

# About Us

## Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Citizens Advice South West Surrey covers the areas of Waverley and Guildford Boroughs. Both borough areas are often considered to be affluent with high levels of employment and rates of home ownership. However, there are significant pockets of deprivation. We're an independent local charity and limited company supporting some of the most vulnerable in our community.

We have 6 offices, in Ash, Cranleigh, Farnham, Godalming, Guildford and Haslemere, as well as delivering services at outreach in communities. We provide free, confidential, impartial and independent information, advice, casework and support for the benefit of the local community, as well as using our unique evidence based approach to exercise a responsible influence on policy and practice to address the underlying cause of problems for our clients.

Governed by a board of 9 trustees, we have a highly skilled workforce to support the organisation. This includes 38 staff and 145 volunteers.

We provide a generalist advice service through which the public can access advice from Monday to Friday through email, in person and over the telephone. Our core funding is primarily provided by Guildford Borough Council, Waverley Borough Councils and the Town and Parish Councils across Waverley, with additional support from donations.

In addition to our generalist advice service, we run 7 targeted and specialist services.

- **Cancer service** is funded by Macmillan Support and provides welfare benefit advice to people in Guildford, Waverley and Surrey Heath who are affected by cancer and is a largely telephone-based service. We also have an outreach service funded by and operating from the Fountain Centre for those being treated at Royal Surrey Hospital.
- **Mental Health service** provides a casework service (predominantly welfare benefits, debt and housing) to people with mental health issues. The service is currently available for people under secondary mental health care and is funded by the Surrey Heartlands Integrated Care Board, and Guildford and Waverley Alliance.
- **Work Wise** is part of Surrey's IPSPC programme and supports clients who have mental health issues, learning or other disabilities, with housing and benefits issues, in particular better off in work calculations.
- **Specialist Debt advice** - this includes advice to some of the most financially excluded groups in society funded by the Money and Pensions Service (MaPS).

- **Homelessness Prevention** is funded by Guildford Borough Council and is designed to support people who are at risk of homelessness by supporting them with debt, benefits and housing issues.
- **Community Engagement** is funded by Waverley Borough Council and Community Foundation for Surrey to provide those residents with the highest level of deprivation in Waverley the opportunity to improve their own life chances by bringing together partners to develop tools, community action and advice.
- **Advice First Aid** provides training to key community partners to give support to residents through information and signposting, funded by Surrey County Council in partnership with SGN and other local Citizens Advice in Surrey.

# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.

