



**Runnymede  
& Spelthorne**

## **Annual Review and Accounts**

**2016/17**



## **Serving the Local Community**

**Charity Number 1128180**

**Company Number 06754766**

**In partnership with:**



# An Introduction from the Chair

---

I have now had a full year under my belt as chair of Citizens Advice Runnymede and Spelthorne, and it has been quite a year. As I predicted in my introduction to last year's annual report, 2016/17 looked like being a busy year, and so it proved. Demand for our services continues to increase, and as before, benefit issues and difficulties in securing affordable housing dominate.

In addition, we have been required to sign up to a new and more demanding membership agreement with Citizens Advice, the national advice organisation, and whilst we still have concerns that the new agreement may not always work to the benefit of local clients, we recognise the efforts of head office in trying to raise the standards nationally to those of the best local Citizens Advice office.

Negotiations with the Council have resulted in us acquiring the old storage facility next to our offices at the Old Library. Work to provide much needed extra space will hopefully be finished by the next Annual Report. This new development will enable us to improve the service we provide, and will help us meet the mission statement we set ourselves a while back to provide more advice to more people in more locations.

And so we look forward to 2017/18 and I am confident Pat and her team will continue to provide cost effective and good quality advice and assistance to the residents of the two boroughs.

My heartfelt thanks go out to them all.

**Ian Blowers**

## Trustees

Ian Blowers  
(Chair)

Trevor Mudd  
(Treasurer)

Barry Seaman  
Arvi Jassal

David Kaphan

Paul Thompson

Ian Bell

Sue Metcalf

Roy Flood

Andrew Fraser

(Research & Campaigns)

## Council Representatives

Cllr Barry Pitt

Runnymede Borough Council

Cllr Alfred Friday

Spelthorne Borough Council

# Chief Officers Report

---

It has been 6 years since the Runnymede CAB merged with Spelthorne CAB to become Citizens Advice Runnymede and Spelthorne. We have come a long way since then, becoming the biggest and busiest information and advice service in the area with an excellent record of consistently delivering high quality, holistic advice services to the local communities.

Over this time the UK has suffered a significant economic downturn with deeply felt repercussions on people's lives. We have seen:

- Major reductions in public spending and the repercussions of Welfare Reform.
- Rises in the cost of housing along with a shortage of affordable rental property.
- The transfer of DLA to PIP leading to financial hardship for vulnerable people.

We have worked closely with our local authorities and many other local and national agencies to help our clients manage their problems. In addition we have contributed to the wider economy by helping people access financial entitlements that they may not otherwise have done.

In 2016/17 we continued to look for new and better ways to meet the expectations of our clients and funders and to this end we have:

- Provided appointment slots for external housing and family law solicitors.
- Continued to improve access to advice through our reception and triage system.
- Offered clients telephone 'ring backs' during busy sessions.
- Relaunched our Research and Campaigns activity.
- We manage funds on behalf of Woking Lions to help clients in fuel poverty.

Our plans for next year include:

- Email advice.
- Home visiting service for older housebound people.
- Improving our IT system, moving to a cloud based system.
- Obtain extra space for the Addlestone office.
- Self-help computer access for clients.

Demand for our service remains high, with many local people facing increasingly complex problems. The change from DLA to PIP has meant more appeal submissions and the end of the Surrey County Council funded Getwise project has led to extra requests for our help. I anticipate this increasing in 2017/18 with the closure of Age UK Runnymede and Spelthorne and Carers Support. In addition we are preparing ourselves for Universal Credit.

Our success as an organisation is a testament to the hard work and dedication of our staff and volunteers and I thank them all.

Finally I would like to thank our local authorities and the NHS for the continuing commitment that they have shown by supporting our work, particularly as they face difficult financial challenges themselves.

**Pat Thompson**

# Our Year at a Glance

---

## Everyone experiences problems

 **3,936**  
People helped

 **11,494**  
issues handled

 **11,855**  
client contacts

---

## What people came to see us about?

 **46%**  
Benefits

 **11%**  
Debt

 **12%**  
Housing

 **24%**  
Employment &  
Relationship

---

## How people contacted us

 **65%**  
Face to face

 **34%**  
by telephone

 **1%**  
Email, webchat or  
letter

---

## Our value to society

 **£7,455**  
charity money gained  
for clients

 **117**  
clients helped to  
save their home from  
possession at Court

 **920,000+**  
confirmed benefit  
gains for clients

---

## Our resources

 **50**  
Volunteers

 **3**  
advice centres

 **10,588**  
visits to our  
website

---

# About Us

---



**Citizens Advice Runnymede & Spelthorne is a local charity that helps people to solve their problems and find ways forward. It is run by volunteers, supported by a small team of paid staff.**

---

**We run 3 main advice centres, in the Abraham Cowley Unit, the library in Sunbury and The Old Library in Addlestone from which we provide free, confidential, high quality, impartial information and advice. We also use the evidence we collect to campaign for social improvements.**

---

## **Our aims**

- To provide local people the advice they need to overcome their problems
- To campaign on the big issues that affect their lives

## **Our principles**

- To provide everyone with free and easy access to independent, confidential and impartial advice on their rights and responsibilities
- To value diversity, promote equality and challenge discrimination

## **Our values**

- To provide high quality, inclusive services that focus on local people's needs particularly the vulnerable, disenfranchised and socially excluded
- Use research and campaigning to challenge disadvantage and barriers to social inclusion
- Provide sound governance through a Trustee Board working with integrity and transparency
- Recognise the value of our staff and volunteers and develop their full potential
- Participate in County and national Citizens Advice work
- Build positive working relationships with key local organisations
- Minimise our environmental impact

# Changing Lives

---

## What We Do

We change lives by giving people the information and advice they need to find a way forward. We do this on the phone, by email and face to face at our advice centres in Addlestone, Sunbury and the Abraham Cowley Unit and outreaches in Englefield Green and Sunbury. We also use our influence to ensure that local people don't suffer from lack of knowledge or inability to express their needs.

We work with Surrey County Council to deliver the Local Assistance Scheme (LAS) payments to local people facing severe financial crisis. We provide locally based advice services in Runnymede and Spelthorne's most deprived areas.



**2 in every 3**  
Clients found our service very easy to access.



**4 in 5**  
Clients said advice improved their lives, including reducing stress and improving finances



**98%**  
Of our clients reported satisfaction with the overall service

## How We Benefit Everyone



**Reducing social exclusion by securing £190,000 in unclaimed financial entitlements for 160 people, helping to manage peoples debt and helping with over 11,000 issues.**



**Supporting working people with over 797 employment related issues.**



**Saving taxpayers money by preventing 117 local families from losing their homes.**



**Improving people's lives by highlighting 391 examples of poor or ineffective policy or services and by providing volunteer opportunities for more than 50 volunteers.**

### Client Quotes – November 2016

**“I have never felt so supported to have someone sitting with you, when I have had no money for credit for my phone they have made the calls with me, with the economy the way it is they have provided me with help every step of the way.”**

**“I really don't know how we would have got to hospital without the extra money you helped us with.”**

---

# Advice and Support

---



**65%**  
Visited our  
Advice centres



**34%**  
contacted us by  
telephone



**1%**  
contacted us by  
email or letter

---

## Top issues by category

- Personal Independence Payments
- Council Tax arrears
- Private Sector Rental Property
- Pay and entitlements
- Divorce, Separation & Dissolution
- Solicitors/Barristers
- Building Repairs and Improvements
- Charitable Support (foodbanks)

## 11,494 issues dealt with

- Benefits and tax Credits
  - Debt
  - Housing
  - Employment
  - Relationship
  - Legal
  - Consumer
  - Other
- 

## Our Workload

The problems people face are becoming more complex. They require a far greater intervention to help them find a way forward.



**3,936**  
new people seen



**11,855**  
client contacts generated



**4,932**  
face to face  
contacts



**3,245**  
telephone  
contacts



**1,557**  
contacts by  
letter



**147**  
contacts by email

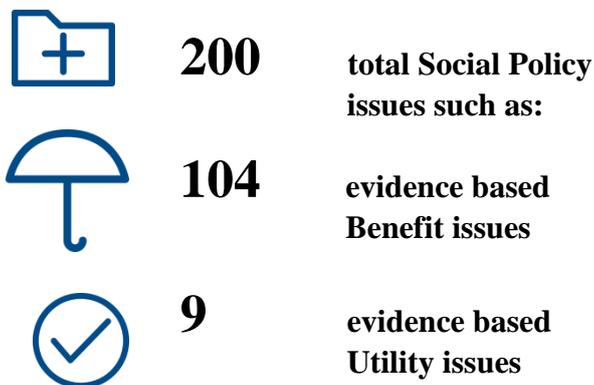
---

# Our Value to Society

---

## Tackling the big issues

Because we help thousands of people a year we have our finger on the pulse of what's happening in society. We use the evidence we collect to campaign for social improvements. This year we identified and reported on:



Learn more about the issues people bring to us in our national Advice Trends analysis, and their live traffic and online searches dashboard:

[Citizensadvice.org.uk/advice-trends](https://Citizensadvice.org.uk/advice-trends)



The Citizens Advice Runnymede & Spelthorne Trustee Board has been working on implementing the new Citizens Advice membership requirements under the Performance and Quality Framework which includes providing more detailed evidence of 'meeting satisfactory standards'.

There are 9 areas to comply with: "Research & Campaigns" is one of them. At the January board meeting, trustee board member I was selected as lead trustee to provide leadership over the Research & Campaigns compliance area. Shortly after I was selected, the Citizens Advice Runnymede & Spelthorne Research & Campaigns Forum was created to include Pat Thompson, Jo Watts and Barbara Walden as members.

Research & Campaigns is the successor to Social Policy which has always been considered a vital part of our service that aims to solve the underlying causes of the problems our clients face. As Social Policy has been rebranded, the Forum members felt a launch would be a great way to inform and engage stakeholders about the service.

The official launch took place on 27 April at the Egham Hythe Centre which included two presentations, a talk by an adviser and a workshop. Eorann Lean, a Senior Campaigns Officer from the National Campaigns team, gave the first presentation which gave an overall of Citizens Advice in the context of Research & Campaigns and touched on the Performance and Quality Framework. The second presentation was given by me who also led the workshop. The presentation and workshop informed the participants what the Forum had been working on. The essential message was that although compliance gave the impetus for action, the objectives of the Forum are ambitious.

Research will be conducted before any campaigning will start. The research area agreed upon is Housing as it is specific enough to collect, collate and organise data but it is broad enough for a range of campaigning opportunities. The Forum is currently planning on recruiting volunteer researchers with a view to start the selection process from September.

I am happy to take any queries regarding Research and Campaigns via email at [andrew\\_fraserllm@hotmail.co.uk](mailto:andrew_fraserllm@hotmail.co.uk)

**Andrew Fraser - Trustee**

# Advice in the Community

---

Life as an outreach adviser can be hectic! Armed with a laptop and reference books, I speed off in the car to the different locations each week! The outreaches in Stanwell and Englefield Green provide an invaluable source of advice and support to clients, who due to financial, family or health reasons, cannot always access Citizens Advice in Sunbury or Addlestone.

The outreach in Englefield Green has run for some years now every Thursday afternoon in the Hub building on the Forrest Estate. Stanwell outreach appointments are on a Monday afternoon in Stanwell Library. As both outreaches are quite longstanding, often clients know we will be there. However, appointments for both outreaches are managed at Addlestone so I need to plan ahead to make sure I have read up on each client's situation and have the right resources before the meeting.

Clients mainly come to the outreach services for benefit, housing, family and debt advice with some employment issues as well. With one particular vulnerable gentleman in Englefield Green who is quite isolated due to mental and physical health disabilities, Citizens Advice helped with his benefits and rent arrears, providing the client with support that without the outreach would have left him to deal with his situation on his own. Another client we helped with debt problems and contact with her children could not travel on public transport for mental health reasons and with no family living nearby to help her access advice, the Stanwell outreach gave her ongoing help during a difficult period of her life.

**Rachel Crewe**  
Caseworker

## Thoughts of a new adviser

---

It had never occurred to me to volunteer for Citizens Advice until a friend of mine remarked how her husband had returned from his day of volunteering complaining about the rudeness of a client he had seen. Maybe it was the idea of being subjected to verbal abuse which made me think that this was a field where I would feel at home, but I think actually the reasons were rather different. After a career in central government – albeit not in an area in which Citizens Advice clients seek advice – it occurred to me that perhaps I had the sort of mindset which would be adept at interpreting bureaucracy to its victims. Having the mindset is one thing, but having the knowledge is quite another. From the start of my period of training, I was struck by the range of issues with which Citizens Advice deal, the cornucopia of statute and regulation underlying them and the number of processes with which advisers need to become familiar in order to engage with government departments and local government. To be honest, it was all a bit daunting.

But of course, as a new volunteer, one edges into the cold water of the pool toe by toe. There is a helpful e-learning training programme supplemented by courses, and there is much to absorb from observing more experienced advisers at work (including the rather reassuring fact that even they need to seek guidance from the session supervisor from time to time). They, and the permanent staff, have been unfailingly tolerant of my solecisms and enthusiastic about transferring their skills.

And the clients do not actually abuse me (well, only one so far): on the contrary, they are almost universally grateful for the help advisers (and very occasionally me) are able to give them. And it is, of course, the knowledge that we are able to help sometimes vulnerable people whose lives are often complex or chaotic navigate the snakes and ladders of the 'system', and thus, if only marginally, improve their lives, that makes immersion in the forbidding prose of the Disability Rights Handbook or the Quick Benefits Calculator worth getting out of bed for.

**Trevor Woolley**

# The Brave New Quality of Advice Audit World

---

“What I mean by the word 'quality' cannot be broken down into subjects and predicates. This is because Quality is so simple.” - Robert M. Pirsig, Zen and the Art of Motorcycle Maintenance.

The 24 individual quality criteria covered over 19 ‘key’ documents in the new Citizens Advice (CA) Quality procedure suggest otherwise. In 2015 Runnymede and Spelthorne CA elected to join a Citizens Advice Quality of Advice pilot project which represented a radical change from the old-style 4 yearly external audits to quarterly in-house audits. Not only did the new audit procedure require Runnymede and Spelthorne CA staff to take on primary responsibility for the auditing (with spot-checks by CA auditors), but the ethos of the audit changed significantly and has represented a ‘challenge’ for both volunteers and staff.

Apart from our staff now doing most of the auditing internally, increasing their work-load, the focus of the quality scoring is now on the outcome for the client. Although this sounds absurdly obvious, the previous quality criteria had been biased towards the technical aspect of the advice assuming that this would produce the best outcome. The new focus considers not only the technical correctness of the advice but also the appropriateness for the individual client, how able they are, what access to information they have, how much support they need. This places additional responsibilities on the advisers who, over and above providing technically accurate advice, have to assess the client’s ability and demonstrate, through their case notes, how this judgement was made.

Not very challenging you might think but the Adviser and Assessor client interactions have become increasingly prescribed by Citizens Advice HQ over recent years. Back in the dark ages (incidentally that was when we were still a ‘bureau’ – now we are ‘CA Local’) quality really was simple. Advisers did the best job they could without any supervision and with the aid of paper and pens. Gradually, insidiously, big brotherly-ness crept in with the introduction of supervisors and then quality managers who could scrutinise the handwritten notes but only if they could decipher them. All quite different now with client records on computer generating automatic flagging of cases to be checked and logged. It is enormously to the advisers’ and assessors’ credit that they have been willing to accept this increasingly high level of intervention and scrutiny in the context of a volunteer role.

So the volunteers have onerous extra demands placed on them and staff have a heavier work load. Is it worth it? In transiting from the old quality checking system to the new system we did some comparative quality case checking which did clearly demonstrate that the new criteria do produce more positive outcomes for clients. And although the quarterly audit results in extra monthly pressure for staff, this does produce a rapid quality feedback loop ensuring enabling a rapid response if standards drift.

All in all - if we can mitigate any further central office interventions – the quality changes are a good thing. But certainly not simple.

**Lorna Thomas**  
**Advice Services Manager**

# Abraham Cowley Unit

---

The staff at the Abraham Cowley Unit (ACU) have had a very busy year. There continues to be a mix of new clients referred to the service largely through the mental health services in the area but also a large number of former clients coming back for more advice. Benefits continue to be the largest area of enquiry and clients are particularly vulnerable because they are largely reliant on benefits that now require some sort of medical assessment. Our experience is that Assessors do not always have experience of or an understanding of mental health problems and we see a number of people where their Employment and Support Allowance (ESA), (the main benefit for people who are not well enough to work) has been reduced or cut. In addition to filling in the medical review forms we have had to assist a number of people to appeal because they have been found fit for work despite serious mental health problems or been taken out of the Support group of the benefit because it is felt that they are well enough to start carrying out some sort of work preparation activity. Being moved from the support group means a loss in weekly income in most cases of £23.40 but for some people on the contributory part of the benefit it can mean that their ESA stops altogether. But in addition to the loss of income is the requirement to attend interviews or training. These clients often struggle to carry out basic daily activities, the whole process can be extremely stressful and failing to attend interviews invariably leads to sanctions. For those clients who are found fit for work no benefit is normally payable until their case has been reconsidered and they are at the appeal stage. This is very difficult for them financially and mentally and we have had a lot of support from the mental health teams and local GP's in trying to get these decisions reversed as quickly as possible.

Another feature of the work this year is the increasing number of clients who are longstanding Disability Living Allowance (DLA) claimants and are now being invited to claim Personal Independence Payment (PIP) as DLA is phased out. Although some clients have continued to qualify for the daily living (care) part of the benefit and some have even seen increases, virtually all of our clients have lost any mobility payments that they previously had. With the further amendments to the regulations in March 2017 it is now extremely difficult for someone with solely mental health problems to get this part of the benefit - a loss of £22 per week. We have assisted a large number of clients with their PIP forms and have also had to help with appeals where poor medicals have led to their claims being refused. To date we have had 100% success rate on appeal.

For some clients with enduring mental health problems PIP can be a problem because there is an increasing emphasis on being able to carry out tasks and very little recognition of someone's supervision needs. We are starting to see an increasing number of vulnerable clients who will struggle to meet the conditions for PIP because they can carry out tasks such as washing and dressing despite the fact that they may be at risk of suicide. Financially this can mean a loss of up to £167.55 per week when you look at the impact this also has on their ESA.

**Sue Basten**  
**ACU Caseworker**

# Runnymede Rentstart

---

We have seen another busy year at Rentstart, with more new homeless clients needing our help to access the private rented sector; it's been a challenging year as unsurprisingly demand has increased. Last year we accepted 61 people onto our "books" and this year it has increased to 87 referrals to the scheme.

This year we have spent a lot of time looking for extra funding in order to increase our ability to help our homeless clients. To this end we have been fortunate to have past funders still supporting the scheme with some much needed donations for Rent in Advance, and of course we have our main funders – Runnymede Borough Council – to thank for our core project funding.

We are always looking out for new volunteers to support some of our more vulnerable clients, those that need that bit of extra support once they have been housed to help them manage and sustain their tenancies. We are lucky to have some supportive landlords who offer as much help to help our clients to keep their new accommodation.

Statistics for the year: We have had 87 referrals, interviewed 72 clients and we have housed 18 with or without a deposit and/or Rent in Advance.

- Most of our clients are still referred directly from Runnymede Borough Council, but we have seen an increase number of self-referrals and referrals from the Probation service.
- Changes:
  - New landlords - we have been able to work with two local estate agents who have agreed to accept the Rentstart Deposit Bond in place of a cash deposit.
  - We had a successful outcome with a funding application to Enterprise Rent A Car, for Rent in Advance which has increased our ability to access homes for our clients. Our small team will continue with funding applications throughout the coming year.
  - Relationships and the community – We have attended the winter shelter openings and meetings and the Runnymede Homelessness task group to gain more of an insight into homelessness within the borough, build on our current networks and share useful information. In addition we are working in partnership with local charities and other agencies to ensure that we access other services for people when necessary.

Our thanks once again to our funders, without their help and generosity we would not be in a position to operate the scheme. In particular, we would especially like to thank, Runnymede Borough Council, Chertsey Combined Charity, Enterprise Rent A Car, ADP, Surrey Community Foundation and The Schroder Charity. We also received funds this year from the Waitrose Community Funding Scheme.

At Christmas time, we were overwhelmed by the generosity of two local firms, Enterprise Rent A Car and ADP, whose employees gave so generously with really helpful Christmas gifts for our homeless and newly housed tenants.

Lastly a big thank you to Runnymede and Spelthorne Citizens Advice, for providing the additional resources of the volunteer advisers, who take referrals for Rentstart clients and help our clients with any additional needs, ensuring benefits are in place and income managed.

**Zara Barber and Clare Liddiard**  
**Runnymede Rentstart**

# Healthwatch

---

Healthwatch was set up under the Government's Health and Social Care Act 2012, one of whose chief aims was to achieve better coordination between the National Health Service and the social care delivered by local authorities. Citizens Advice Runnymede & Spelthorne is one of five offices which have been commissioned by Healthwatch Surrey to signpost people to health and social care services in the county and to gather their experiences of both. Clients will sometimes mention aspects of the care they are receiving in their interviews with our Advisers and Gateway Assessors, usually in the context of discussing other issues though occasionally, they come to us seeking advice with regard to specific experiences they have had. We also invite clients to jot down their experiences on the Healthwatch Surrey information leaflet while they wait for their advice session.

Some clients had difficulties with fees for prescriptions or dental treatment though no one mentioned optician charges. A number of clients referred to hospital appointments deferred or even cancelled at short notice and a few mentioned poor care in their hospital treatment though generally clients seem to receive satisfactory care there. As for GP care, although it seems possible to get a same-day appointment in an emergency at most surgeries, many clients complained about delays in getting a non-emergency appointment, especially to see their "own" doctor. Two weeks is not unusual unless they are prepared to see a doctor they might not be familiar with when they can usually see someone within a day or two. Almost universally, though, once they get to see a GP, clients rate the care they get from their doctor very highly. The same cannot be said for community mental health care. Clients with ongoing mental health issues or who have children with such needs complain of the delay in getting face to face treatment with clinicians; some say they are denied it. They also frequently complain of poor communication between the community mental health services and their own GPs.

While Healthwatch does not cover our clients' experiences of benefits or pensions, it does cover social care. Concern about the fees for residential care for elderly relatives is a frequent worry for clients and occasionally they complain about the standard of care relatives receive in care homes. These issues are not confined to Spelthorne and Runnymede residents. Along with the other four Citizen Advice offices in Surrey who gather clients' experiences, we forward each "story" anonymously to Healthwatch Surrey in Guildford. They recently conducted a Care Home Project, which included "Enter and View" visits to a number care homes in the county. During one of these visits they raised concerns to the Care Quality Commission relating to one home in particular. This prompted an unplanned inspection by the CQC who confirmed Healthwatch Surrey's concerns and more. Regulatory action is now being brought against the home.

## Case Study

### Situation

A vulnerable single female client in her early sixties, with multiple chronic health problems and learning difficulties, approached us for help. Although reliant on benefits as well as financial help from local charities, she had been told by her NHS dentist that she had been mistaken about her entitlement to free care and was therefore liable for significant charges for recent dental treatment. She sought advice about entitlement to free or low cost dental care. She also sought help in having her outstanding charge forgiven or at least reduced.

### What did CA do?

The patient was assisted by a CA adviser to complete and send off an HC1 Form to the NHS Business Services Authority. Further, with the client's permission, the adviser telephoned the NHSBS on the patient's behalf. Subsequently, the CA office obtained supporting evidence as to her ability to understand complex issues from her mental health clinician and with the consent of both, the adviser forwarded a psychological assessment to the NHSBC Dental Services department in support of her challenge to the Penalty Notice for her treatment. The CA office also referred the case to Healthwatch Surrey.

### Outcome

In reply, an NHSBS Dental Services officer wrote to the CA office advising that as a result of the evidence supplied on the patient's behalf, the penalty charge of £98 pounds would be cancelled.

**Maurice Long**  
**Healthwatch Champion**

# Treasurers Report

---

## The Micawber Principle

*Annual income twenty pounds, annual expenditure nineteen [pounds], nineteen [shillings] and six[pence], result happiness. Annual income twenty pounds, annual expenditure twenty pounds ought and six, result misery.*

Once again our expenditure has exceeded our income so are we in misery? No, of course not. Unlike Mr Micawber we have reserves built up in previous years to give us more options during times like this. It is currently our choice to make a planned reduction in reserves rather than reduce services and we will continue to do so as long as our reserves are higher than Charity Commission recommendations. In the coming years, as our reserves fall closer to recommended levels, we will engage with our funders to see if they can help to address the shortfall and, if not, we will consider what other measures we can take to make our finances stretch a bit further.

I would like to thank our staff and volunteers for the flexibility they have shown that enables us to work as efficiently as possible and also our main funders who have continued to support us at the same levels as before despite their own financial pressures. Without all of them we wouldn't still be here today.

Anyone and everyone can do something to help us so please visit our website at [randscab.org.uk](http://randscab.org.uk) to find out how you can do your bit.

**Trevor Mudd**  
Treasurer



# Treasurers Report

---

Statement of Financial Affairs	Year Ended 31/3/2017	Year Ended 31/3/2016
<b>INCOMING RESOURCES</b>		
Grant Income	244,761	261,015
Donations	1,531	402
Donations (Rent)	14,000	14,000
Bank Interest	5,378	10,231
<b>Total Incoming Resources</b>	<b>265,670</b>	<b>285,648</b>
<b>RESOURCES EXPENDED</b>		
Charitable activities	272,964	302,940
Governance costs	2,519	2,725
Cost of generating funds	-	-
<b>Total Resources Expended</b>	<b>275,483</b>	<b>305,665</b>
<b>NET INCOMING RESOURCES</b>	<b>(9,813)</b>	<b>(20,017)</b>
Total Funds Brought Forward	292,693	313,816
Net Incoming Resources	(9,813)	(20,017)
<b>TOTAL FUND CARRIED FORWARD</b>	<b>282,880</b>	<b>293,799</b>
<b>Balance Sheet</b>	<b>As at 31/3/2017</b>	<b>As at 31/3/2016</b>
<b>FIXED ASSETS</b>		
Tangible Assets	2,765	5,527
<b>CURRENT ASSETS</b>		
Cash at Bank	268,404	291,404
Debtors	16,812	1,379
<b>CURRENT LIABILITIES</b>		
Creditors falling due within one year	(5,101)	(5,617)
<b>NET CURRENT ASSETS</b>	<b>280,115</b>	<b>288,272</b>
<b>NET ASSETS</b>	<b>282,880</b>	<b>292,693</b>
Unrestricted Funds	173,269	186,670
Restricted Funds	109,611	106,023
<b>TOTAL FUNDS</b>	<b>282,880</b>	<b>292,693</b>

# Our People

---

## Paid Staff

Pat Thompson	Chief Officer
Zara Barber	Rentstart / Administrator
Sue Basten	ACU Caseworker / Supervisor
Simon Beecher	Caseworker
Veronica Coley*	Supervisor
Rachel Crewe	Caseworker / Supervisor
Carol Gibbs	Benefits Caseworker
Dacil Gonzalez	Supervisor
Maggie James*	ACU Manager / Supervisor
Clare Liddiard	Rentstart / ACU adviser
Sue Metcalf*	Bureau Support Officer
Lorna Thomas	Advice Services Manager / Trainer
Marilyn Warrener	Supervisor
Jo Watts	Office Manager

## Volunteers

Sue Allen	Ulla Joseph
Ranjana Ayra *	Nick Lack*
Caroline Baldwin	Charles Lauber
Peter Brighty *	Maurice Long
Ros Brooks	Amanda Matyjaszczyk *
Sandra Buck	Gabrielle Mansfield
Richard Champness	Terry Marsh
Tony Cannings	Jane Mathias *
Becky Channing	Isabel Mullens
David Chatterton	Pat Murphy
Ellie Connolly *	Veronica O'Reilly *
Pauline Connolly	Pat Peggie
Diane Cowden	Catriona Portefaix
Sara Cushing	Will Quamina
Dee Dodd	Gill Rigg
Eileen Evans	Beaujolaais Rood
Richard Fleming	Mick Smartt
Alan Ford	Nigel Smith
Andrew Fraser *	Don Taylor *
Alan Greig	Charlie Tomlins
Juliet Griffiths	John Turnbull
Lina Harris	Pam Unwin
Alan Howe	Barbara Walden
Ava Jaeggi	Trevor Woolley
Gina Jeffries	

\* Left during the year

# Thank you to our Supporters

---

## **Local Authorities**

Runnymede Borough Council  
Spelthorne Borough Council

Surrey County Council  
London Borough of Hounslow

## **Health Services**

NHS Surrey

Healthwatch Surrey

## **Other Partners**

Age UK Runnymede and Spelthorne  
Carers Support  
Chertsey Combined Charities  
Community Foundation for Surrey  
Douglas Martin Trust  
Enterprise Rent a Car  
John Beanes Charity  
Manna Foodbank  
Restore Foodbank  
Voluntary Support North Surrey  
The Salvation Army  
SSP Law Partnership  
Mackrell Turner Garrett  
Surrey Welfare Rights Unit  
The Trussell Trust  
The Woking Lions

## **Special thanks to the following from our Chief Officer**

Suzanne Stronge of Runnymede Borough Council  
Joanne Jones of Spelthorne Borough Council  
Councillor John Fury  
Councillor Barry Pitt  
Councillor Alfred Friday  
Charles Lauber – volunteer  
Maggie James for 17 years of support  
Sue Metcalf  
Solette Sheppardson – North Surrey Voluntary Support  
Trevor Mudd - Treasurer  
Ian Blowers – Chair

# Access to Our Service

---

**You can call us on 01932 827187 for phone advice on:**

Monday	10:00am – 12:30pm
Tuesday	10:00am – 12:30pm
Wednesday	10:00am – 12:30pm
Thursday	10:00am – 12:30pm
Friday	10:00am – 12:30pm

---

**You can drop in and see us at Sunbury**

10:00am – 12.30pm	Tuesday	1.15pm – 3.30pm
10:00am – 12:30pm	Wednesday	1:15pm – 3:30pm
10:00am – 12:30pm	Thursday	1:15pm – 3:30pm

**Sunbury Library, The Parade, Staines Road West, Sunbury, TW16 7AB**

---

**You can drop in and see us at Addlestone**

10:00am – 12:30pm	Monday	Closed
10:00am – 12:30pm	Tuesday	1.15pm – 3.30pm
10:00am – 12:30pm	Wednesday	1:15pm – 3:30pm
10:00am – 12:30pm	Thursday	1:15pm – 3:30pm
10:00am – 12:30pm	Friday	Closed

**The Old Library, Church Road, Addlestone, KT15 1RW**

---

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)