

**REGISTERED COMPANY NUMBER: 03335128 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1062826**

**REPORT OF THE TRUSTEES AND**  
**UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021**  
**FOR**  
**SURREY WELFARE RIGHTS UNIT**

DSK Partners LLP  
75 Park Lane  
Croydon  
Surrey  
CR9 1XS

**SURREY WELFARE RIGHTS UNIT**

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FOR THE YEAR ENDED 31 MARCH 2021**

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**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

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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 2021. 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**

**Objectives**

Surrey Welfare Rights Unit exists to provide a welfare rights advice service within the county of Surrey and surrounding area. The service is accessed by voluntary and statutory sector professionals, who in most cases, are the first point of contact for clients needing advice.

The Unit provides an independent and confidential service. This independent status allows membership of Citizens Advice (the operating name of the National Association of Citizens Advice Bureaux) and the Unit abides by the Aims and Principles of the Citizens Advice service. This also allows for flexibility to develop and change and gives the freedom to benefit from joint working projects. Furthermore, independent charitable status gives the Board of Trustees the power to seek alternative sources of funding to protect the level of service for the future. This will ensure that the range of welfare rights services can be developed and improved for the future.

The core tasks of the service are:

- To provide an advice line for the use of the professional staff from referral groups;
- To provide training courses on welfare benefits for, amongst others, local Citizens Advice, statutory and voluntary organisations;
- Influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively;
- To produce information and publicity on welfare rights issues for both professional staff and, when relevant, the people of Surrey;
- To promote the take-up of welfare benefits within the County especially among the frail and vulnerable;
- To provide a source of expertise on Community Care issues in Surrey;
- To take on a limited amount of casework as appropriate and provide Tribunal representation in complex cases; and
- To be a focal point of welfare rights work within Surrey through support groups, seminars and informal talks, Social Policy work and networking.

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

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**OBJECTIVES AND ACTIVITIES**

**Charitable Activities**

The 2020/21 year was exceptional, in that the Unit had to both operationally and financially move at quick speed to minimise the negative impacts of the Covid pandemic on the Charity and its beneficiaries. Services moved to remote delivery, which was fairly straightforward for specialist benefit advice, but for training delivery, was a huge change and challenge for staff. The Unit began to develop an e-training programme which expanded to over 15 courses, including a 5-module "Introduction to Welfare Benefits". Developing the courses, and training staff to deliver online took time, and our income from training delivery was negatively impacted during this year.

For this year, income was just above expenditure. Our reserves complied with our Reserves Policy. We were able to access several one-off grants from Covid support funds which purchased working from home kit and IT licences. Reserves would have been reduced significantly without this funding, and we thank Surrey Community Foundation, Surrey County Council, Surrey Heath Borough Council and Citizens Advice for this support.

Surrey County Council, in partnership with its Better Care Fund health partners, continues to provide financial support for the Unit, recognising the quality and cost effectiveness of work undertaken by the Unit. The Trustees are very grateful for this support, and the funding provided by some of the Borough and District Councils across the County. We also continued to deliver services under our Carers contract with Surrey County Council and Surrey Clinical Commissioning Groups. The contract is being recommissioned during 2021/22 and we are hopeful that we can continue to support Carers and carer organisations with benefit advice and training.

The Unit also supported local Citizens Advice to deliver the national Help to Claim service and received funding from national Citizens Advice in recognition of the clients we helped. We continued to generate our own income streams from training courses and subscriptions, although training income was lower as mentioned above. Over 50 local organisations currently subscribe to the Unit's services, and in particular, our advice on individual complex benefit queries.

The Unit successfully recruited a new member of staff at the beginning of 2021 who had experience working in a local Citizens Advice and previously taught law. The extra staff resource has helped the whole team cope with the additional pressures of more complex benefit cases, continuing changes in social security law, much of it as a result of the pandemic, and to continue to grow our new e-training programme.

We continue to hold 100% green passes in all areas of our Citizens Advice Performance Quality Framework and hold our two Quality Marks in Casework and Telephone Support.

**Public benefit**

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the Unit during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The Trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

**FINANCIAL REVIEW**

**Financial position**

Incoming resources in the year were £205,506 (2020: £194,166). A surplus of £3,156 was made in the year (2020: deficit £11,795). At 31 March 2021 total reserves were £198,604 (2020: £195,448) of which £117,261 represented unrestricted general funds (2020: £119,902).

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

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**FINANCIAL REVIEW**

**Principal funding sources**

The Trustees extend their gratitude to Surrey County Council, Surrey Clinical Commissioning Groups and Surrey Borough and District Councils who continued to support the core operating capacity of the charity.

Woking Borough Council provides premises to Surrey Welfare Rights Unit at no financial cost to the charity except for charges for utility and other office services.

The charity did not have any borrowings from either providers of funding or other sources at the statement of financial position date.

**Reserves policy**

The Trustees have forecast the level of free reserves (that is those funds not tied up in fixed assets, and designated and restricted funds) the charity will require to sustain its operations. The Trustees consider that the most appropriate level of free reserves at 31 March 2021 is a minimum of six months' running costs. Whilst the current level of reserves may prove sufficient, it is the Trustees' view that it is prudent to ensure that there are sufficient free reserves to provide financial flexibility for future years and that identified needs in the county can continue to be adequately resourced.

The Trustees have recognised that the budgeted expenditure for the forthcoming year significantly exceeds agreed sources of income. Whilst efforts will be made to secure additional funding it is considered the current level of free Reserves, although exceeding the six months level, is appropriate for the Charity and if necessary, and as currently planned, these reserves will be used to support the work of the Unit.

When considering the level of free reserves the Trustees have considered the Charity Commission document "Charity reserves: building resilience (CC19)" and also the House of Commons Public Administration and Constitutional Affairs Committee report "The collapse of Kids Company: lessons for charity trustees, et al". It is recognised that by far the greater part of the Charity's activity and expenditure is of an "essential" rather than of a "discretionary" nature. This requires a greater degree of financial resilience than for many other charities. The Trustees are also aware that no service level or agreements other than the Carers contract, are in place for more than one year and income that might be considered "core" is in any case insufficient to provide a basic service to the community and reliance has to be placed on fund raising and the securing of project income that can share the Charity's fixed costs. There is awareness that recent and planned legislation is resulting in higher levels of client demand and greater complexity of cases. The Trustees are careful to ensure that any surplus of Reserves over minimum levels are spent with care and they resist expenditure on projects or activities that cannot demonstrate sufficient benefit when compared to the costs that would be incurred.

The reasons for holding particular reserves are outlined in note 14.

**Funds in deficit**

No funds were in deficit at the statement of financial position date.

**FUTURE PLANS**

An independent research report that was commissioned during 2020/21 looked at the value and impact of the Unit services. The findings of that report confirmed that we are providing services that people need, that they are of high quality and are delivered in a timely way.

There are things that we could do better, such as our wider communications delivery, and we will work on these during 2021/22.

At the time of writing the Unit is beginning to plan a partial return to office-based working, which will, for some time, blend with home working and e-training delivery. We are taking a risk-based approach to all our future plans, as the last year has taught us to be flexible, expect change, but remain focussed on our charitable objectives. The funding gap is a concern as our partners in local government will also be facing future budget constraints. As we (hopefully) come out of this pandemic, we know that there will be more benefit claimants needing help, particularly as Government support withdraws over summer and early autumn 2021. We will strive to ensure that we are here to carry on providing support to local households in need.

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

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**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.

Surrey Welfare Rights Unit is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. At 31 March 2021 the company had 10 members (2020: 8). Surrey Welfare Rights Unit is governed by a Memorandum and Articles of Association as amended in 1999, 2005, 2011 and 2019. Surrey Welfare Rights Unit was incorporated as a company limited by guarantee on 18 March 1997. The charity commenced operations on 12 June 1997.

**Recruitment and appointment of new Trustees**

The Trustees have suitable policies to ensure the Board has adequate representation. They identify any need to recruit and what competences, backgrounds, personal or professional, are preferred so that the Unit's governance reflects the communities it serves. The Board takes account of equality and diversity issues and recognises that these rights are critical to the Unit's credibility and enhances the Unit's profile with stakeholders, funders and campaigners.

**Induction and training of new Trustees**

Newly appointed Trustees are provided with a comprehensive induction to Surrey Welfare Rights Unit through the provision of training courses and mentoring by established Trustees.

**Organisational structure**

A Trustee Board governs Surrey Welfare Rights Unit. The Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Surrey Welfare Rights Unit and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

**Internal control**

The Board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. The Unit holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

**Register of interests**

The Unit holds a register of interests for all Trustees. This is referred to and checked at each Board Meeting. During the year there were no declarations that impaired or conflicted with any Board decisions taken.

**Related parties**

Surrey Welfare Rights Unit is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Surrey Welfare Rights Unit in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and council departments on behalf of clients. Where one of the Trustees holds the position of Trustee/Director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**

03335128 (England and Wales)

**Registered Charity number**

1062826

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**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2021**

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**Registered office**

Unit 14a  
Monument Way Depot  
Monument Way East  
Woking  
GU21 5LY

**Trustees**

Anne Carroll Haigh Chair  
David John Booth Treasurer (resigned 13.7.21)  
Alison Clark Company Secretary  
Jane Vivien Bourgeois  
Roger Stewart Hurcombe  
John David Fairley  
Sophia Platts  
Anne Mary Pirie  
Suja Sankarasubramanian (appointed 13.4.20)  
Stephen John O'Sullivan Treasurer (17.05.21) (appointed 15.2.21)

**Company Secretary**

Alison Clark

**Independent Examiner**

Romit Basu FCA  
DSK Partners LLP  
75 Park Lane  
Croydon  
Surrey  
CR9 1XS

**Bank**

CAF Bank Ltd.  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent  
ME19 4JQ

**Chief Officer**

Maria Zealey

Approved by order of the Board of Trustees on 11 October 2021 and signed on its behalf by:



Anne Carroll Haigh - Trustee

## INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SURREY WELFARE RIGHTS UNIT

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### Independent examiner's report to the Trustees of Surrey Welfare Rights Unit ('the Company')

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

### 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

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.



Romit Basu FCA  
DSK Partners LLP  
75 Park Lane  
Croydon  
Surrey  
CR9 1XS

Date: 25/10/2021



# SURREY WELFARE RIGHTS UNIT

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted fund £	2021 Total funds £	2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies		651	-	651	270
<b>Charitable activities</b>	4				
Charitable		31,430	16,395	47,825	50,158
Grants		92,236	62,336	154,572	140,486
Investment income	3	2,458	-	2,458	3,252
<b>Total</b>		126,775	78,731	205,506	194,166
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>	5				
Charitable		120,043	78,016	198,059	201,688
Other		3,929	362	4,291	4,273
<b>Total</b>		123,972	78,378	202,350	205,961
<b>NET INCOME/(EXPENDITURE)</b>		2,803	353	3,156	(11,795)
<b>Transfers between funds</b>	14	(305)	305	-	-
<b>Net movement in funds</b>		2,498	658	3,156	(11,795)
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		193,768	1,680	195,448	207,243
<b>TOTAL FUNDS CARRIED FORWARD</b>		196,266	2,338	198,604	195,448

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION  
31 MARCH 2021

	Notes	Unrestricted funds £	Restricted fund £	2021 Total funds £	2020 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	11	1,416	-	1,416	3,634
<b>CURRENT ASSETS</b>					
Debtors	12	15,697	-	15,697	11,150
Cash at bank		230,712	2,351	233,063	246,215
		<u>246,409</u>	<u>2,351</u>	<u>248,760</u>	<u>257,365</u>
<b>CREDITORS</b>					
Amounts falling due within one year	13	(51,559)	(13)	(51,572)	(65,551)
<b>NET CURRENT ASSETS</b>		<u>194,850</u>	<u>2,338</u>	<u>197,188</u>	<u>191,814</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>196,266</u>	<u>2,338</u>	<u>198,604</u>	<u>195,448</u>
<b>NET ASSETS</b>		<u>196,266</u>	<u>2,338</u>	<u>198,604</u>	<u>195,448</u>
<b>FUNDS</b>	14				
Unrestricted funds:					
General funds				117,261	119,902
Designated funds				79,005	73,866
				<u>196,266</u>	<u>193,768</u>
Restricted funds:					
Restricted funds				2,338	1,680
<b>TOTAL FUNDS</b>				<u>198,604</u>	<u>195,448</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- 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

**STATEMENT OF FINANCIAL POSITION - continued**  
**31 MARCH 2021**

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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 11 October 2021 and were signed on its behalf by:

A handwritten signature in black ink, appearing to read 'A Haigh', with a long horizontal stroke extending to the right.

Anne Carroll Haigh - Trustee

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

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**1. STATUTORY INFORMATION**

Surrey Welfare Rights Unit is a company limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found within the report of the Trustees section.

The presentation currency of the financial statements is the Pound Sterling (£).

**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.

**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.

Computer equipment        -    Straight line over 3 years

Fixed assets are included at cost and only items in excess of £500 are capitalised.

**TAXATION**

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

**FUND ACCOUNTING**

Unrestricted funds

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

Restricted funds

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

Designated funds

The Trustees allocate designated funds out of unrestricted funds for specific purposes. The use of such funds is at the Trustees' discretion.

**PENSION COSTS AND OTHER POST-RETIREMENT BENEFITS**

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the income and expenditure account in the period in which they are incurred.

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**2. ACCOUNTING POLICIES - continued**

**LEASES**

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

**3. INVESTMENT INCOME**

	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Interest receivable	2,458	-	2,458	3,252

**4. INCOME FROM CHARITABLE ACTIVITIES**

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
	£	£	£	£
<u>Grant Income</u>				
Surrey County Council	68,736	51,000	119,736	118,736
Surrey Borough and District Councils	18,500	-	18,500	21,000
Grants - COVID-19 CIt A BEIS		2,350	2,350	-
Grants - COVID-19 Lottery		8,986	8,986	-
Grants other	5,000	-	5,000	750
	92,236	62,336	154,572	140,486
Subscription Income	20,765	-	20,765	21,387
Training Income	6,915	-	6,915	21,571
Rent in Kind	3,300	-	3,300	3,300
Consultancy	450	-	450	-
Project Income - Other	-	16,395	16,395	3,900
	31,430	16,395	47,825	50,158
	123,666	78,731	202,397	190,644

Income from charitable activities include rent benefit of £3,300 (2020: £3,300).

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**5. CHARITABLE ACTIVITIES EXPENDITURE**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Staff costs	172,174	167,673
Depreciation of computer equipment	2,218	2,931
Books & publications	2,351	2,161
Information systems (Subscriptions)	2,234	2,234
Computer systems	3,319	3,088
Insurance	1,742	1,735
Office expenses	632	9,574
Travel expenses	-	1,214
Stationery	181	758
Photocopying	55	1,350
Postage	1,048	388
Printing	1,063	1,359
Staff development and recruitment costs	295	1,926
Telephone	2,177	2,723
Training programme	622	2,341
Website costs	209	233
Project cost- Help to Claim	3,000	-
COVID-19 direct expenses	4,739	-
	-----	-----
	198,059	201,688
	=====	=====

Included in Travel expenses is £Nil paid to Trustees (2020: £598).

**6. SUPPORT COSTS**

Other resources expended:	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Legal & professional fees	13	13
Independent Examination fee	840	840
Finance costs	138	120
Other overheads costs	3,300	3,300
	-----	-----
	4,291	4,273
	=====	=====

**SURREY WELFARE RIGHTS UNIT****NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021****7. NET INCOME/(EXPENDITURE)**

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

	2021	2020
	£	£
Depreciation - owned assets	2,218	2,931
Independent Examiner's Remuneration	840	840
	<u>          </u>	<u>          </u>

**8. TRUSTEES' REMUNERATION AND BENEFITS**

There were no Trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**TRUSTEES' EXPENSES**

Trustees' expenses for the year ended 31 March 2021 were £Nil and for the year ended 31 March 2020 were £598.

**9. STAFF COSTS**

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

	2021	2020
Employees	<u>7</u>	<u>7</u>

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

**10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted fund £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	270	-	270
<b>Charitable activities</b>			
Charitable	46,258	3,900	50,158
Grants	90,486	50,000	140,486
Investment income	<u>3,252</u>	<u>-</u>	<u>3,252</u>
<b>Total</b>	<u>140,266</u>	<u>53,900</u>	<u>194,166</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Charitable	145,925	55,763	201,688
Other	<u>3,962</u>	<u>311</u>	<u>4,273</u>
<b>Total</b>	<u>149,887</u>	<u>56,074</u>	<u>205,961</u>
<b>NET INCOME/(EXPENDITURE)</b>	<u>(9,621)</u>	<u>(2,174)</u>	<u>(11,795)</u>

**SURREY WELFARE RIGHTS UNIT**

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted funds £	Restricted fund £	Total funds £
<b>Transfers between funds</b>	(56)	56	-
<b>Net movement in funds</b>	(9,677)	(2,118)	(11,795)
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	203,445	3,798	207,243
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>193,768</u>	<u>1,680</u>	<u>195,448</u>

**11. TANGIBLE FIXED ASSETS**

	Computer equipment £
<b>COST</b>	
At 1 April 2020 and 31 March 2021	<u>18,543</u>
<b>DEPRECIATION</b>	
At 1 April 2020	14,909
Charge for year	<u>2,218</u>
At 31 March 2021	<u>17,127</u>
<b>NET BOOK VALUE</b>	
At 31 March 2021	<u>1,416</u>
At 31 March 2020	<u>3,634</u>

**12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2021 £	2020 £
Trade debtors	<u>15,697</u>	<u>11,150</u>



NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021

## 13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	265	976
Payroll taxes	7,053	3,130
Deferred income	26,715	41,678
Accruals	17,539	19,767
	<u>51,572</u>	<u>65,551</u>

## 14. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	Transfers between funds	At 31.3.21
	£	£	£	£
<b>Unrestricted funds</b>				
General funds	119,902	2,803	(5,444)	117,261
Designated funds	73,866	-	5,139	79,005
	<u>193,768</u>	<u>2,803</u>	<u>(305)</u>	<u>196,266</u>
<b>Restricted funds</b>				
Restricted funds	1,680	353	305	2,338
	<u>195,448</u>	<u>3,156</u>	<u>-</u>	<u>198,604</u>

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
<b>Unrestricted funds</b>			
General funds	126,775	(123,972)	2,803
<b>Restricted funds</b>			
Restricted funds	78,731	(78,378)	353
	<u>205,506</u>	<u>(202,350)</u>	<u>3,156</u>

**NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**14. MOVEMENT IN FUNDS - continued****Comparatives for movement in funds**

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
<b>Unrestricted funds</b>				
General funds	132,992	(9,621)	(3,469)	119,902
Designated funds	70,453	-	3,413	73,866
	203,445	(9,621)	(56)	193,768
<b>Restricted funds</b>				
Restricted funds	3,798	(2,174)	56	1,680
<b>TOTAL FUNDS</b>	<u>207,243</u>	<u>(11,795)</u>	<u>-</u>	<u>195,448</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General funds	140,266	(149,887)	(9,621)
<b>Restricted funds</b>			
Restricted funds	53,900	(56,074)	(2,174)
<b>TOTAL FUNDS</b>	<u>194,166</u>	<u>(205,961)</u>	<u>(11,795)</u>

**Redundancy fund** - Redundancy reserves have been designated by the Trustees for the purpose of covering potential redundancy costs in the event of a significant reduction in the income of the Unit that could result in closure. £5,139 has been allocated in the current year.

**Information Technology Fund** - An amount of £7,000 has been designated by the Trustees for the purpose of providing for replacement and upgrade of computer systems approaching the end of their working life and for the development of a replacement website.

**Contingency Fund** - An amount of £15,000 has been designated by the Trustees for the purpose of providing for possible relocation expenses and rental costs for one year should it be necessary to move from the existing offices currently provided at below current market rental values.

**Project Fund** - An amount of £17,044 has been designated by the Trustees for the purpose of setting aside matched funding for a grant application to enable the Unit to secure funds for its planned Universal Credit project. See Future Plans above for more details.

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2021**

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**15. EMPLOYEE BENEFIT OBLIGATIONS**

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The company contributes 6% of pensionable earnings. The pension cost shown in the accounts for the year represents contributions payable by the company and amounted to £8,906 (2020: £8,575).

**16. CAPITAL COMMITMENTS**

At the statement of financial position date there were no capital commitments.

The Company has no annual commitments under non-cancellable operating leases.

**17. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2021.

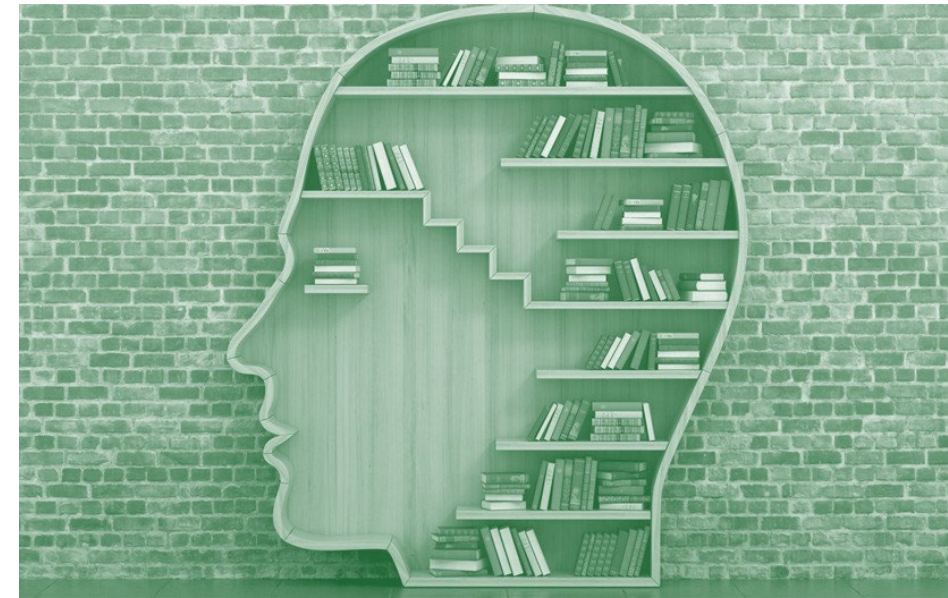
**18. DEFERRED INCOME**

Deferred income relates to amounts received for activities for which the donor has imposed restrictions on expenditure of resources, which are a precondition of use. This comprised the following:

**Source of Income**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Subscriptions received in advance	21,640	22,670
Training Invoiced but not yet held	3,775	2,340
Citizens Advice	-	-
Carers	-	16,668
Cit A BEIS Grant	1,300	-
	<u>26,715</u>	<u>41,678</u>

# Surrey Welfare Rights Unit Impact Report 2020/21



# Welfare Rights during a pandemic

From the very start of the year we had to hit the ground running, keeping up with a relentless stream of statutory, and non-statutory changes to social security rules. We introduced a new section on our website where we posted articles that were specific to what residents were experiencing: Are you unable to work because you are shielding? Has your employer made you redundant? Are you unable to work due to sickness? Within the first few months of 2020/21 we had written and started delivering a completely new e-training programme, which was a steep learning curve for both trainers and delegates who were used to our in-person courses.

There remain significant uncertainties for current and future benefit recipients: the migration onto Universal Credit, future planned cuts to payments, and the spectre of more demand for welfare support as Government furlough and self-employment schemes end. In addition, there are also huge unknowns regarding the long-term health and financial impacts of Covid on ill and disabled people, and Carers.



# A few words from the Trustee Board

The Trustee Board are very proud of what the Unit has achieved over the last year. The description in this report of the work done, outcomes achieved and the almost seamless transition to working from home during such difficult times does not do justice to the dedication, professionalism and hard work of all the staff. Being available to our clients and trying to achieve the best outcomes for every enquiry has continued, we have learnt from the experience and taken on board feedback in order to deliver the best service possible.

The Board would like to express their thanks to all the team and to our funders and supporters without whom none of the work summarised here would have been possible. We look forward to serving the community to the same high standard as we all try to deal with the legacy of the pandemic and other changes in our society.



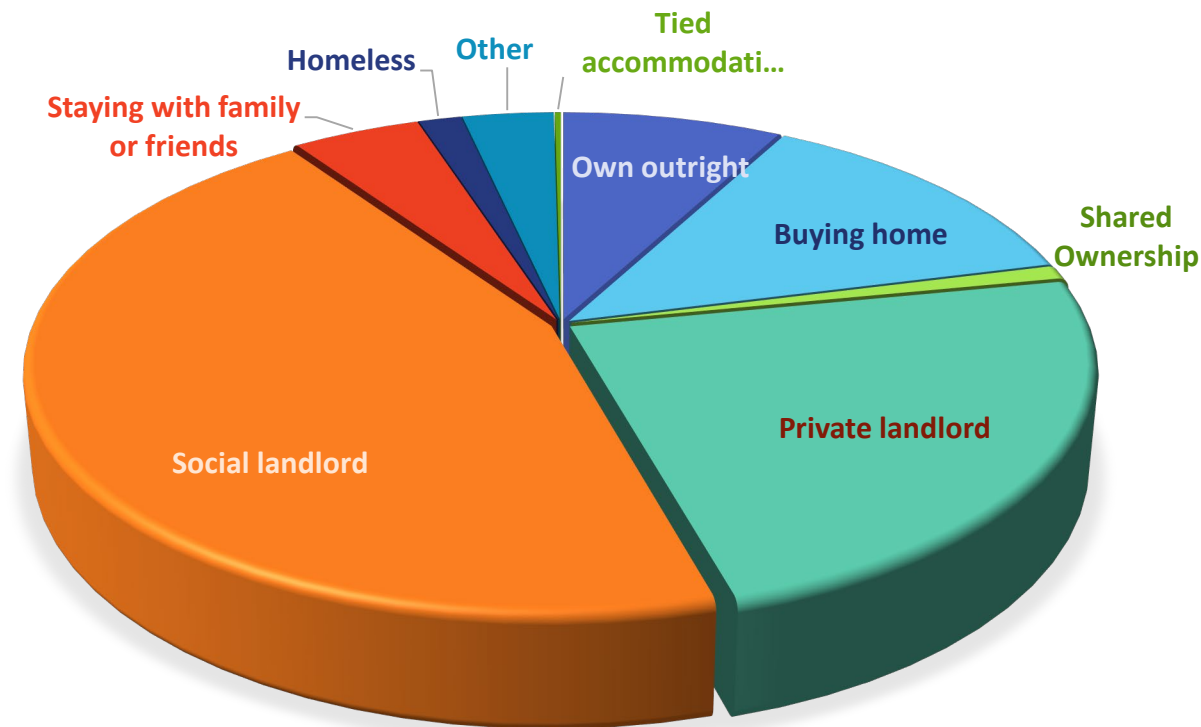
# We helped those most in need

We report on benefit statistics elsewhere in this report, but our non-benefit data clearly shows that, during this past year, benefit problems were not experienced in isolation to other problems. Our statistics reports show enquiries concerning Council Tax were up 125%, and Council Tax arrears also showed a significant rise. Enquiries from self-employed residents rose by 133%, and queries from employees regarding pay and entitlements rose 53%.

We have always answered queries relating to community care, and during 2020/21 queries about adult social care rose 33%.

Unsurprisingly, considering the June 2021 deadline for the EU settled status scheme, enquiries from workers about immigration rose by 500%.

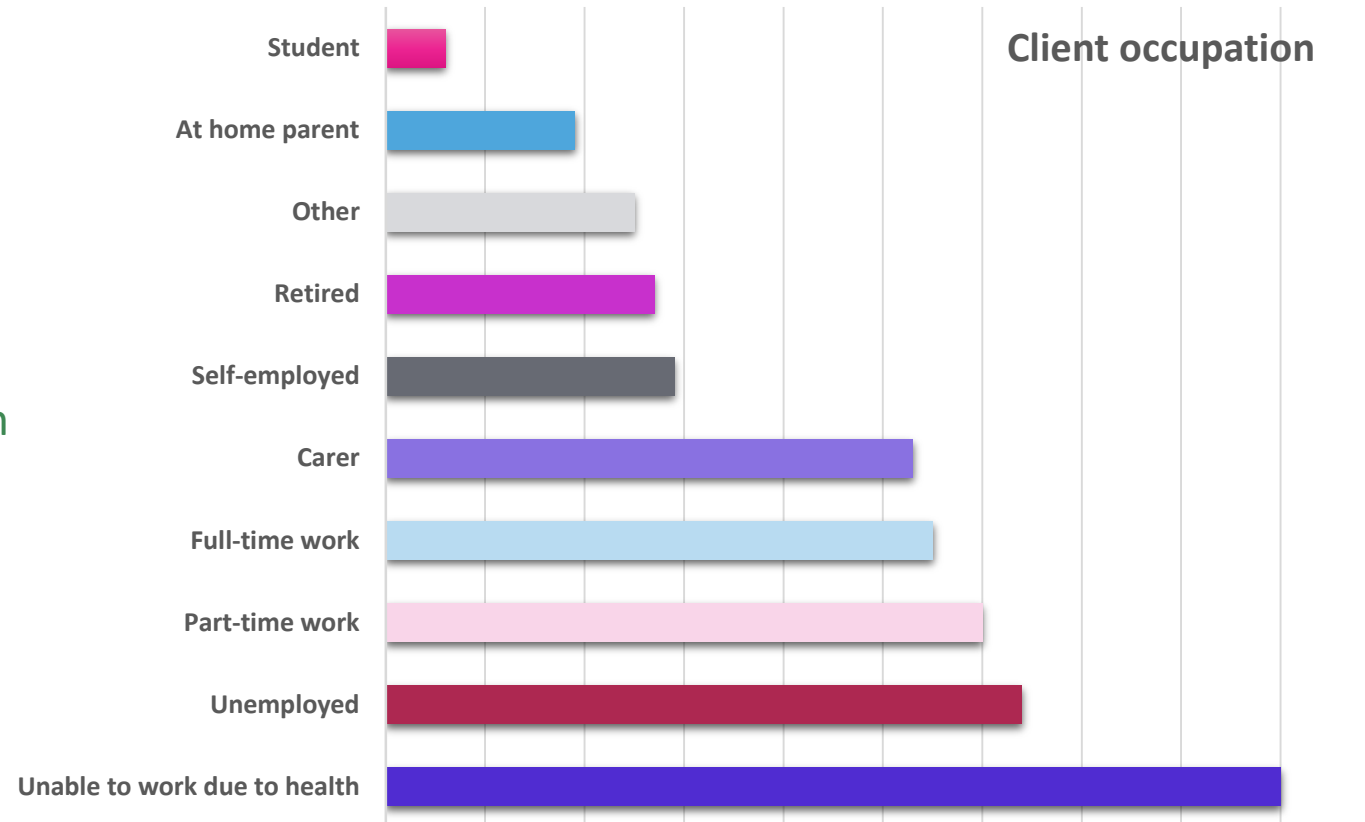
And, like other local agencies supporting the most vulnerable, we saw a rise of 100% on enquiries about foodbanks.



# We helped those most in need - continued

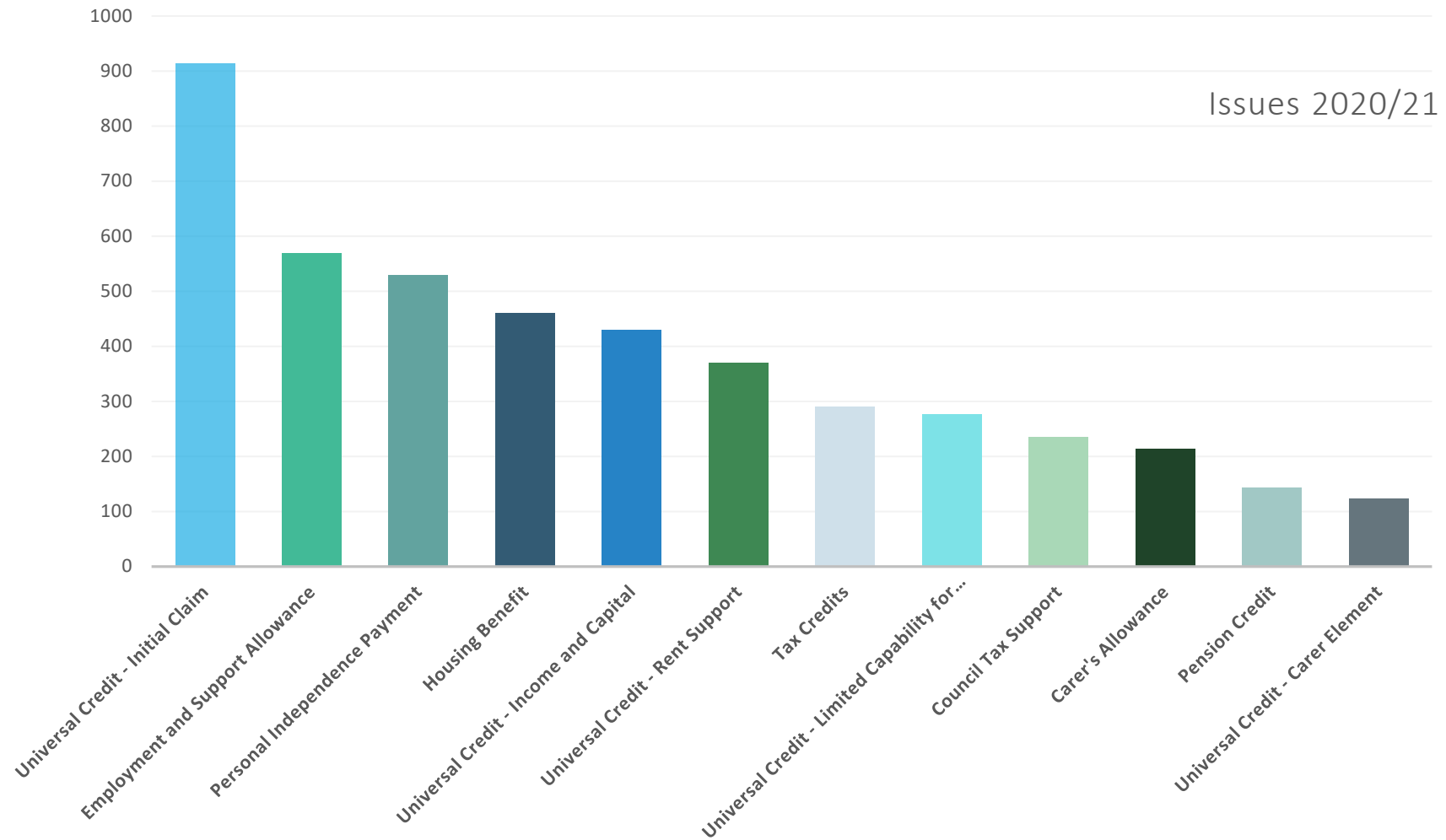
We are able to capture a rich set of data from our clients. During this year 63% of all clients helped were female. 16% declared their ethnicity as non-white. The number of clients who are tenants is a far higher proportion than the general Surrey population, suggesting that social and private sector tenants disproportionately experience more problems with benefits. 44% of all clients for whom we hold data were social housing tenants, and 24% were private sector tenants.

21% were unable to work due to long-term illness or disability, 15% were unemployed and 12% were unpaid Carers.

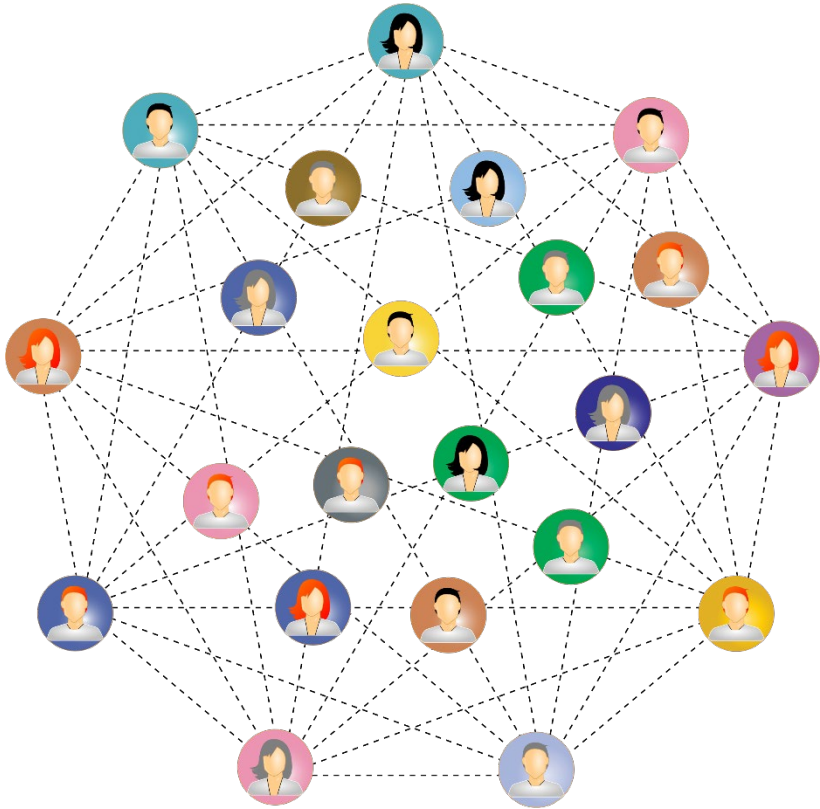




.....with these benefit problems



# In total our advice had this much value



## **Financial Outcomes direct and indirect £3,603,935**

Client benefit gain confirmed £467,730  
Health, social care and other gains  
£6199

## **Our Fiscal Benefit was £252,901**

Fiscal Benefit: Avoiding cost of evictions and temporary housing, avoiding costs of unemployment, and reducing use of NHS services by resolving problems that cause stress and anxiety and depression.

## **Our Public Value was £2,849,858**

Public Value: Improvements in health, well-being, participation and productivity.

## **Headline figures:**

Reducing use of NHS £60,961

Keeping people in work £140,804

Homelessness prevention savings  
£59,479

Fiscal benefit of supporting  
claimants with benefit debts  
£65,307

# How we work out our value

Citizens Advice help us calculate our value using a Treasury approved cost-benefit tool. Four key variables are considered.

**Affected population:** Number of people receiving advice about a specific issue

**Impact:** Impact of advice on a specific outcome

**Deadweight:** What would have happened anyway without our advice

**Optimism bias:** Accounting for best practice, timeliness and independence of research

During 2020/21 Citizens Advice provided the Unit with funding to commission a research report on the value of our work. The independent researcher undertook interviews with key staff across a range of organisations we support. The final report provided quantitative and qualitative evidence and offered recommended improvements. When asked about the specialist support we provide, the feedback was very positive:

*SWRU's guidance has always been considered high quality with succinct, concise advice provided to advisors which is easy to understand and pass on to their clients. The interviewees explained they fill a very much needed gap in expert knowledge within the local advice sector. Even the subscribers with welfare benefit experts in their teams turn to SWRU for additional guidance in some scenarios.*

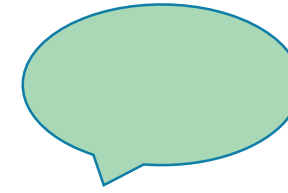
# Part of a bigger picture

The Unit's services are part of the advice services landscape. We exist to provide justice for clients who face the most discrimination, the most intractable benefit problems and to ensure our advice partners can access training and get on with helping their clients.

Many of the organisations we support are not advice services, but they know their clients, and when they have a benefit problem they are best placed, with support from the Unit, to help their clients resolve those issues. These include domestic abuse charities, housing support teams, debt services and hospices. Poverty affects every corner of a person's life, not just negative impacts on physical and mental health. It stops participation, motivation, and if essential costs cannot be met, results in a spiral of debt made worse by third party recovery direct from benefits. Early action is essential. The years of welfare reforms have, in part, shifted economic risks onto the claimant. There are some safeguards that can help mitigate these risks but most of these require advice, and for vulnerable clients, support to negotiate the complexities of the welfare system.

There is a large consensus that the benefits system must be made fairer, and more generous for people living in poverty, including workers. We will be keeping a close eye on our client evidence and will press for change when needed, either at the local or national level. We look forward to working with policy makers and politicians to improve the lives of local people in receipt of benefits.

# What they said.....



“Thank you all again for today’s training. It was very helpful and will help with the development of PA’s knowledge around benefits”

“Thank you so much, it is really handy to have it all written down like this, it helps me and the Carer”

“I have given my positive feedback on the form but wanted to personally thank you for organising and presenting such a good course”

“Thank you for your excellent, diligent and incredibly supportive service”

“I wanted to thank you for your guidance with this case – it was good to have your input and it helped me write the appeal grounds that appear to have been the basis of the changed decision”

“Must say the service you provide is fabulous”

# Training the advice sector

SWRU courses delivered	18
Local advice workers trained	167

Commissioned courses delivered	14
Local staff and volunteers trained	252

## New courses included:

- Brexit and Access to Universal Credit for EEA Nationals
- Changes in Benefit Entitlement for Mixed Age Couples
- Social Security changes in response to COVID-19
- Surplus Earnings in Universal Credit
- Severe Disability Premium - Transitional Protection



# Working with others for better client outcomes

Local Citizens Advice in Surrey, Hampshire and Sussex

Action for Carers Surrey

Surrey County Council – Policy and Commissioning

Surrey Care Leavers Service

HMCTS

Jobcentre Plus

Surrey District and Borough councils

Citizens Advice –National Office

Work and Pensions Select Committee

Surrey Housing Providers Group

Carers Commissioning Strategy Group

BBC News

Department of Work and Pensions

Reigate and Banstead Council Universal Credit Forum

Public Health Surrey

Surrey Welfare Advice Group

# Who we are

## Staff

Brigid Caffyn-Parsons – Welfare Rights Adviser

Karen Creeth – Welfare Rights Adviser

Sarah Fell – Welfare Rights Adviser

Carol Gibbs – Senior Welfare Rights Adviser

Helen Haws – Welfare Rights Adviser

Ray Savage – Administrator

Maria Zealey – Chief Officer

## We would like to thank

Surrey County Council

Surrey Clinical Commissioning Groups

Woking Borough Council

Elmbridge Borough Council

Guildford Borough Council

Celia Haws

## Trustees

Anne Haigh – Chair

David Booth

Alison Cox

Jane Bourgeois

John Fairley

Roger Hurcombe

Steve O’Sullivan - Treasurer

Anne Pirie

Sophia Platts

Suja Subramanian



**Surrey Welfare Rights Unit aims to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives.**

**We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.**

**We are a member of the Citizens Advice service.**

Surrey Welfare Rights Unit  
Company Number: 3335128  
Charity Number: 1062826  
FCA Number: FRN 617760  
OISC Registered  
AQS Standards in Welfare  
Benefits Casework and  
Telephone Support