

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 2022
FOR
SURREY WELFARE RIGHTS UNIT

DSK Partners LLP
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SURREY WELFARE RIGHTS UNIT

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

	Page
Report of the Trustees	1 to 5
Independent Examiner's Report	6
Statement of Financial Activities	7
Statement of Financial Position	8 to 9
Notes to the Financial Statements	10 to 17

**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

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 2022**

OBJECTIVES AND ACTIVITIES

Charitable Activities

The 2021/22 year at the Unit continued to be impacted by Covid. We planned a return to the Woking office during Autumn, which turned out to be short-lived when working from home was reintroduced due to the new wave of infection. Throughout the year the Unit continued to develop its e-training programme, and we became more proficient on both design and delivery. The advantages of e-training are that access to courses is greatly improved, and costs for both the Unit and delegates are reduced. Thankfully our training income partly recovered from its 2020/21 downturn.

For this year, our reserves complied with our Reserves Policy. We were able to access several new grants; two borough grants, Guildford and Reigate and Banstead Councils. We also secured a small Awards for All Lottery grant to help fund additional training courses.

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 Directors are very grateful for this support, and the funding provided by some of the other Boroughs and District Councils across the County. We delivered services for the final year of our Carers contract, which we have held since 2012. We are grateful to the County Council and health partners for continuing with this funding, which is now part of our core grant.

Apart from grant funding, we generated our own income streams from training courses, consultancy and subscriptions. Over 50 local organisations continued to subscribe to the Unit's services, and in particular, our advice support on individual complex benefit queries.

We continue to hold 100% passes in all areas of our Citizens Advice Performance Quality Framework, including financial management and governance. Our two Advice Quality Standards (AQS) Quality Marks in Casework and Telephone Support were also renewed at the end of 2021.

There is more detail on our activities during 2021/22 in our Impact Report which is available on our website, www.swru.org

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 £195,566 (2021: £205,506). A deficit of £15,177 was made in the year (2021: surplus £3,156). At 31 March 2022 total reserves were £183,427 (2021: £198,604) of which £113,859 represented unrestricted general funds (2021: £117,261).

We had a relatively difficult year and incurred a moderate deficit for the year. Our subscription income showed a small increase to the previous years. The core grants remained at a similar level from previous years. Training income was up significantly on the previous financial year to levels approaching pre-Covid. However, the Covid related schemes, which the Unit benefited from in 2020/21 such as the Lottery and Help to Claim funding financed through Citizens Advice (BEIS) came to an end.

The projected budget at the start of the 2021/22 financial year showed a substantial deficit. As additional income was identified the Unit incurred an improved but still moderate deficit. We can absorb this due to our strong reserves.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

FINANCIAL REVIEW

Principal funding sources

The Trustees extend their gratitude to Surrey County Council, Surrey Heartlands and partners in Surrey NHS and those Borough and District Councils who continued to support the core operating capacity of the charity.

We would particularly like to thank Woking Borough Council who provide premises 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 2022 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. Although efforts will be made to secure additional funding, the current free reserves will be used if necessary to support the work of the Unit. The Trustees are planning a longer-term strategy to avoid ongoing reliance on dwindling reserves.

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 contracts, 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.

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

We are seeing a steady rise in Universal Credit queries, and the Government has just started its two year "managed migration" of current legacy benefit households, onto Universal Credit. Although partly digitalized, we are seeing flaws in the decision making and processing of Universal Credit, so we are preparing for even higher numbers, especially when long-term ill or disabled people are affected, as well as Carers and single-parent households.

We are pleased to be able to support local Citizens Advice services delivering the "No-one left behind" benefits and debt project during the coming year, and are grateful to the County Council for funding additional resource at the Unit so we can deliver new training, and provide support on complex cases. The cost of living crisis, which still has not yet reached its peak, is front and centre of our focus for the coming months and years.

In addition to our core services, we will be completing our Awards for All funded training programme. Also, a new project worker will be starting in June as a Parent and Carer Benefits Adviser. This project, initially for one year, is funded by the Better Care Fund, and will specifically focus on providing support to Carers who have a child of transition age ie: 14 - 25 years old.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

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 2022 the company had 7 members (2021: 10). 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.

The Trustee Board regularly conducts internal skills audits, and annually reviews its performance. It is independently assessed by Citizens Advice using a comprehensive Performance Quality Framework that looks at areas of governance such as finance, strategic business planning and partnership working.

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.

SURREY WELFARE RIGHTS UNIT (REGISTERED NUMBER: 03335128)

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03335128 (England and Wales)

Registered Charity number

1062826

Registered office

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

Trustees

Anne Carroll Haigh (resigned as Chair 31.01.22)
David John Booth Treasurer (resigned 13.7.21)
Alison Clark Company Secretary (resigned 11.10.21)
Jane Vivien Bourgeois (appointed as Chair 31.01.2022)
Roger Stewart Hurcombe
John David Fairley
Sophia Platts (resigned 11.10.21)
Anne Mary Pirie
Suja Sankarasubramanian
Stephen John O'Sullivan Treasurer (appointed 17.05.21)
Keith David O'Neill (appointed 25.4.22)
Daniella Jordan (appointed 25.4.22)

Independent Examiner

Romit Basu FCA
DSK Partners LLP
D S House
306 High Street
Croydon
Surrey
CR0 1NG

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 17 October 2022 and signed on its behalf by:



Jane Vivien Bourgeois - Trustee

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

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 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

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
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306 High Street
Croydon
Surrey
CR0 1NG

Date: 17 February 2022

SURREY WELFARE RIGHTS UNIT

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted funds £	Restricted fund £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		1,210	-	1,210	651
Charitable activities					
Charitable		43,604	-	43,604	47,825
Grants		91,512	58,134	149,646	154,572
Investment income	3	1,106	-	1,106	2,458
Total		137,432	58,134	195,566	205,506
EXPENDITURE ON					
Charitable activities					
Charitable	5	150,647	55,751	206,398	198,059
Other		3,237	1,108	4,345	4,291
Total		153,884	56,859	210,743	202,350
NET INCOME/(EXPENDITURE)		(16,452)	1,275	(15,177)	3,156
Transfers between funds	14	(217)	217	-	-
Net movement in funds		(16,669)	1,492	(15,177)	3,156
RECONCILIATION OF FUNDS					
Total funds brought forward		196,266	2,338	198,604	195,448
TOTAL FUNDS CARRIED FORWARD		179,597	3,830	183,427	198,604

The notes form part of these financial statements

SURREY WELFARE RIGHTS UNIT (REGISTERED NUMBER: 03335128)

**STATEMENT OF FINANCIAL POSITION
31 MARCH 2022**

	Notes	Unrestricted funds £	Restricted fund £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	11	-	-	-	1,416
CURRENT ASSETS					
Debtors	12	24,540	-	24,540	15,697
Cash at bank		248,985	3,830	252,815	233,063
		<u>273,525</u>	<u>3,830</u>	<u>277,355</u>	<u>248,760</u>
CREDITORS					
Amounts falling due within one year	13	(93,928)	-	(93,928)	(51,572)
NET CURRENT ASSETS		<u>179,597</u>	<u>3,830</u>	<u>183,427</u>	<u>197,188</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>179,597</u>	<u>3,830</u>	<u>183,427</u>	<u>198,604</u>
NET ASSETS		<u>179,597</u>	<u>3,830</u>	<u>183,427</u>	<u>198,604</u>
FUNDS	14				
Unrestricted funds:					
General funds				113,859	117,261
Designated funds				65,738	79,005
				<u>179,597</u>	<u>196,266</u>
Restricted funds:					
Restricted funds				3,830	2,338
TOTAL FUNDS				<u>183,427</u>	<u>198,604</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

- 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 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 ~~17 October 2022~~ and were signed on its behalf by:



Jane Vivien Bourgeois - Trustee

SURREY WELFARE RIGHTS UNIT

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

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.

SURREY WELFARE RIGHTS UNIT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

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 £	2022 Total funds £	2021 Total funds £
Interest receivable	1,106	-	1,106	2,458

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
<u>Grant Income</u>				
Surrey County Council	70,112	51,750	121,862	119,736
Surrey Borough and District Councils	21,400	-	21,400	18,500
Grants - COVID-19 Cit A BEIS	-	-	-	2,350
Grants - COVID-19 Lottery	-	-	-	8,986
Grants other	-	6,384	6,384	5,000
	91,512	58,134	149,646	154,572
Subscription Income	22,499	-	22,499	20,765
Training Income	17,295	-	17,295	6,915
Rent in Kind	3,300	-	3,300	3,300
Consultancy	510	-	510	450
Project Income - Other	-	-	-	16,395
	43,604	-	43,604	47,825
	135,116	58,134	193,250	202,397

Income from charitable activities include rent benefit of £3,300 (2021: £3,300).

SURREY WELFARE RIGHTS UNIT**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****5. CHARITABLE ACTIVITIES EXPENDITURE**

	2022	2021
	£	£
Staff costs	189,075	172,174
Depreciation of computer equipment	1,416	2,218
Books & publications	3,199	2,351
Information systems (Subscriptions)	2,234	2,234
Computer systems	2,886	3,319
Insurance	1,986	1,742
Office expenses	721	632
Travel expenses	9	-
Stationery	-	181
Photocopying	27	55
Postage	737	1,048
Printing	315	1,063
Staff development and recruitment costs	939	295
Telephone	2,041	2,177
Training programme	606	622
Website costs	209	209
Project cost- Help to Claim	-	3,000
COVID-19 direct expenses	-	4,739
	<u>206,398</u>	<u>198,059</u>

Included in Travel expenses is £Nil paid to Trustees (2021: £Nil).

6. SUPPORT COSTS

Other resources expended:	2022	2021
	£	£
Legal & professional fees	13	13
Independent Examination fee	840	840
Finance costs	192	138
Other overheads costs	3,300	3,300
	<u>4,345</u>	<u>4,291</u>

SURREY WELFARE RIGHTS UNIT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

7. NET INCOME/(EXPENDITURE)

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

	2022	2021
	£	£
Depreciation - owned assets	1,416	2,218
Independent Examiner's Remuneration	840	840

8. 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

Trustees' expenses for the year ended 31 March 2022 were £Nil and for the year ended 31 March 2021 were £Nil.

9. STAFF COSTS

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

	2022	2021
	7	7

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

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	651	-	651
Charitable activities			
Charitable	31,430	16,395	47,825
Grants	92,236	62,336	154,572
Investment income	2,458	-	2,458
Total	126,775	78,731	205,506
EXPENDITURE ON			
Charitable activities			
Charitable	120,043	78,016	198,059
Other	3,929	362	4,291
Total	123,972	78,378	202,350
NET INCOME	2,803	353	3,156

SURREY WELFARE RIGHTS UNIT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted fund £	Total funds £
Transfers between funds	(305)	305	-
Net movement in funds	2,498	658	3,156
RECONCILIATION OF FUNDS			
Total funds brought forward	193,768	1,680	195,448
TOTAL FUNDS CARRIED FORWARD	196,266	2,338	198,604

11. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2021 and 31 March 2022	18,543
DEPRECIATION	
At 1 April 2021	17,127
Charge for year	1,416
At 31 March 2022	18,543
NET BOOK VALUE	
At 31 March 2022	-
At 31 March 2021	1,416

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade debtors	24,540	15,697

SURREY WELFARE RIGHTS UNIT

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	476	265
Payroll taxes	3,509	7,053
Deferred income	73,660	26,715
Accruals	16,283	17,539
	<u>93,928</u>	<u>51,572</u>

14. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	Transfers between funds	At 31.3.22
	£	£	£	£
Unrestricted funds				
General funds	117,261	(16,452)	13,050	113,859
Designated funds	79,005	-	(13,267)	65,738
	<u>196,266</u>	<u>(16,452)</u>	<u>(217)</u>	<u>179,597</u>
Restricted funds				
Restricted funds	2,338	1,275	217	3,830
	<u>198,604</u>	<u>(15,177)</u>	<u>-</u>	<u>183,427</u>

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General funds	137,432	(153,884)	(16,452)
Restricted funds			
Restricted funds	58,134	(56,859)	1,275
	<u>195,566</u>	<u>(210,743)</u>	<u>(15,177)</u>

SURREY WELFARE RIGHTS UNIT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
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>
Restricted funds				
Restricted funds	1,680	353	305	2,338
	<u>195,448</u>	<u>3,156</u>	<u>-</u>	<u>198,604</u>
TOTAL FUNDS	<u>195,448</u>	<u>3,156</u>	<u>-</u>	<u>198,604</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General funds	126,775	(123,972)	2,803
Restricted funds			
Restricted funds	78,731	(78,378)	353
	<u>205,506</u>	<u>(202,350)</u>	<u>3,156</u>
TOTAL FUNDS	<u>205,506</u>	<u>(202,350)</u>	<u>3,156</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. £3,777 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 had 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. The Trustees see little prospect of receiving matched funding for the foreseeable future and so this amount has been returned to Unrestricted Funds.

SURREY WELFARE RIGHTS UNIT

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2022

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 £9,937 (2021: £8,906).

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 2022.

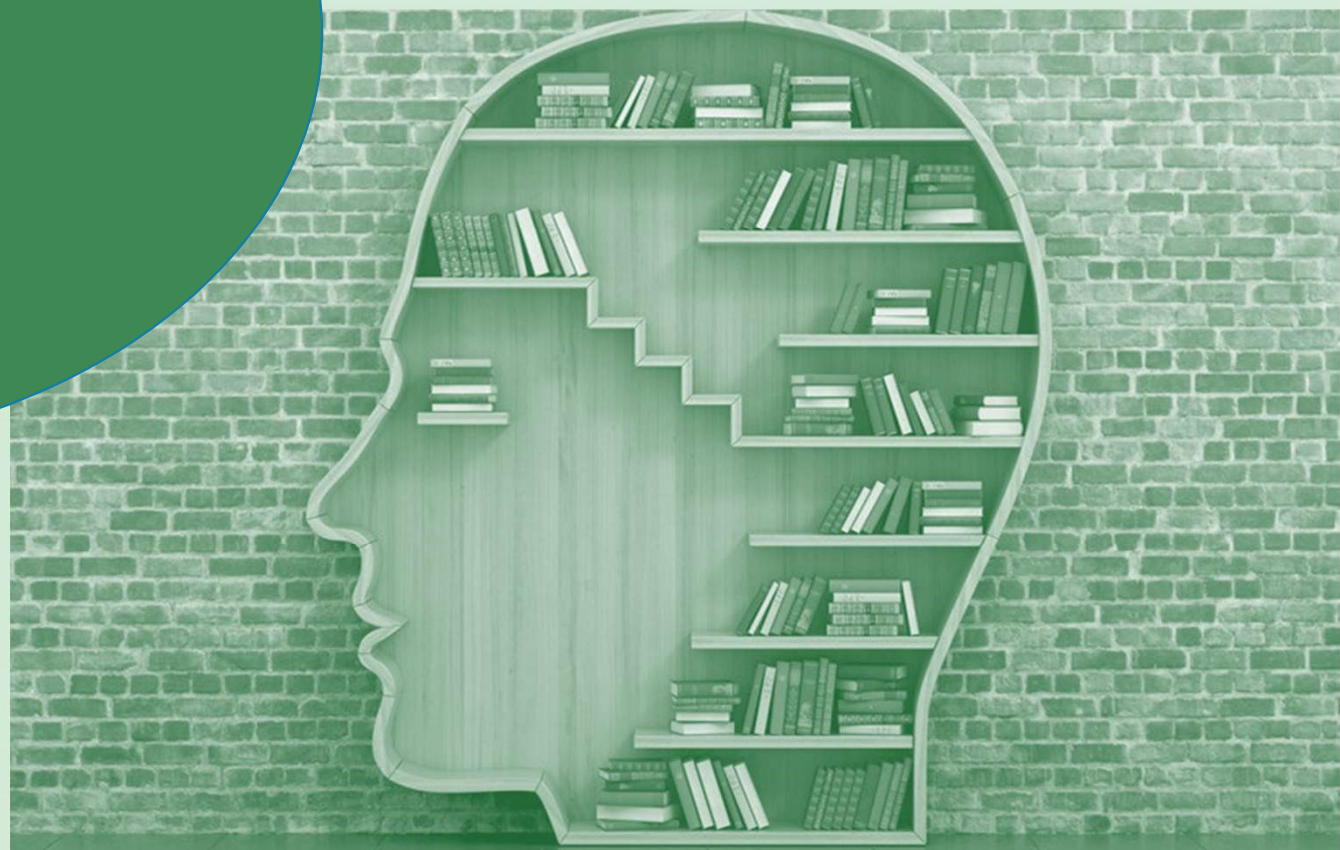
18. DEFERRED INCOME

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

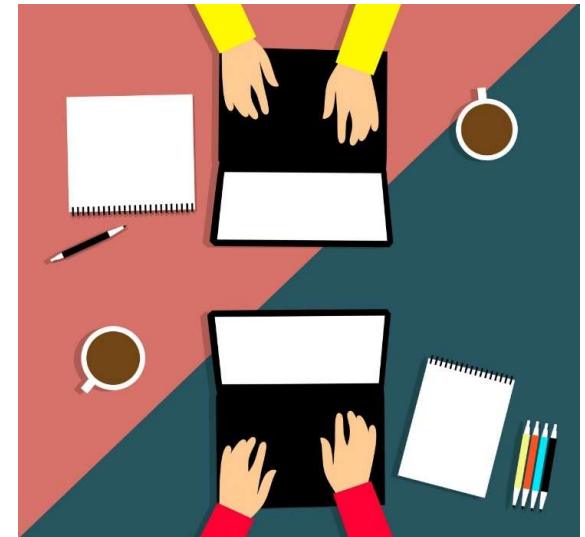
	2022	2021
	£	£
Subscriptions received in advance	24,095	21,640
Training Invoiced but not yet held	6,670	3,775
CAS Training Fund	1,595	
Cit A BEIS Grant	1,300	1,300
SCC Specialist Support COMF	20,000	
SCC Training Poverty COMF	20,000	
	<u>73,660</u>	<u>26,715</u>

Surrey Welfare Rights Unit Impact Report 2021/22



Welfare Rights

We were hoping for a more settled year compared to 2020/21 but that didn't happen. We coped with switching back and forth from office and home, but it was the pace of legislative change that kept us working flat out to ensure all our stakeholders were up to date, and aware of changes that could impact on their clients. The Covid easements on social security were removed one by one, but it was clear that what was left behind was a trail of debt, lost work, and benefit overpayments for many. At the same time the Tribunal service began to pick up pace with appeals, and medical assessments were re-started. A positive was that clients, who needed to, could once again visit advice agencies in person. The temporary uplift in Universal Credit and Working Tax Credit made such a difference to low income households, and it was extremely disappointing that, despite strong campaigning, the increase was not kept - especially with the cost of living shocks that were just round the corner. For the coming year we will be focussing on the managed migration of Universal Credit, and preparing for increased casework clients, including appeals.



A few words from the Trustee Board

It has been a privilege to take over as Chair of Surrey Welfare Rights Unit after many years of association with the Unit both as Trustee and service user. Whilst Anne Haigh stood down as Chair during the year we are delighted that she continues as a Trustee. We said farewell to Alison Cox, Trustee for over 25 years and to Sophia Platts. Thanks to them both for the contribution they made during their trusteeship. We welcome two new Trustees to the Board, Dani Jordan and Keith O'Neill.

The Board continues to be impressed by the outstanding service offered by our staff under the very able leadership of our Chief Officer, Maria Zealey. This has been evidenced this year by our full quality assessment by Citizens Advice where we scored highly in all areas which include governance and quality of advice as well as the high levels of satisfaction in feedback from our service users.

This has been another difficult year with a couple of false starts in returning to work in the office but we are pleased that our staff have now successfully adopted a hybrid method of working. A rare positive from the pandemic has been the opportunity to develop new ways of working which will continue with us post pandemic.

The details in this report demonstrate the continued high level of need. With the high increase in the cost of living and pressures on household incomes we expect demand on our service to increase.

On behalf of the Board I should like to thank all our funders, staff and fellow Trustees for their continued support during the year.

Jane Bourgeois Trustee Board Chair

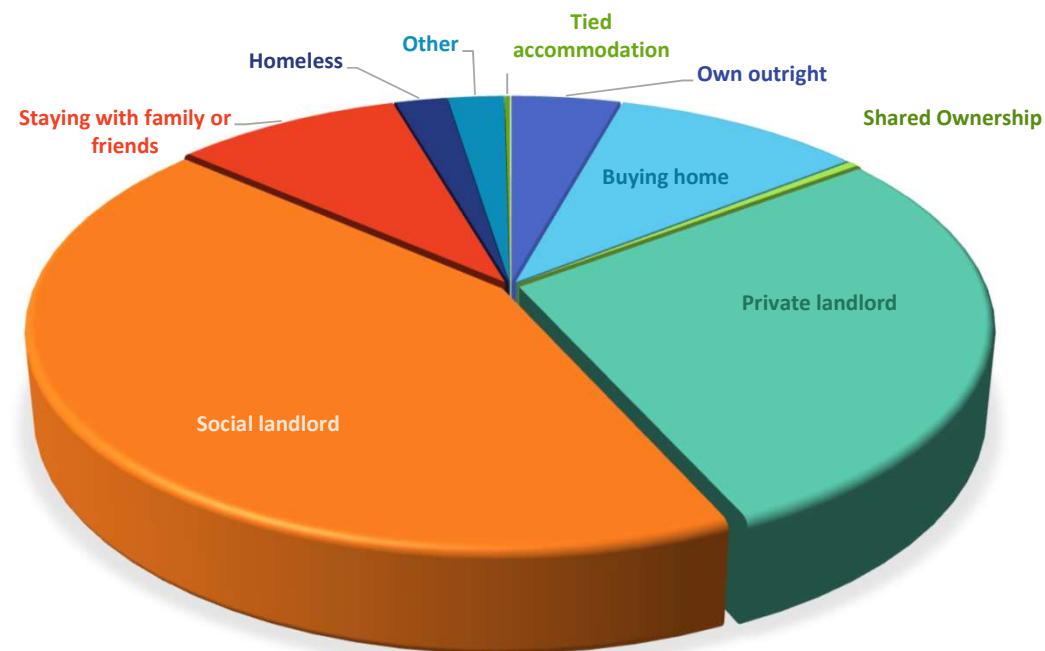


We helped those most in need

Housing status is only one of many data sets we record about the households we have supported throughout the year. Compared to last year's figures, we saw an increase in clients who were staying with family or friends, rather than having their own accommodation. There was also a jump in the number of renters who had a private sector landlord. Both reflect two of the most insecure household types.

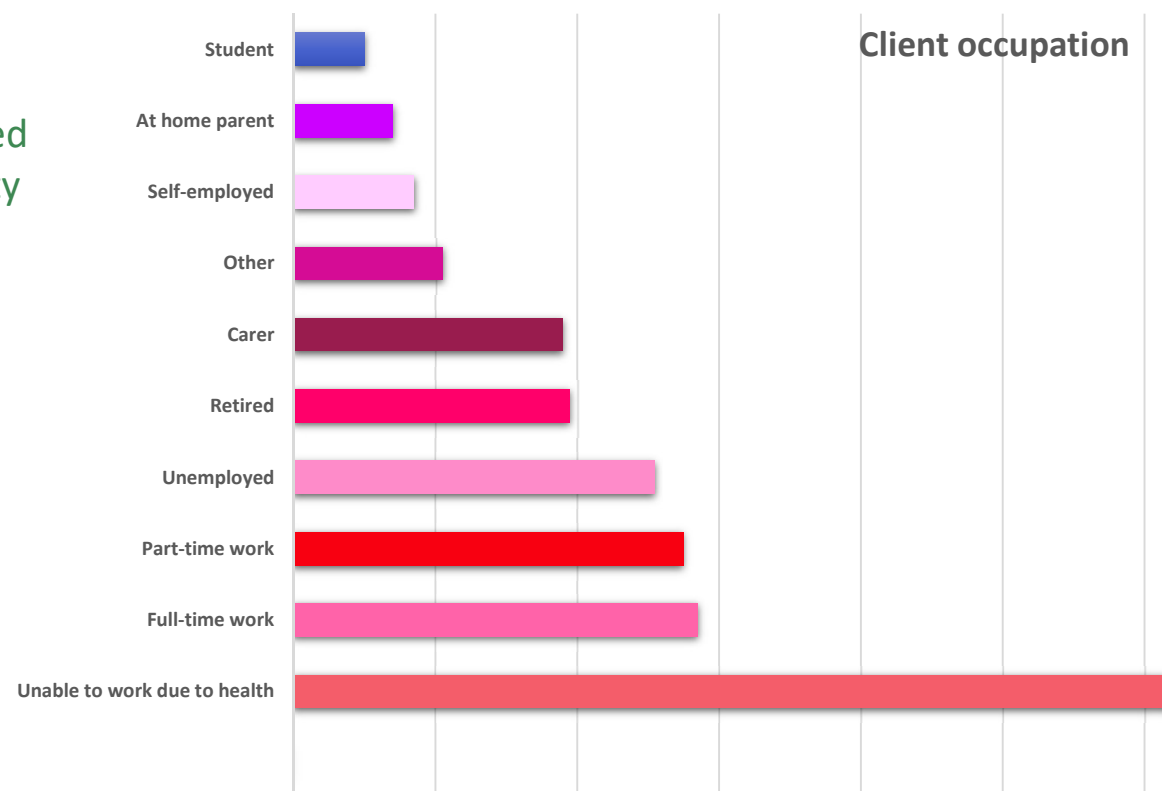
We have been reporting on the difficulty some students have in accessing benefits, particularly disabled students, and this is reflected in our Education related enquiries which increased by 130%.

Similar to last year, 63% of all clients helped were female. The percentage of clients who were disabled or long-term ill increased significantly from 57% to 66%. 29% of our clients stated that they were not White British.



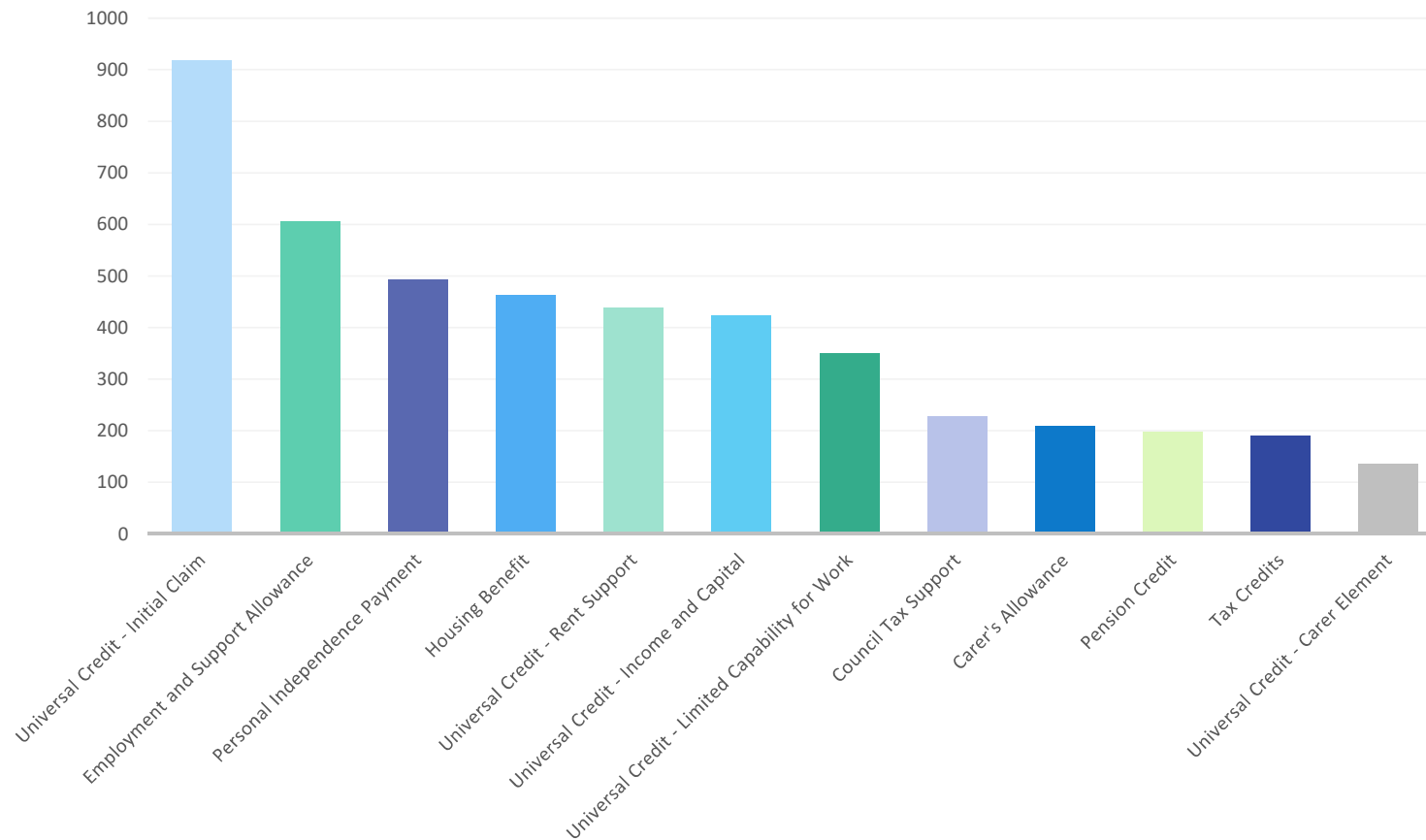
We helped those most in need - continued

Enquiries relating to overpayments of benefits and other related debts rose by 80% compared to the previous year. Other noticeable changes were Housing Benefit queries that concerned mixed-aged couples. The 125% increase reflects the complexity of the law on this issue. We saw a 70% rise in queries about the mobility component of child Disability Living Allowance. Enquiries about the past presence or residence tests and how they apply to disability and Carer benefits were up in every category. How to access Universal Credit if you have pre-settled status queries increased by 118%. Challenges to Universal Credit decisions were over 200% higher for this year, both mandatory reconsiderations and appeals.

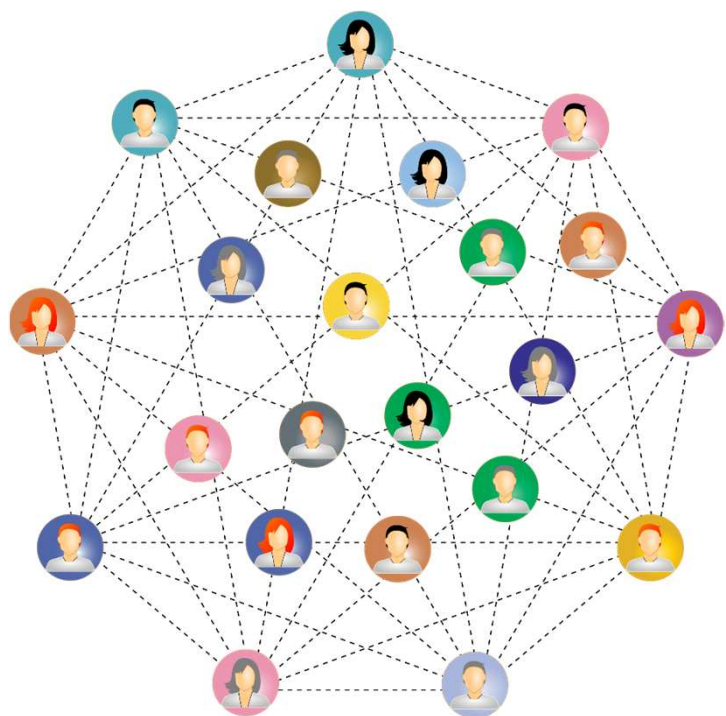


.....with these benefit problems

Issues 2021/22



In total our advice had this much value



Financial Outcomes direct and indirect £3,064,847

Client benefit gain confirmed £430,025
Health, social care and other gains
£6518

Our Fiscal Benefit was £303,999

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 £2,509,755

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

Headline figures:

Reducing use of NHS £73,389

Keeping people in work £126,769

Homelessness prevention savings
£103,736

Fiscal benefit of supporting claimants
with benefit debts £115,119

**For every £1 of funding we
received our clients gained
£20.32 and we created £18.16
of public value**

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

In addition to our financial outcomes we also try to record non-financial outcomes such as blue badges or a social care assessment, as well as “soft” outcomes such as client reporting improved health, or resolution of a complaint.

The value of e-training is difficult to quantify. However, the more volunteers and staff are supported and have access to training, the more likely it is that they are satisfied at work, and will remain at the organisation. Each adviser that we train and support could, in turn, help hundreds more local residents.

Our research and campaigning work is equally important as helping individuals resolve their benefit problems. The value of this work is when we successfully raise an issue with key parliamentarians or decision-makers, and see changes happen that help those struggling to navigate the social security maze.



Sharing Best Practice and Active Campaigning with Citizens Advice in Surrey

In December 2020 we set up a quarterly meeting to enable welfare rights colleagues across the Surrey Local Citizens Advice network to meet to discuss issues impacting their clients and affecting their ability to deliver accurate, tailored, effective and timely advice. Since then, 46 colleagues from 9 Local Citizens Advice districts have attended the Surrey Welfare Advice Group.

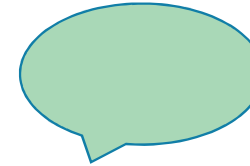
The topics discussed have been varied and include

- Immigration status and access to benefits
- The DWP's Trust and Protect initiative
- Access to Universal Credit for disabled students
- The lack of transparency around deductions from Universal Credit
- The DWP's refusal to accept ongoing authority to act on behalf of clients.

As a group, we have been in touch with Chloe Smith, Minister for Disabled People to determine the processes around supersessions of Personal Independence Payments for claimants diagnosed with a terminal illness. We are currently looking at the inaccurate and misleading content of some letters from the DWP and are in discussion with the Department about improvement.

Karen Creeth, SWRU Adviser and Surrey Welfare Advice Group Lead

What they said.....



" She has specifically asked me to give you a big thank you for all the help you have given her" - Casework client's support worker

"Its made me very aware of the gaps in my knowledge (which is a good thing)" - Training delegate

"Thank you so much for this morning's training session. I found it really informative and easy to follow. I will definitely be back for more" - Training delegate, Charity Worker

"The team really appreciated your presentation and have asked me to pass on their thanks for the wonderful job your team does" - Surrey employment support service

"I emailed SWRU for some advice late last night. Phone call back from them first thing with a plan. We are so lucky to have such a brilliant and responsive local charity" - Surrey charity

"All the advisers are brilliant. I don't think I could do my job without their advice" - User Survey

" We sent a colleague on your PIP courses last year and they were very effective (our Adviser has been very successful with MRs, obtaining arrears of nearly £8,000 for at least 2 clients recently)" - Local Citizens Advice

Training the advice sector

SWRU courses delivered	27
Local advice workers trained	174

Commissioned courses delivered	23
Local staff and volunteers trained	414

New courses included:

- Universal Credit calculations
- Understanding earnings and Universal Credit
- PIP – the Mobility Component
- Benefits Overview for non-advisers

We ran almost twice the number of courses during this year, responding to both rising demand for training, and rapid changes in social security legislation.



Delivering e-training

SWRU has always had a reputation for delivering well-received face-to-face (F2F) training but, when the pandemic hit in 2020, it was necessary to find a different way to deliver it. We developed an e-training format, with one adviser presenting whilst a second adviser used the chat bar to provide additional information or answer questions from delegates without interrupting the presentation. In addition, technical support would be available to resolve problems such as joining the meeting and sound issues. 2020/21 saw us launching the new courses and, responding to feedback from the delegates, improvements were made where necessary.

2021/22 was our first full year of e-training delivery and the response from the delegates has been amazing. Initially, we were apprehensive about whether the delegates would take to e-training but many have emphasised the benefits of not having to travel to a venue, saving both money and time, as well as the extremely important reduced carbon footprint. They were also complimentary about the format with the chat function as well as the relaxed and friendly manner of the training team. We have also been confident enough to increase the number of delegates attending each course without impacting each delegate's experience. What started out as a temporary solution until we could return to F2F training has now become a permanent addition to the services we offer. There will still be courses though where F2F is desirable and, when conditions allow, we will reintroduce them.

Another benefit of the e-training is that we are no longer limited to the geographical constraints of F2F training and have been promoting the service further afield, concentrating on organisations in rural areas that, when the pandemic was over, would still benefit from remote training. In 2021/22, delegates have joined our courses from as far as Lancashire in the north and the Isle of Wight in the south. Most of our training is still for organisations in Surrey though, and we rounded the year off by successfully delivering 5 courses to staff from Surrey County Council's Contact Centre.



Working with others for better client outcomes

Local Citizens Advice in Surrey,
Hampshire, Merton and Lambeth 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

House of Lords – Youth
Unemployment Committee

Surrey Choices

BBC News Surrey

Department of Work and
Pensions

Public Health Surrey

Surrey Welfare Advice Group

Social Security Advisory
Committee

Surrey County Council Contact
Centre

Who we are

Staff

Maria Zealey – Chief Officer

Brigid Caffyn-Parsons – Welfare Rights Adviser

Karen Creeth – Welfare Rights Adviser

Sarah Fell – Welfare Rights Adviser

Carol Gibbs – Senior Welfare Rights Adviser

Lou Glencross – Parent and Carer Benefits Adviser

Helen Haws – Welfare Rights Adviser

Ray Savage – Administrator

We would like to thank

Surrey County Council

Surrey NHS groups

Woking Borough Council

Elmbridge Borough Council

Guildford Borough Council

Reigate Borough Council

The National Lottery

Trustees

Jane Bourgeois - Chair

Anne Haigh

John Fairley

Roger Hurcombe

Steve O’Sullivan - Treasurer

Anne Pirie

Suja Subramanian

Dani Jordan

Keith O’Neill

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