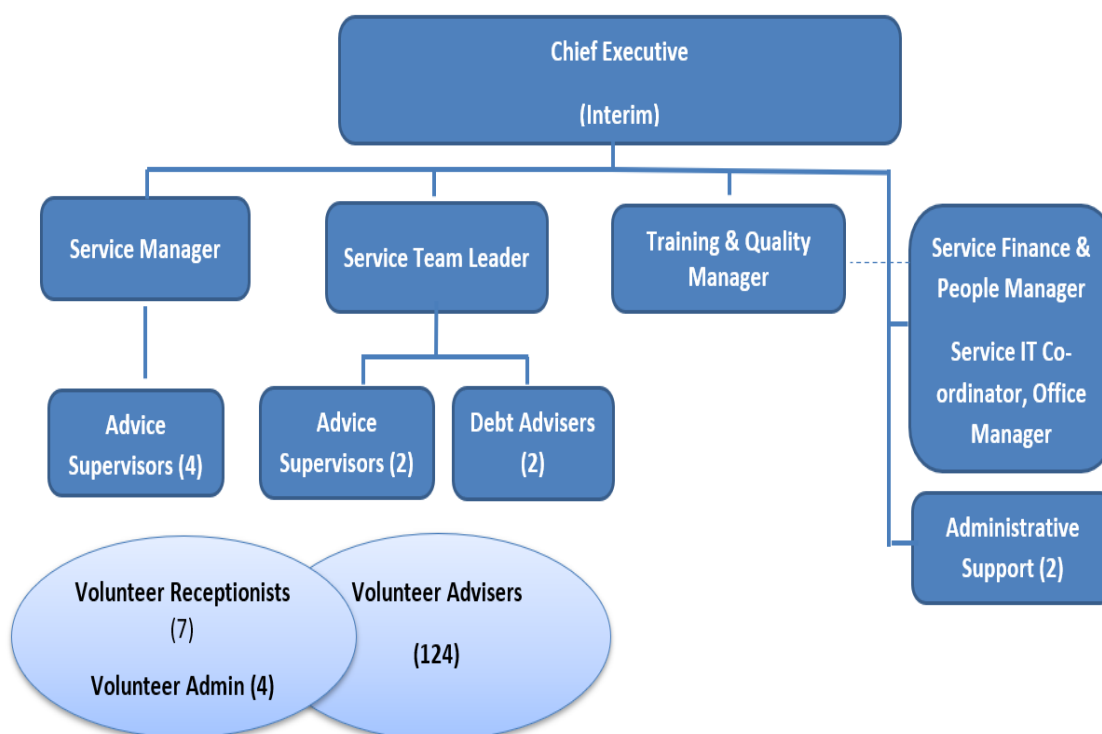
We provide both a face-to-face service at each of our four offices, and support the national “Help to Claim” telephone helpline service.

This contract ceased in March 2022.

“It’s a wonderful service. The Advisers and Cranleigh Citizens Advice office couldn’t be nicer or better, so supportive. I tried calling the Pension Service and explained everything, but they did nothing. When the Cranleigh office got involved, they soon sorted things out. I didn’t realise I could get pension credit, attendance allowance, rent and Council tax paid. Cranleigh advised and helped me. It’s made such a difference. Cranleigh office get things done and have been wonderful – I couldn’t do it myself.” ... Client quote

Our team

We have a team of 124 volunteers who are the backbone of the organisation. The team consist of advisers, supervisors, administration, campaign and research, reception and IT. The experience of our volunteers is extraordinary and so valuable. Without them, we would not be able to do what we do. Thanks to the tireless dedication of its volunteers and staff, Citizens Advice Waverley has continued to give essential advice and crisis support to help people find a way forward. Being a volunteer is a demanding task, so thank you for contributing so much of your time, energy, and efforts to it. You do an excellent job and you are so very much appreciated.



Changing lives CASE STUDY

Caught in the benefits trap?

Our client is suffering from a rare long-term disease resulting in muscle weakness.

“My long-term auto-immune disease results in muscle weakness. I’m often in pain and my mobility is affected. My wife works full time and is paid the minimum wage. When she is not working she is caring for me as we have no family nearby to help out. Following a reassessment of my disability, my benefits were downgraded from the highest rate Disability Living Allowance (DLA) to the standard rate of the new Personal Independence Payments (PIP). I was also found to be no longer eligible for any help with my mobility. This resulted in a reduction in income intended to help me participate in everyday life and get around. We went to our local Citizens Advice as this downgrading was making us anxious and becoming stressful. We were worried about the impact my health condition was having on my wife’s ability to work full time and provide care.”

How we were able to help our client

Our benefits adviser was able to assist the couple to appeal the decision made by the Department of Work and Pensions. This involved explaining the process to the client; helping him to complete a mandatory reconsideration, the Notice of Appeal and ‘How your disability affects you’ form. In addition, which items of relevant supporting evidence needed to be gathered from the clinical specialists.

The appeal was successful and the client was awarded the Enhanced Rate Care Element Personal Independence Payments with Standard rate Mobility. As a result, the couple now have additional funds to meet their increased costs which enable this client to be mobile and participate more fully in everyday life.

Helping to shape a fairer world

Research and campaigns

Our twin and equal aims are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Therefore, we need to ensure that we maximise our ability to spot trends, highlight issues and provide a bank of evidence to influence present and future policies. It will continue to be a core aim of Citizens Advice Waverley and national Citizens Advice to provide evidence to support and stimulate debate, to campaign and lobby on key social policy issues, and to influence both policy makers and service providers.

We endeavor to influence policy in the areas of:

- Benefits and tax credits;
- Consumer goods and services;
- Credit;
- Debt and financial services;
- Employment;
- Essential services;
- Equality and discrimination;
- Health and social care;
- Housing;
- Immigration and asylum;
- Legal issues;
- Other local issues.

This year our team of volunteers campaigned tirelessly distributing articles to all Waverley specific Newspapers and Magazines on a breadth of issues including

- The impact of Covid
- Health and well being
- Scam awareness
- Writing to our local MPs on issues such as cost of living and increasing Universal Credit.

Looking forward

Address the challenge of rising demand by:

Ensuring our services continue to be there for everyone whilst working to make our in-depth and specialist support is focused at those most in need.

By noticing patterns in the problems that clients bring to us and acting on this information in order to prevent advice issues arising and contribute to improvements in policy and practice.

Address the particular challenges experienced by marginalised groups by:

Retaining a focus on championing equality and reducing discrimination.

By making our workplace and services as accessible as possible.

Improving our research, campaigns and service provision in those areas where we know disadvantage and discrimination intersect.

Address the challenge of future funding uncertainty and rising demand by:

Maintaining a strong, committed and flexible workforce that provides good quality advice and can move between projects and services in response to changes in demand and funding arrangements.

By becoming a more resilient, and flexible organisation, ensuring that our infrastructure supports us to appropriately support our team as well as maintain and develop relationships

By communicating effectively and ensuring we are resourced to implement and deliver our funding strategy.

Thank you to our supporters

We would like to thank all our funders:

- Waverley Borough Council
- Department of Work and Pensions
- Farnham Town Council
- Cranleigh Parish Council
- Godalming Town Council
- Haslemere Town Council
- Witley Parish Council
- Bramley Parish Council
- Busbridge Parish Council
- Dunsfold Parish Council
- Chiddingfold Parish Council
- Rotary
- Hankley Golf club
- Plus all the local people who have raised funds through events or donations over the year

South West Surrey Domestic Abuse Outreach Service

One year at a glance

Chief Executive's overview

The service saw an exceptional rise in referrals during the Covid 19 pandemic, equivalent to a 50% increase from the previous year. Since the lifting of lockdown, the number of referrals has continued at the same rate with more cases presenting with multiple disadvantages. The overall increase in workload and case complexity shows no sign of slowing down.

The year saw our volunteer resource grow significantly. We secured substantial input from a graphic designer who assisted with the branding for our service, producing new publicity materials to raise awareness of domestic abuse and the support we can provide. In parallel with this work, we were fortunate to work with an experienced film-maker who volunteered their time to oversee the production of 2 awareness raising videos that we now use as part of our training offer. Our fundraising volunteer has made an invaluable contribution in supporting the team raising vital additional income for the service. We were fortunate to recruit several volunteers with the essential experience to support the important work of our Survivor groups and Freedom Programme. All of our volunteers are highly valued in their role whether supporting the team in the office or offering direct survivor support and we are grateful for their time and commitment.

Experiencing domestic abuse (including witnessing or being exposed to it) can have a huge impact on the mental health of a survivor. The degree of trauma in adults and young people impacted by domestic abuse has increased during the Covid pandemic. Thanks to grants being awarded to us, we have been able to expand our provision of counselling services for adult survivors and mental health support for children. We have also been grateful to receive additional funding for one to one and group work for our children's service. Work has been ongoing since the latter part of the year overhauling our website with the new site due to launch imminently which has only been made possible due to funding received.

The role of our hospital IDVA (Independent Domestic Violence Advisor) was successfully embedded during the course of the year. This role enables domestic abuse support to be available to survivors who make a disclosure whilst in the care of the hospital. This role is also critical in providing training to staff across all hospital services. We have been fortunate this year in securing funding for our LGBTQ+ Advocate who is supporting survivors across the County. This role provides a specialist contact within the Surrey Domestic Abuse Partnership (SDAP) for LGBTQ+ people who are experiencing domestic abuse. The initial work of our Advocate has been to raise awareness of the specialist service within Surrey and to gain a better understanding of the support needs and challenges faced in this area.

Work continues with our Safer Waverley and Guildford Partnerships with domestic abuse being a key priority for both executives. Our work includes raising awareness of domestic abuse with residents, workforce, and students making easily accessible information about our service available. We are working with businesses in the local area in developing their HR policies to ensure that appropriate access to support is there for staff who maybe experiencing domestic abuse. We have worked together to plan a series of public webinars for residents, business owners and community leaders in South West Surrey. The webinars aim to break the silence on domestic abuse, raise awareness of how to recognise domestic abuse and support survivors to engage and access local services.

As a domestic abuse service, we are very proud of what we have achieved over the past year. As CEO, I am very proud of the team whose dedication and commitment has made a positive difference to the lives of survivors and their children, providing emotional and practical support to ensure that we do all we can to meet their needs.

Cath Jago

Chief Executive, South West Surrey 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 - 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.

“I don’t know what I would have done without the help of the amazing staff at Domestic Abuse Outreach” ...Survivor quote

Year at a glance

- ✓ 897 individuals supported
 - ✓ 1,339 new referrals
 - ✓ 221 cases supported through MARAC (Multi Agency Risk Assessment Conference)
 - ✓ 44 women supported through the Freedom Programme
 - ✓ 550 professionals trained
 - ✓ 239 one to one sessions provided to children and young people
-

Key achievements in 2021/22

Our 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
 - Help with obtaining protective orders
 - Sanctuary Scheme referrals
 - Providing a safe space for women to seek support
 - One to one support for children affected by domestic abuse from specialist children's workers
 - Work in schools and support for Home School Link Workers
 - Access to specialist LGBTQ+ outreach worker
 - Access to legal support through Survivors Group
 - Access to free qualified counselling to clients
-

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

As part of the Surrey Domestic Abuse Partnership services, our Outreach Workers also provide an IDVA (Independent Domestic Violence Advisor) 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 Survivor Groups provide 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. We delivered training and awareness raising sessions throughout the year including to the following services:

- Citizens Advice
- Royal Surrey County Hospital
- Headway
- Surrey Police

Our children's outreach service provides one to one therapeutic support to children who have been affected by domestic abuse. The children are referred from our adult outreach service and usually the children of our outreach clients. During one to one 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.

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 for our adult outreach service, our children's service and our counselling services.

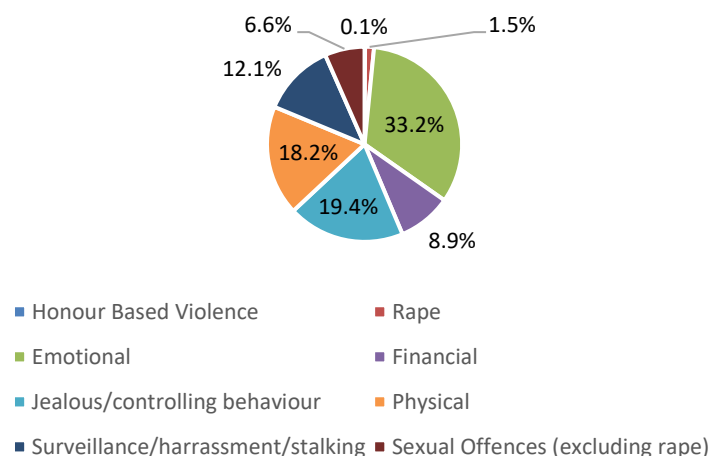
Supporting those affected by domestic abuse

We help by giving skilled practical assistance, ongoing emotional support, information and advice. We cover issues such as safety planning, housing rights, unhealthy relationships and separation, civil and criminal court proceedings, and the needs of children affected by domestic abuse.

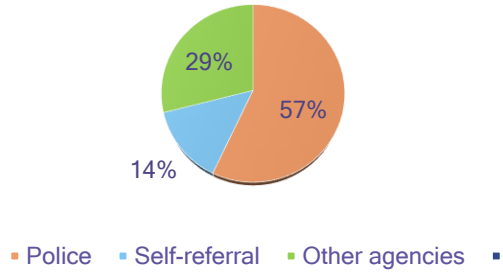
We listen to the survivor's situation - initial calls can take up to two hours with regular follow-up meetings. Often clients need support across months or even years, as they build their own support network and move forward positively with their lives. Clients can attend Survivor Groups where they can 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. Each programme is followed by a Wellbeing course strengthening a feeling of worth and value for survivors.

Types of abuse



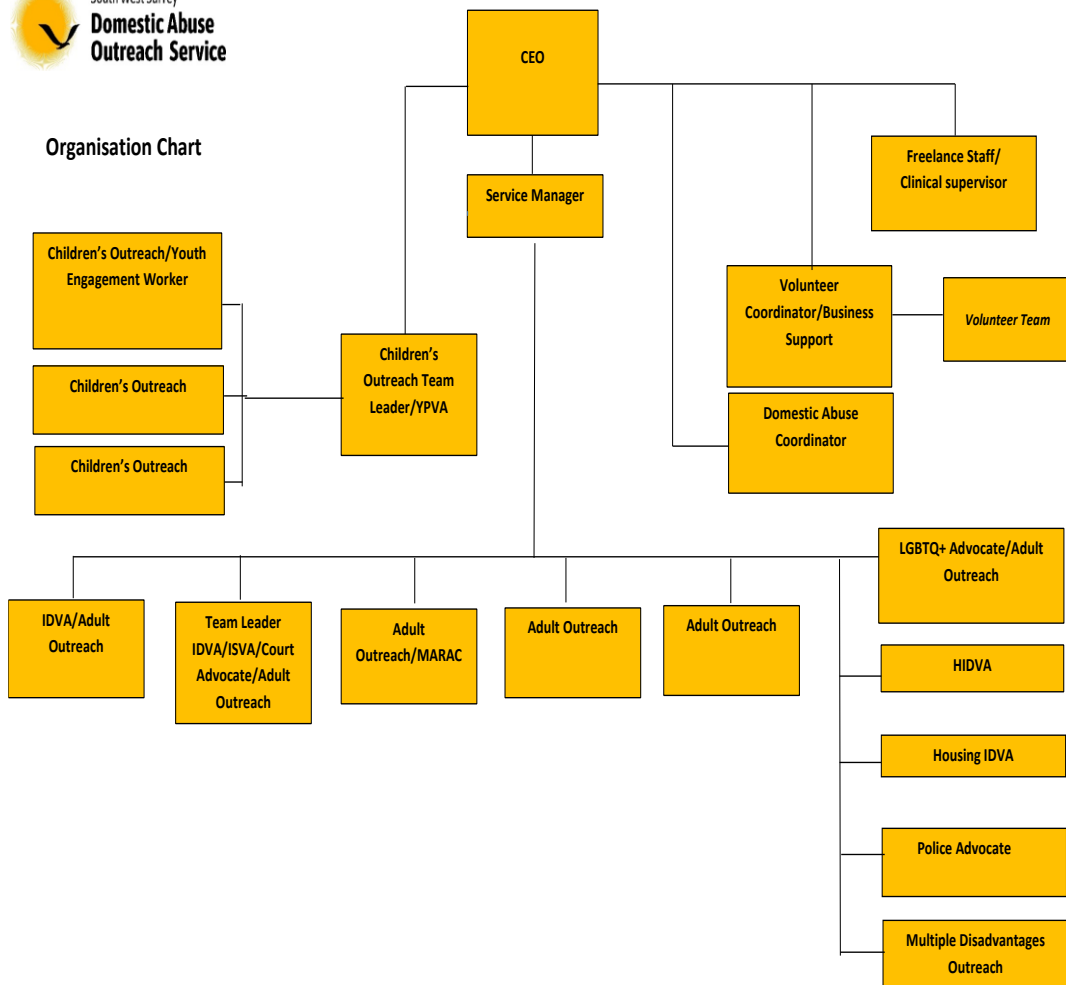
Referral Source



Our team



Organisation Chart



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.
- The Crime Survey for England and Wales year ending March 2022 reported an estimated 5.7% of adults aged 16 to 59 years experienced domestic abuse.
 - The police recorded 909,504 offences flagged as domestic abuse-related in the year ending March 2022.
 - 8% increase from 845,734 offences in the year ending March 2021.
 - 12% increase from 798,607 offences in the year ending March 2020.
 - 722,723 violence against the person offences were flagged as domestic abuse-related, a 7% increase compared with the year ending March 2021. Some of this increase may reflect improvements seen in reporting over the last few years.
 - The Office of National Statistics, Domestic Abuse in England and Wales Overview, November 2021 reported:
 - Referrals of suspects of domestic abuse-flagged cases from the police to the Crown Prosecution Service (CPS) for a charging decision decreased by 3%, from 79,965 in the year ending March 2020 to 77,812 in the year ending March 2021.
 - For the third successive year, the CPS charging rate for domestic abuse-related crimes in England and Wales decreased to 70% in the year ending March 2021, down from 76% in the year ending March 2018.
 - A [BBC News/YouGov poll](#) of more than 3,300 men and women across the UK in February 2022 reported that a third of women aged 25 to 64 had experienced some form of coercive and controlling behaviour. This included 23% of women aged 18-24 and 15% of all men. Almost half of the women surveyed said they had experienced psychological or emotional abuse.

- Annual data shows that prosecuting coercive control remains difficult for police forces
 - Of 33,954 coercive control offences being recorded by police in England and Wales in the year ending March 2021 there were only 373 convictions in the same period.
- A Study by Manchester Metropolitan University, released in September 2022, analysed more than 300 domestic homicide reviews in England and Wales, between 2012 and 2018. In cases where victims had been killed by their current or ex-partner, more than half had experienced coercive and controlling behaviour in the relationship.
- The Domestic Abuse Report 2022, Women's Aid, on usage of Domestic Abuse Services across the UK found:
 - The length of abuse experienced before accessing the support service ranged from less than a month to 66 years; the average length was six years.
 - 94.3% of perpetrators were male.
 - 50.7% of service users in refuge, and 30.5% of Community Based Service Users had experienced financial abuse. The economics of abuse however, can spread wider than financial abuse from a perpetrator, with many survivors facing additional economic and housing challenges after leaving the relationship (Women's Aid, 2019).
 - 36.7% of service users in refuge and 34.8% of Community Based Service Users had experienced surveillance, harassment or stalking.

"The service has been a lifeline at the most difficult part of my life"... Survivor quote

Looking forward

Responsiveness

A number of exciting new roles have been created within the team and we continue to explore further opportunities to develop and enhance our services. New roles include our Police Advocate providing on-site specialist domestic abuse support in partnership with Surrey Police to achieve best outcomes for survivors of domestic abuse. The newly created role of Housing IDVA will work within a dynamic, fast paced, crisis intervention, advocacy and support service to ensure the voice of survivors informs every stage of the process specialising in working with clients for whom housing and risk of tenancy breakdown is a factor. Additional roles have been recruited to further strengthen the support already provided by our Outreach team for survivors with multiple disadvantages.

Service development

Over the next year we are looking at developing a Community Support Programme which will include several different areas of focus. Many of our survivors can have low self-esteem or anxiety and often feel isolated. Our volunteer mentoring aims to encourage and support vulnerable people to engage with the community, accessing local community groups with the assistance of a dedicated volunteer with them ultimately gaining confidence to attend groups and make new friends independently.

Many of our survivors have multiple issues to face including housing, debt, poor mental health and drug or alcohol dependency. It can be difficult for vulnerable individuals who have to access appointments with various agencies to address their issues. Our aim is to offer a facility where in person help and support will be available in one central hub on a drop-in basis with no need to make an appointment.

Currently less than 10% of businesses have a Domestic Abuse workplace policy yet the workplace can be a safe haven for survivors of domestic abuse. We will work to identify large and medium sized businesses and offer training to HR departments and managers in domestic abuse awareness and how to support employees affected by domestic abuse.

Communication

As at all times, critical to the delivery of a responsive and reliable domestic abuse service are the links between all agencies involved. Regular contact and sharing of good practice with our partners and all key stakeholders underpins all our work.

Fundraising

We continue to apply to relevant national and local organisations for grants or any other financial support available. Additional resourcing and creative expertise continues to ensure that we explore all avenues and maximise opportunity.

A new path for South West Surrey Domestic Abuse Service

Discussions have been underway looking at the feasibility of separating the Domestic Abuse Service from the Advice Service within our organisation and for the Domestic Abuse service to stand as an independent charity. The team has been part of Citizens Advice Waverley since April 2019 and much has changed with regard to capacity and service development. It now seems the right time for the Service to pursue its own specialist mission separately from Citizens Advice Waverley whilst actively continuing its work within the Surrey Domestic Abuse Partnership.

The Advice Service and the Domestic Abuse Service will continue to work in very close partnership. Together we serve the same clients across our boroughs. It is critical that our close partnership ensures that referrals are made across the services and that will be an ongoing focus of management and the Board.

CASE STUDY: Helping Sarah to survive domestic abuse

Following severe domestic abuse including violent assault, Sarah(*) escaped her abusive partner and ended the relationship. Despite her attempts to cut all ties, her ex-partner persistently called her and when she blocked his phone, he tried to break into her home and began stalking her. She was terrified of what he would do next.

Keeping Sarah safe

Following a referral from the Police, at our first meeting with Sarah, we prioritised her immediate safety. With Sarah's agreement, we made a referral to The National Centre for Domestic Violence (NCDV) and a non-molestation order was successfully arranged free of charge. We advised and supported Sarah to implement a comprehensive personal safety plan for her and her child including how to keep herself safe at home and when out and about. We also advised her to keep a record of all incidents and report the details to the Police.

First steps to survival

To support Sarah and her child, we liaised with a Family Support Worker and worked in partnership to listen to her needs. We referred Sarah to our specialist counselling service and continued to support her by phone and in person. We encouraged her to attend our regular survivor coffee mornings with access to free legal advice and peer support from other survivors. Many of our clients, including Sarah, feel guilty for not reporting the domestic abuse before a crisis point has been reached. Crucially, our Outreach Worker was able to offer support, reassurance and practical solutions. Counselling has helped Sarah to understand that domestic abuse is not her fault and she is not to blame.

Our Children's team supported Sarah's child in one to one sessions exploring feelings and emotions in a safe and familiar environment. We worked closely with the child's school to ensure a trauma informed approach was used.

The journey ahead

Ongoing support and empowerment are critical for survivors of domestic abuse, and our Outreach Worker has maintained regular phone and face to face contact with Sarah. She continues to engage in:

- Specialist counselling
- The Freedom Programme
- Attending our monthly peer support group
- One to one support and holiday workshops for her child

Our support is open ended with no set case timeline. For survivors of domestic abuse, it is often a long journey to build a new life. For Sarah, there are many challenges ahead but the first steps are positive. In Sarah's own words:

"I have found the support from the team and counselling very helpful and feel much stronger" ... It has really helped".

*Name and some details have been changed to protect client confidentiality.

Thank you to our supporters

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

- Surrey County Council
- Surrey Police
- Ministry of Justice
- Office of Police and Crime Commissioner
- Guildford Borough Council
- Waverley Borough Council
- Community Foundation for Surrey
- Guildford Poyle Charities
- Marshalls Solicitors
- Wave 105
- Farnham Lions
- Warburtons
- The Loseley and Guildway Charitable Trust
- Willis Towers Watson
- The National Lottery

We would like to thank the local solicitors who volunteered their time and expertise free of charge to help our clients.

We would also like to thank Guildford United Reformed Church, Godalming Christian Science Church and Godalming Baptist Church who provided accommodation to support the work of our service.

“The relationship that your children’s worker has been able to build has been so wonderful for this young person, it really has.”... Professional’s quote

FINANCIAL SUMMARY

Chair's overview of financials

In summary, the financial results for the year to 31 March 2022 show an operating surplus of £28,071. This comprises:

- An operating deficit of £10,983 for the Citizens Advice section of the organisation – this includes a £8,839 surplus on unrestricted funds and a £19,822 deficit on restricted funds. The deficit is due primarily to expenditure this year on grants received in the previous financial year.
- An operating surplus of £39,054 for the SWSDAOS section of the organisation – The surplus is due primarily to the receipt of grants where further expenditure is expected to be incurred in the 2022/23 financial year.

Funds and reserves

The Trustees have a target for the minimum balance of reserves to be the equivalent of six months operating expenditure.

The actual position at 31 March 2022 was as follows:

- The Citizens Advice section of the organisation had unrestricted reserves of £168,092 which compares to an average six months of operating expenditure of £200,651.
- The SWSDAOS section of the organisation had reserves of £170,302 which compares to an average six months of operating expenditure of £205,470.

Funding

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

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. In addition, the Trustees would like to acknowledge the additional grants received from the Ministry of Justice which have provided additional resources to SWSDAOS during and in the aftermath of the Covid19 pandemic.

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

Nigel Jewkes
Chair, Citizens Advice Waverley

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

Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2022
for
Citizens Advice Waverley
(A Company Limited by Guarantee)

PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

Citizens Advice Waverley

Contents of the Financial Statements
for the Year Ended 31 March 2022

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Balance Sheet	7 to 8
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Detailed Statement of Financial Activities	18

Citizens Advice Waverley

Report of the Trustees
for the Year Ended 31 March 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

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

Our Advice Service offers free confidential advice on a wide range of issues, online, over the phone or in person. 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 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 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, safe and free from harm caused by perpetrator behaviour.
- To provide tailored specialist support for children and young people as well as adult survivors.
- To work with affected non-abusive family members as part of a joined-up pathway delivering support at the right time in the right place.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our objectives and activities and in planning our future activities.

Citizens Advice Waverley

Report of the Trustees
for the Year Ended 31 March 2022

ACHIEVEMENT AND PERFORMANCE

Advice Service

Despite a further year of challenges following the pandemic, Citizens Advice Waverley continued to support nearly 4000 people assisting them with nearly 8500 issues. Through our advice we managed to achieve an income gain for our clients, including debts written off in excess of £3million.

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

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

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

Our focus will be on community engagement and self-help. The key element for CAW is to ensure we deliver not only a general service of advice for all residents in our local offices and workers in Waverley but a service for local people including advice and support in the community in the right locations, at the right time for clients.

We will also be supporting our Ukrainian guests and hosts working in partnership with Waverley Borough Council. We are working in partnership with other Local Citizens Advice and Surrey County Council to support their "No One Left Behind" strategy. We will ensure vulnerable people are supported with effective debt, budgeting and benefits advice and are able to access the benefits they are entitled to. We will also work to ensure that the impacts of poverty are actively mitigated and managed as far as possible and the wider health and wellbeing and life chances for these individuals are enhanced.

Domestic Abuse Service

Our 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 our service
- * Supporting and referral of those needing refuge accommodations
- * Help with obtaining protective orders
- * One to one support for children affected by domestic abuse from specialist children's workers
- * Work in schools and support for Home School Link Workers
- * Access to specialist LGBTQ+ Outreach Worker
- * Access to legal support through Survivors Group
- * Access to free qualified counselling for clients

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

Citizens Advice Waverley

Report of the Trustees
for the Year Ended 31 March 2022

FINANCIAL REVIEW

In summary, the financial results for the year to 31 March 2022 show an operating surplus of £28,071. This comprises:

An operating deficit of £10,983 for the Citizens Advice section of the organisation - this includes a £8,839 surplus on unrestricted funds and a £19,822 deficit on restricted funds. The deficit is due primarily to expenditure this year on grants received in the previous financial year.

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Funds and reserves

The Trustees have a target for the minimum balance of reserves to be the equivalent of six months operating expenditure.

The actual position at 31 March 2022 was as follows:

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Funding

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

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. In addition, the Trustees would like to acknowledge the additional grants received from the Ministry of Justice which have provided additional resources to SWSDAOS during and in the aftermath of the Covid19 pandemic.

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Trustee selection

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 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.

Risk management

Our trustees are responsible for the effective management of risk and for making sure that internal controls are in place and operating as designed. They have reviewed their procedures in the light of corporate governance guidance contained in the Statement of Recommended Practice "Accounting and Reporting for Charities". A risk assessment report is contained in the business plan and 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.

REFERENCE AND ADMINISTRATIVE DETAILS

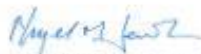
Registered Company number

04823693 (England and Wales)

Citizens Advice Waverley**Report of the Trustees
for the Year Ended 31 March 2022****Registered Charity number**
1098859**Registered office**
New Montrose House
36 Bridge Street
Godalming
Surrey
GU7 1HP**Trustees**
P Rees - Chair of Trustee Board (resigned 8.4.22)
Ms J Moore
J T Pepper
N M Jewkes Chair of Trustee Board (from 8.4.2022)
F Aftab (resigned 1.10.21)
Ms J Armstrong
Ms J Edwards**Company Secretary**
Ms J Moore**Independent Examiner**
PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

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

Approved by order of the board of trustees on 7 November 2022..... and signed on its behalf by:



.....
N M Jewkes - Trustee

**Independent Examiner's Report to the Trustees of
Citizens Advice Waverley**

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 2022.

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 (FRS 102)).

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



James Brooks FCCA
Association of Chartered Certified Accountants
PPK Accountants Limited
Chartered Certified Accountants
Sandhurst House
297 Yorktown Road
Sandhurst
Berkshire
GU47 0QA

Date: 9 November 2022
Date:

Citizens Advice Waverley

Statement of Financial Activities
for the Year Ended 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	285,140	2,000	287,140	321,597
Charitable activities					
Charitable activities		121,043	575,190	696,233	592,051
Investment income	4	3,960	34	3,994	3,943
Total		<u>410,143</u>	<u>577,224</u>	<u>987,367</u>	<u>917,591</u>
EXPENDITURE ON					
Charitable activities					
Charitable activities	6	401,304	557,992	959,296	761,135
Governance		-	-	-	1,260
Total		<u>401,304</u>	<u>557,992</u>	<u>959,296</u>	<u>762,395</u>
NET INCOME		8,839	19,232	28,071	155,196
RECONCILIATION OF FUNDS					
Total funds brought forward		159,253	213,717	372,970	217,774
TOTAL FUNDS CARRIED FORWARD		<u><u>168,092</u></u>	<u><u>232,949</u></u>	<u><u>401,041</u></u>	<u><u>372,970</u></u>

The notes form part of these financial statements

Citizens Advice Waverley**Balance Sheet
31 March 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	12	5,179	2,026	7,205	4,744
Investments	13	85,891	-	85,891	82,200
		<u>91,070</u>	<u>2,026</u>	<u>93,096</u>	<u>86,944</u>
CURRENT ASSETS					
Debtors	14	13,205	-	13,205	6,042
Cash at bank and in hand		212,673	230,922	443,595	383,280
		<u>225,878</u>	<u>230,922</u>	<u>456,800</u>	<u>389,322</u>
CREDITORS					
Amounts falling due within one year	15	(148,855)	-	(148,855)	(103,296)
		<u>77,023</u>	<u>230,922</u>	<u>307,945</u>	<u>286,026</u>
NET CURRENT ASSETS					
		<u>168,093</u>	<u>232,948</u>	<u>401,041</u>	<u>372,970</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>168,093</u>	<u>232,948</u>	<u>401,041</u>	<u>372,970</u>
NET ASSETS					
		<u>168,093</u>	<u>232,948</u>	<u>401,041</u>	<u>372,970</u>
FUNDS	17				
Unrestricted funds				168,093	159,253
Restricted funds				232,948	213,717
				<u>401,041</u>	<u>372,970</u>
TOTAL FUNDS				<u>401,041</u>	<u>372,970</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 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.

The notes form part of these financial statements

Citizens Advice Waverley

Balance Sheet - continued
31 March 2022

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

The financial statements were approved by the Board of Trustees and authorised for issue on 7 November 2022 and were signed on its behalf by:



.....
N M Jewkes - Trustee

The notes form part of these financial statements

Page 8

Citizens Advice Waverley

Notes to the Financial Statements
for the Year Ended 31 March 2022

1. SHARE CAPITAL AND MEMBERS' LIABILITY

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

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. 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 charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

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

Income

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

Expenditure

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

Tangible fixed assets

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

Short leasehold	- Straight line over 15 years
Fixtures and fittings	- 33% on cost

Taxation

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

Fund accounting

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

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

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

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

2. ACCOUNTING POLICIES - continued

Intangible income

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

3. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations	2,640	36,527
Grants	284,500	285,070
	287,140	321,597

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

	2022	2021
	£	£
Waverley Borough Council	212,000	210,000
Farnham Town Council	17,500	17,500
Godalming Town Council	28,000	28,000
Haslemere Town Council	12,500	11,520
Cranleigh Parish Council	10,600	10,600
Parish Councils	3,900	7,450
	284,500	285,070

4. INVESTMENT INCOME

	2022	2021
	£	£
Income from investments	3,994	3,943
	3,994	3,943

5. INCOME FROM CHARITABLE ACTIVITIES

		2022	2021
	Activity	£	£
Services income	Charitable activities	136,893	87,895
Grants	Charitable activities	559,340	504,156
		696,233	592,051

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

	2022	2021
	£	£
Restricted Projects	559,340	504,156
	559,340	504,156

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Charitable activities	958,036	1,260	959,296

7. SUPPORT COSTS

	Governance costs £
Charitable activities	1,260

8. NET INCOME/(EXPENDITURE)

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

	2022 £	2021 £
Depreciation - owned assets	4,053	3,180

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

10. STAFF COSTS

	2022 £	2021 £
Wages and salaries	683,799	553,528
	<u>683,799</u>	<u>553,528</u>

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

	2022	2021
Management and administration	34	32

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

During the year Citizens Advice Waverley employed 34 paid staff (19.4 FTE). Of these, 11 FTE were employed on restricted fund projects. No employee (2021: 0) received remuneration in excess of £60,000. An analysis is provided below.

Analysis of salaries:

2022£

2021£

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

10. STAFF COSTS - continued

Central staff	76,933	51,143
Office operations	182,304	196,927
Staff cost from unrestricted funds	259,237	247,963
Office operations from restricted funds	425,294	306,003
	684,531	553,966

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

No Trustees' received any remuneration in 2021/2022.
Reimbursed expenses totalled £0 (£0 in 2020/2021).

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	321,597	-	321,597
Charitable activities			
Charitable activities	85,272	506,779	592,051
Investment income	3,943	-	3,943
Total	<u>410,812</u>	<u>506,779</u>	<u>917,591</u>
EXPENDITURE ON			
Charitable activities			
Charitable activities	379,428	381,707	761,135
Governance	1,260	-	1,260
Total	<u>380,688</u>	<u>381,707</u>	<u>762,395</u>
NET INCOME	30,124	125,072	155,196
RECONCILIATION OF FUNDS			
Total funds brought forward	129,129	88,645	217,774
TOTAL FUNDS CARRIED FORWARD	<u>159,253</u>	<u>213,717</u>	<u>372,970</u>

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

12. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Totals £
COST			
At 1 April 2021	51,779	77,561	129,340
Additions	3,214	3,300	6,514
	<u>54,993</u>	<u>80,861</u>	<u>135,854</u>
DEPRECIATION			
At 1 April 2021	51,779	72,817	124,596
Charge for year	214	3,839	4,053
	<u>51,993</u>	<u>76,656</u>	<u>128,649</u>
NET BOOK VALUE			
At 31 March 2022	<u>3,000</u>	<u>4,205</u>	<u>7,205</u>
At 31 March 2021	<u>-</u>	<u>4,744</u>	<u>4,744</u>

13. FIXED ASSET INVESTMENTS

	Unlisted investments £
MARKET VALUE	
At 1 April 2021	82,200
Additions	3,691
	<u>85,891</u>
NET BOOK VALUE	
At 31 March 2022	<u>85,891</u>
At 31 March 2021	<u>82,200</u>

There were no investment assets outside the UK.

Citizens Advice WaverleyNotes to the Financial Statements - continued
for the Year Ended 31 March 2022

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	2022	2021
	£	£
Prepayments	13,205	6,042
	<u> </u>	<u> </u>
15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	2022	2021
	£	£
Accrued expenses	148,855	103,296
	<u> </u>	<u> </u>

16. LEASING AGREEMENTS

As at 31 March 2022, 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 April 2014, 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 office in Bridge Street, Godalming is leased from Waverley Borough Council is currently under negotiation.

Haslemere

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

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

17. MOVEMENT IN FUNDS

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

Net movement in funds, included in the above are as follows:

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

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

17. **MOVEMENT IN FUNDS - continued**

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	129,129	30,124	159,253
Restricted funds			
Healthwatch Surrey	836	(801)	35
Surrey Crisis Fund (LAS)	1,279	46	1,325
District Outreach Project	5,100	-	5,100
Technical Support	14,089	-	14,089
Client Fund Godalming	1,495	92	1,587
Client Fund Haslemere	12,387	(999)	11,388
Help to Claim F2F Set Up	139	250	389
Help to Claim Web/Tel Set Up	673	368	1,041
SWSDA	51,360	79,889	131,249
Client Fund Farnham	1,287	(773)	514
Adviceline Single Queue/HMPT	-	37,740	37,740
Money and Pensions Service (MaPs)	-	1,900	1,900
BEIS Remote Working & Soft Phones	-	7,360	7,360
	<u>88,645</u>	<u>125,072</u>	<u>213,717</u>
TOTAL FUNDS	<u>217,774</u>	<u>155,196</u>	<u>372,970</u>

Citizens Advice Waverley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

17. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	410,812	(380,688)	30,124
Restricted funds			
Healthwatch Surrey	9,294	(10,095)	(801)
Surrey Crisis Fund (LAS)	2,546	(2,500)	46
Client Fund Godalming	250	(158)	92
Client Fund Haslemere	1,390	(2,389)	(999)
Help to Claim F2F Set Up	33,750	(33,500)	250
Help to Claim Web/Tel Set Up	50,008	(49,640)	368
SWSDA	337,327	(257,438)	79,889
Client Fund Farnham	647	(1,420)	(773)
Adviceline Single Queue/HMPT	43,000	(5,260)	37,740
Money and Pensions Service (MaPs)	16,827	(14,927)	1,900
BEIS Remote Working & Soft Phones	11,740	(4,380)	7,360
	<u>506,779</u>	<u>(381,707)</u>	<u>125,072</u>
TOTAL FUNDS	<u>917,591</u>	<u>(762,395)</u>	<u>155,196</u>

18. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

Citizens Advice Waverley

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	2,640	36,527
Grants	284,500	285,070
	287,140	321,597
Investment income		
Income from investments	3,994	3,943
Charitable activities		
Services income	136,893	87,895
Grants	559,340	504,156
	696,233	592,051
Total incoming resources	987,367	917,591
EXPENDITURE		
Charitable activities		
Wages	683,799	553,528
Premises costs	125,314	115,696
Telephone, postage and website	11,845	10,018
Advertising	4,313	-
Sundries	36,015	7,739
Travel	11,514	5,573
Recruitment and training	15,388	6,054
Office running costs	65,794	59,347
Depreciation of tangible fixed assets	4,054	3,180
	958,036	761,135
Support costs		
Governance costs		
Accountancy and legal fees	1,260	1,260
Total resources expended	959,296	762,395
Net income	28,071	155,196

This page does not form part of the statutory financial statements