

**citizens
advice** **Runnymede
& Spelthorne**

Annual Review and Accounts

2015/16



Serving the Local Community

Charity Number 1128180

Company Number 06754766

In partnership with:



Citizens Advice Service Aims and Principles

The Citizens Advice Service provides free, independent, confidential and impartial advice to everyone on their responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Our 'social policy' campaigns use the evidence provided by our clients as part of our work to be an effective influence in changing practices and law. This is completed at both a local and national level.

Citizens Advice Runnymede and Spelthorne

Founded in 1968 Citizens Advice Runnymede and Spelthorne is a local, independent charity and a member of a national association, the charity Citizens Advice.

2016 Mission Statement

Citizens Advice Runnymede and Spelthorne serve the local community by being the number one advice centre for all regardless of individual circumstances. This will be achieved by providing advice which is free, confidential, independent and impartial, and by active campaigns for the benefit of the whole community. One that is at the heart of the community working in partnership and where it is mutually beneficial for both parties and the community.

We will provide a highly professional service through volunteers of all age groups and backgrounds. To maintain these standards we will continue to provide ongoing training and development to all. We will continue to adapt to meet the requirements of the local community and provide access to all.

Our Community Outreaches

- **Advice for Health Care professionals at the Abraham Cowley Unit**
 - **An outreach service for local residents at the Stanwell Library**
- **An outreach service for local residents in the Forest Estate in Englefield Green**
- **A regular advice session in partnership with A2 Dominion in Stanwell**
- **Staines County Court – weekly advice for those facing housing repossession**
 - **Rentstart project for those that are homeless or sofa surfing**

In addition we have formal referral procedures with:

Childrens Centres, Local councils, Age UK, Gypsy, Roma, Traveller Brighter Futures group (Gratis), The Surrey Family Support Programme and Healthwatch



An Introduction from the Chair

As the new chair of Citizens Advice Runnymede and Spelthorne, it gives me great pleasure to introduce myself to you all. Having worked in social housing for over 40 years and the last 15 in Runnymede, I know only too well the marvellous work undertaken by local Citizens Advice generally, and of course Runnymede and Spelthorne in particular.

It will come as no surprise to anyone that the past year has been busier than ever. With housing becoming more and more unaffordable, and cuts to benefits making themselves felt, our staff and volunteers find themselves busy at the coal face providing advice and assistance to the residents of the two boroughs. My heartfelt thanks goes out to them all, as well as my fellow trustees: together we provide a valued and cost effective service for local people which enhances the quality of life of all who use it.

Already 2016/17 promises to be an equally challenging year, and I am confident Pat and her team are ready to face whatever it throws at them.

Ian Blowers

Chief Officers Report

So another year has gone by and with it came many changes to get our heads around. Every Government announcement of a change in legislation means an ever increasing queue at our door, and ever increasing demand for our services. Government officials make an announcement about cutting a benefit, or changing a piece of legislation which to some may seem to be sensible and easily understandable. But to our clients, often on a low income, these changes have a severe detrimental effect on their finances and their ability to make ends meet and they need our advice and support even if this can take many calls and visits to our offices. You will find a variety of examples of these throughout this report.

This year we have begun a trial of advice that falls somewhere inbetween triage and full advice, making 3 levels of assistance. For those who do need advice we offer full face to face and telephone generalist level advice from our trained volunteers and paid staff. The second level is what we call 'Gateway Plus' this helps the client to resolve the immediate problem at the time and then we can make an appointment for follow up work. And finally, to help us with increasing demand we continue to use our triage system. Not all clients who contact a bureau need or indeed want a 'sit down' with an adviser so we help them to access information or explain information to them they can resolve their own problem.

The usual thanks go to the bureau team and to our main funders, Runnymede and Spelthorne Councils and the NHS. More thanks to the many others that support our work in the following pages.

Pat Thompson

How have we made a difference this year?

Money gained for clients:

- £979,000 gained in successful benefit and pension credit claims and tribunal awards. The actual amount is likely to be higher once the unconfirmed outcomes are known.
- £40,000 in debt write offs

Some of the benefits of our money advice:

- Research shows that debt can have expensive consequences before advice is sought
- Our clients tell us that our help with money problems have a positive impact on their health, and some have reported receiving treatment, medication or counselling as a result.

Other facts and figures:

- Our volunteers gave many hours of their time, amounting to the equivalent of £250,000
- 168 of our client enquiries were for Actual Homelessness
- 270 of our client enquiries were for Threatened Homelessness
- This year, debt, benefits and housing accounted for 58% of our total enquiries
- 7% of total enquiries were for employment and 7% for relationships and family
- 40% of our enquiries are related to benefits
- 35% of our clients refer to themselves as disabled
- 26% describe themselves as 'white other'

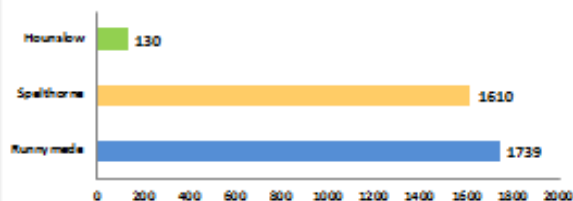


Contact Statistics including Adjoining Boroughs

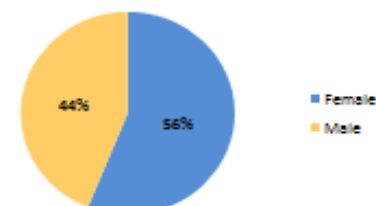
Key Statistics

Clients	5,316
Advice Issue Codes	13,709
Client Contacts	11,273
Enquiries	6,041

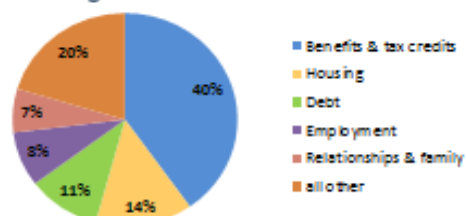
Client advised - top 3 LA's



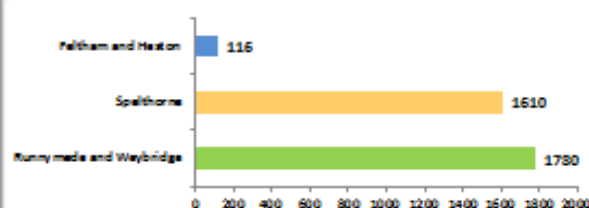
Gender of Clients



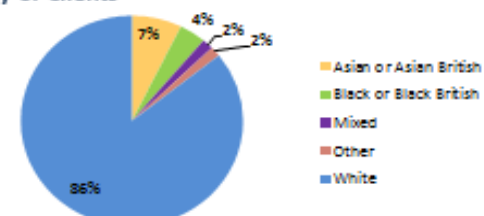
Top 5 advice categories



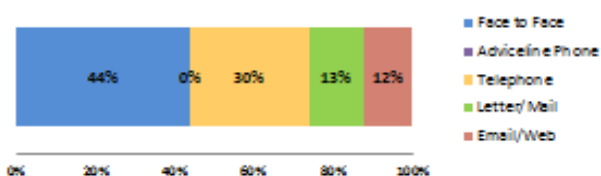
Client advised - top 3 constituencies



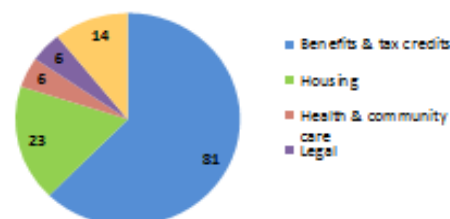
Ethnicity of Clients



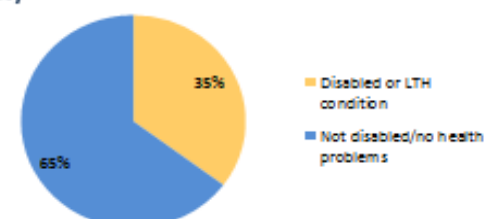
Client contacts by channel



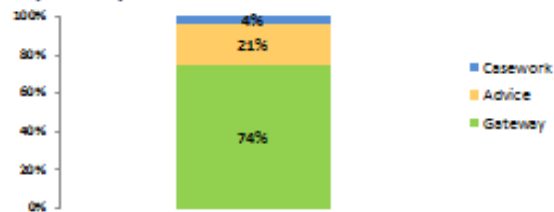
BEFs



Disability



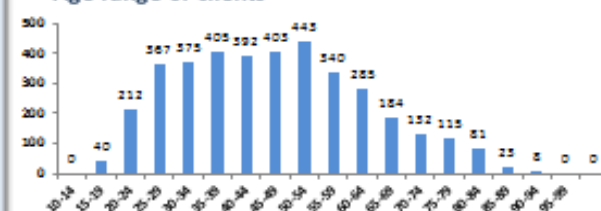
Enquires by Worklevel



Financial Outcomes for the period 2015-16

Income gain	£978,460
Debts written off	£40,539
Repayments rescheduled	£0

Age range of clients



Citizens Advice Local Authority Dashboard 2016

Runnymede

Citizens Advice Service England and Wales 2015/16:

	2015/16
Unique clients advised	1.95m
Problems dealt with	5.6m
Community locations	>2600

Runnymede in 2015/16

Citizens Advice Bureaux dealt with:

	2015/16
Clients	2,072
Problems	6,819

The main problem areas were:

	2015/16	
	Problems	%
Benefits	3,020	44%
Debt	690	10%
Employment	536	8%
Housing	759	11%

The top 5 benefit issues were:

	2015/16	
	Problems	%
Housing Benefit	472	16%
Employment Support Allowance	461	15%
Working & Child Tax Credits	341	11%
Personal independence payment	318	11%
Localised social welfare	208	7%

The top 5 debt issues were:

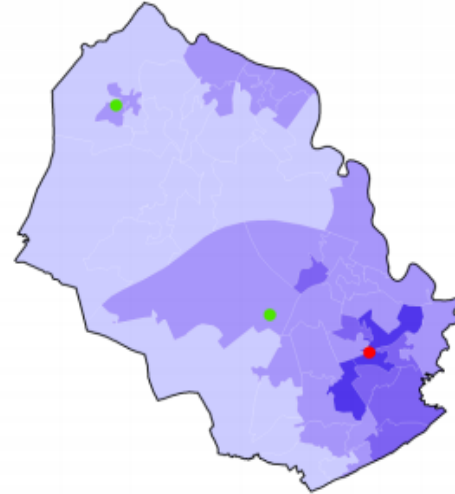
	2015/16	
	Problems	%
Council tax, comm. chg arrears	141	20%
Credit, store+chg card debts	62	9%
Rent arrears-LAs or ALMOs	41	6%
Unsecd personal loan debts	38	6%
Rent arrears-hsg assocs	36	5%

Key housing issues:

	2015/16	
	Problems	%
Actual homelessness	49	9%
Threatened homelessness	121	23%

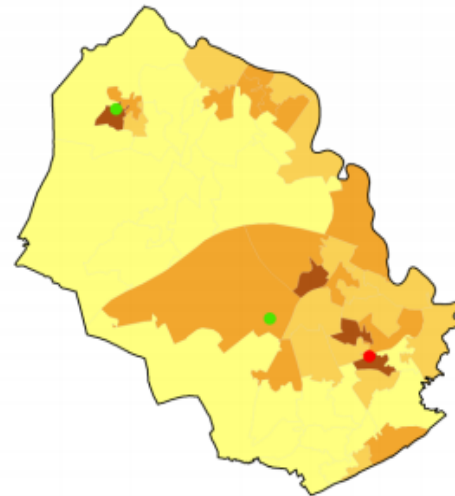
Clients

- 0 - 30
- 31 - 54
- 55 - 85
- 86 - 137
- 138 +
- Bureau
- Outreach



English Deprivation Rank

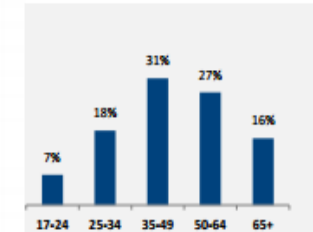
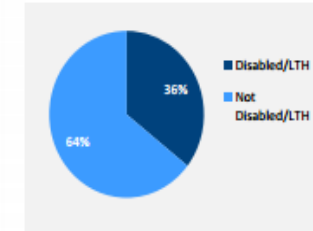
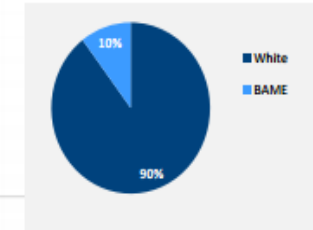
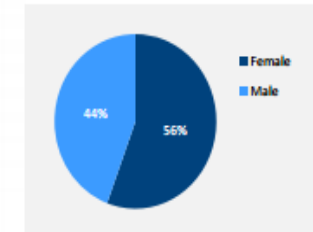
- Most deprived
- Least deprived
- Bureau
- Outreach



Source: IMD 2015. Contains OS data © Crown copyright and database right 2016



Client Profile:



Citizens Advice Local Authority Dashboard 2016

Spelthorne

Citizens Advice Service England and Wales 2015/16:

	2015/16
Unique clients advised	1.95m
Problems dealt with	5.6m
Community locations	>2600

Spelthorne in 2015/16

Citizens Advice Bureaux dealt with:

	2015/16
Clients	2,302
Problems	8,391

The main problem areas were:

	2015/16	
	Problems	%
Benefits	2,504	30%
Debt	698	8%
Employment	486	6%
Housing	1,037	12%

The top 5 benefit issues were:

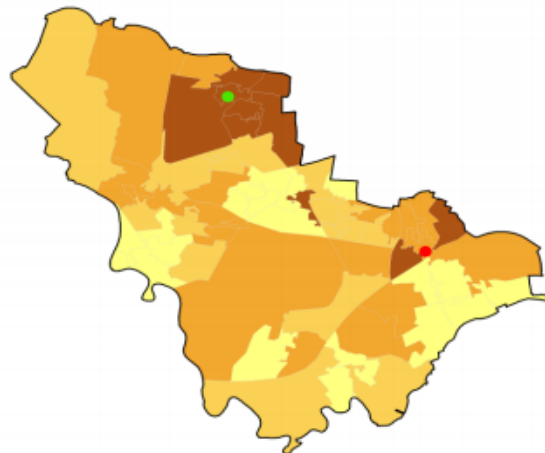
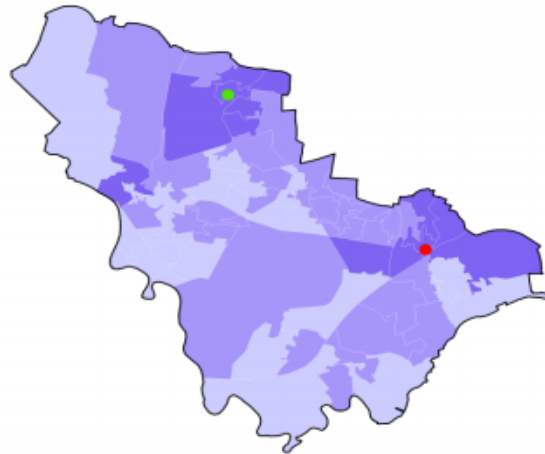
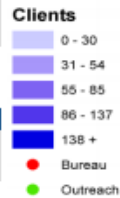
	2015/16	
	Problems	%
Housing Benefit	432	17%
Employment Support Allowance	362	14%
Working & Child Tax Credits	313	13%
Personal independence payment	236	9%
Localised social welfare	166	7%

The top 5 debt issues were:

	2015/16	
	Problems	%
Council tax, comm. chg arrears	139	20%
Rent arrears-hsg assocs	79	11%
Credit, store+chg card debts	75	11%
Unsec'd personal loan debts	41	6%
Fuel debts	39	6%

Key housing issues:

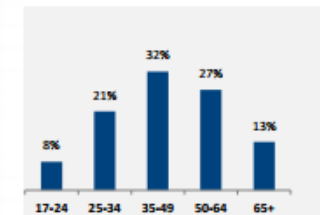
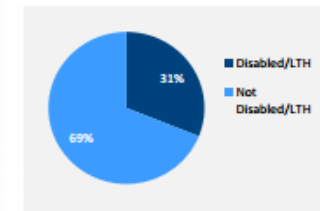
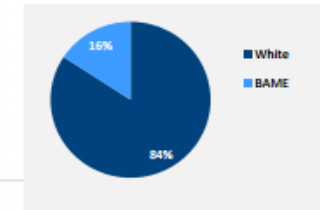
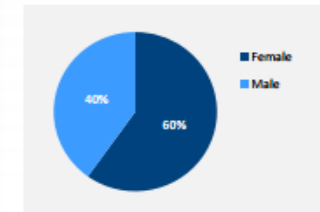
	2015/16	
	Problems	%
Actual homelessness	75	15%
Threatened homelessness	148	30%



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Client Profile:



Case studies – Why can't working people just manage their income?

Unemployment is now nationally around 5% (with the definition that everyone who wants a job can get one). Despite this falling unemployment and the living wage, Citizens Advice Runnymede and Spelthorne still sees shocking and distressing instances of working people falling below acceptable living standards.

'Angela' is a 56 year old single self-employed cleaner who came to see us because of social housing rent arrears. For a 30 hour week, she earns £186 gross per week putting her well below the income tax threshold and the minimum income standard for a single person of £282.29 net per week. When she broke her wrist and was unable to work for 6 weeks - no work, no pay - and during which time one of her companies decided to find a new cleaner – contract lost, income reduced - her rent and council tax arrears accrued. Angela tried to claim housing benefit to help her through the period but misunderstood her entitlement and abandoned the claim.

Angela needs her car for work which is by far and away her largest expense and is 'affordable' only by reducing other expenditure to minute amounts (£21 per week for food, meaning she ate only 1 meal a day). Angela's Citizens Advice adviser helped her to make benefit applications for working tax credit and housing benefit adding £65 per week to her income and enabling her to keep up with her rent payments and make payments towards arrears of council tax and rent. We wondered why Angela didn't work more hours and it emerged that she is an unpaid carer for a brother with severe mental health problems. Angela is the emergency contact for social services and the mental health team and she acts as her brother's transport for frequent clinic appointments so needs to be available in the day. When we found out that Angela's petrol allowance from her brother's care budget had been stopped through an administrative error, we were able to help her to get it restored. Citizens Advice Runnymede and Spelthorne also helped with self-employment registration, tax credit renewal and tax returns – procedures that aren't straightforward for many people who can then easily get trapped in a cycle of benefit and tax problems.

Mr and Mrs 'Francis' are also social housing tenants. Mrs F works 24 hours per week as a care assistant and earns £161 net per week (figures pre April 2016). Mr F worked until October last year when a deteriorating health condition meant that he could no longer work. Because he had a patchy work record (a mixture of health and other circumstances) he has no entitlement to national insurance-based benefits and Mrs F's hours are insufficient for working tax credits; she does overtime whenever she can. They are entitled to some housing benefit but the amount of the award is reduced by a previous overpayment recovery and by their daughter's income. Resident non-dependent children frequently cause financial hardship for parents living on the margin of affordability and even with housing benefit and council tax support, this couple are living approximately £100 per week below the minimum income standard for a couple. Although Mrs F's daughter did pay (mostly) the shortfall due to her living in the property, the bare minimum didn't cover other household expenditure and the result, because of the financial pressures, was that Mrs F's daughter and her daughter's small child moved out. The resulting 'bedroom tax' on the housing benefit award was a much smaller amount than the reduction due to their daughter living there so they had a financial gain when she left. However she now occupies accommodation on which housing benefit/council tax support is paid, this is a net loss for the public purse and in societal terms a less well supported lone parent.

The working poor who we see very regularly, rarely have only one issue that has caused debt. These clients are often in low paid jobs with irregular hours making budgeting already difficult and they have no opportunity to accrue savings, so that just one extra pressure can tip them into escalating debt. Our 3 clients above all work or have worked, have all experienced reduction in income beyond their control and have found a safety net either unavailable or too complex to access or simply not enough to cover routine modest expenditure. Together with these clients the advisers worked across many benefit areas, sought specialist assistance, negotiated with housing associations, councils and bailiffs, filled in complex forms, made countless telephone calls, wrote endless letters, made numerous calculations. For the households above, the intervention of Citizens Advice saved their homes, but many others in these circumstances don't seek help soon enough, for all the households income was improved, but this just helped these households on this occasion. Citizens Advice can only be a dismayed observer of the ease with which low paid workers live in, or fall into, a poverty trap.

Lorna Thomas

Abraham Cowley Unit Outreach

It is with mixed feelings that I write what will be my last report from the ACU. I started working at the ACU outreach in 1991, which really is a lifetime ago, so I hope you will forgive me if I indulge in a little nostalgia.

I was lucky enough to join what was a pioneering service – a welfare rights service specifically for people with mental health problems, accommodated in the local psychiatric unit. Hard to believe now, but it was unusual at that time to recognise that people with mental health problems have very particular and unmet advice needs. Runnymede (as it was then) CAB was one of the first in the country to provide such a service. Many years spent establishing and developing it resulted in the service we provide now.

I have also been incredibly lucky to have worked with some marvellous colleagues at the outreach, vital in such a stressful role. My original boss Kate Firth was the best teacher any young adviser could have had. Jean Sullivan bravely joined me when Kate retired, working tirelessly for her clients and helping me get to grips with managing a small outreach. When Jean moved away Marilyn Warrener brought her very individual sense of humour and intense dedication to her clients. I'm not sure if Lorna Thomas remembers the time she came to the ACU in the dim and distant past – I like to think she honed her administrative skills with us. After Marilyn decided to focus on her work in the main bureau, we were fortunate to welcome Sue Basten to the unit, with her wealth of experience and ceaseless commitment to getting the best for her clients. Most recently, Rachel Crewe has joined Sue bringing her wide range of knowledge and experience to the clients; she and Sue are ensuring that our history of excellence continues.

The outreach would not have thrived without the constant support of the team at the main bureau. Val Mussett had the vision to oversee the establishment and early years of the outreach. Then throughout my time as outreach manager Pat Thompson has continued to guide, support and encourage me through all the ups and downs the unit, and I, have faced – simply a constant strength. Volunteers from the main bureau too numerous to mention have lent their support over the years, not least by providing laughter and cheer when it's been most needed.

The various incarnations of the local NHS have funded the service for all these years, and provided the office accommodation and the vital support from our mental health professional colleagues. With all of this, a wonderful team of workers and a robust relationship with the funders, it gives me great pleasure to know that I am leaving the service in such good shape and in such capable hands.

Maggie James

When is a duck not a duck?

Starting at Citizen's Advice I had no idea what to expect. As a law student, chasing a career as a barrister, I was looking for a quasi-legal experience to fill my time during the summer before my next year.

I am still very much in the infancy of my time here, but I have already come across many issues from my academic studies. Without going into too much detail, Landlord and tenant disputes, private equity and family law have all arisen. Whilst I cannot offer legal advice per se, seeing real legal problems up close and how they affect members of the general public offers a valuable insight. Once I have assisted the client as far as I am able to, I often find myself reading around the subject in further detail.

One skill that cannot really be taught in a classroom is how to deal with difficult clients. My supervisors had no qualms about 'throwing me in the deep-end', albeit supervised, with clients who were not proficient in English or had a tendency to stray from the point at hand. Through having to think on my feet, and subsequent reflection with my superiors, I feel I have developed skills that will stand me in good stead in the future.

As a prospective advocate, being able to repackage information in order to deliver in court is crucial. Be this from client to a third-party or from a resource to the client. As a Gateway assessor, much of this is much of what I do. The client will tell me their problem and I will have to separate this out into the relevant issues. What presents itself as one thing may in fact be another. As the old adage goes: it may look like a duck, walk like a duck and quack like a duck but more often than not it will turn out to be a benefit check and Surrey Local Assistance Scheme application.

I have had clients walk out on me, breakdown into fits of tears, make inappropriate remarks and allege conspiracy, but it is asking the right questions to reveal the underlying issue which I have found the most challenging part of my time here. When I do walk away from Citizens Advice Runnymede and Spelthorne it will be the most valuable lesson I take with me. These interview skills will serve me well when I go on to study cross-examination, but their usage transcends this.

People are not always forthcoming or aware of their real problem. Part of the beauty of working for Runnymede and Spelthorne Citizens Advice is that you never know what challenges the next client is going to bring. My future too is uncertain. I have chosen what feels like one of the most difficult and competitive career paths available to me in a job-market that is not particularly thriving – The Bar as a profession seems forever 'up-in-the-air' and Brexit brings with it our (supposedly) imminent emancipation from the EU. Despite all this, one thing I can be sure of is that I have been enjoying my short time here. I have become more self-aware of my strengths and weaknesses and a discovered a desire to help people which is fostered each and every day. All I can hope for is that these traits will continue to develop going forward and whatever the 'real world' holds for me I will enjoy as much as I have my time here. "

Will – Volunteer

Rentstart Report - A step back in time!

Rentstart has seen lots of changes over the last 10 years mainly due to changes in housing legislation, benefit cuts and of course a change of building!

The two changes that have had a huge impact on the Rentstart scheme are:

- Changes in housing legislation to increase the age requirement for the one bedroom room rate from 25 years to 35 years
- The abolition of the crisis loan for Rent in Advance in particular.

The main impact of the housing legislation age increase has been for adults in this age bracket that have children that visit or stay over at the weekends. Landlords and clients tend to feel that the shared room accommodation is just not suitable for weekend visits from children due to the size of the rooms and sharing facilities with other tenants. This has made it even harder to find suitable shared accommodation for clients in this situation.

The abolition of the crisis loan was a major blow for Rentstart. Without the option of crisis loans to cover Rent in Advance, we were left in a very difficult situation as it was not replaced with any other schemes or any long term solutions from the Government. We were very pleased when Runnymede Borough Council provided funds for Rent in Advance for the first year. We did however know that this was not a long term solution for Rentstart and that we would have to find other funding for the scheme to continue. We have been working hard on local funding bids. We are delighted to say that we have secured funding for further Rent in Advance for the following year from Enterprise Rent a Car and Surrey Community Foundation; we have also made an application to The Schroder Trust, who supported us a few years ago.

Due to funding cuts we are going to have to spend more time on new funding applications for Rentstart to survive. We are going to concentrate on bids to expand the project and enhance tenancy support to clients who have additional support needs in order to prevent the cycle of homelessness.

A proportion of our current client group just fall outside the Local Authorities Priority Need category. These clients specifically need more than just a Deposit Scheme Charity. They need on-going support and guidance on a particular number of issues in order to sustain a tenancy long term and prevent the relapse of losing their accommodation. This is our focus for the coming year.

Some of our landlords have been with us for a number of years now and we count ourselves very fortunate to have their ongoing support.

This year has been a challenging one. We have had 61 referrals, interviewed 44 and we have housed 7 people with a deposit and/or Rent in Advance.

Most of our clients are still referred directly from Runnymede Borough Council but we have seen a slight increase in self referrals.

Changes:

- New landlords - we are in negotiations with two new landlords
- Funding - New applications for funding are underway to develop and increase our tenancy support work. We have had a funding cut from Runnymede Borough Council and Rentstart now only currently operates one day a week.
- Relationships and the community – We want to raise awareness in our local community especially through local churches and local forums.

Our heartfelt thanks again to our funders, in particular, Runnymede Borough Council, Chertsey Combined Charity, Enterprise Rent a Car and Surrey Community Foundation.

A big thank you to Citizens Advice Runnymede and Spelthorne for providing the additional resources of the CAB volunteer advisers, who take referrals for Rentstart clients for issues beyond the immediate remit of the project.

Zara Barber and Clare Liddiard
Rentstart Co-ordinators



Has volunteering changed?

In terms of numbers figures from a survey carried out in 2015 found that 42% of people were volunteering formally at least once a year, which has not changed significantly from a peak of 44% in 2005. Generally rates of volunteering in England continue to be very stable over time, with only small fluctuations year-on-year. So, number wise there is relative stability, however from Citizen's Advice perspective it seems to be increasingly hard to recruit volunteers.

A key factor identified by the study was a change in the way that people choose to volunteer. Increasingly, a large number of people are volunteering in an informal manner, giving their time and expertise to local activities in a direct manner. This form of volunteering does not always access the services provided by Volunteer Centres and is hard to measure. Examples at a national level include:

- Virtual volunteering
- Do-it.org.uk
- Micro volunteering
- Time Bank

Many younger people see volunteering as a useful way into paid employment. However that does not always fit well with the long term commitment needed for many of the Citizens Advice volunteer roles. Some volunteering opportunities seem to attract older people - for example, Citizens Advice, car transport and good neighbour schemes. However, these groups have identified that people retiring later is a real risk to their sustainability, and that there is a need to attract working age volunteers.

Locally we are finding that relatively high levels of employment within Runnymede and Spelthorne, combined with the increasing 'busyness' of many people's lives can be a barrier to volunteering – a 'time and energy deficit' with many people working longer as retirement ages change while at the same time supporting ageing parents and providing childcare to their working children. Lack of time is one of the biggest barriers to volunteering that people report.

Meanwhile demand for short term volunteering opportunities and one-off activities is increasing (sometimes described as 'episodic volunteering') while long term commitment to organisations is falling, as people's participation becomes more fluid. At the extreme, there is a growth in 'micro volunteering' whereby people volunteer for very short periods of time, usually on a non-committal basis.

The number of people today who want, or are able to, make the kind of long term commitment to their volunteering that Citizens Advice have traditionally required, is undoubtedly diminishing and it may well be that in another 10 year's time the face of volunteering, and therefore the way that Citizens Advice services are delivered, will look completely different.

Sue Metcalf

Treasurers Report

Pharaoh dreamed of seven fat cows grazing by the Nile which were eaten by seven gaunt and ugly cows. Joseph explained that this represented seven years of plenty which would be followed by seven years of famine and that the Pharaoh needed to put aside some of the harvest during the times of plenty in order to survive the years of famine.

Here at Citizens Advice Runnymede and Spelthorne we are entering our seventh year of famine in the form of static or falling core funding when our costs continue to rise. However there is no sign of the situation improving and this is not a dream. Luckily, in the years before the famine, we were able to put some reserves aside through prudent spending and that is the money that is now being used to support our core services.

This inevitably happens from time to time during the life of a charity and is no immediate cause for concern but the Trustees have a responsibility to spend the reserves prudently and if funding continues at present levels, or falls further, then there will eventually come a time when the Trustees will be forced to consider reducing services in order to prolong the amount of time that we are able to offer a service at all.

Trevor Mudd

Treasurer



Statement of Financial Affairs	Year Ended 31/3/2016	Year Ended 31/3/2015
INCOMING RESOURCES		
Grant Income	261,015	267,054
Donations	402	114
Donations (Rent)	14,000	14,000
Bank Interest	10,231	2,737
Total Incoming Resources	285,648	283,905
RESOURCES EXPENDED		
Charitable activities	302,940	333,797
Governance costs	2,725	6,765
Cost of generating funds	-	-
Total Resources Expended	305,665	340,562
NET INCOMING RESOURCES	(20,017)	(56,657)
Total Funds Brought Forward	313,816	370,473
Net Incoming Resources	(20,017)	(56,657)
TOTAL FUND CARRIED FORWARD	293,799	313,816
Balance Sheet	As at 31/3/2016	As at 31/3/2015
FIXED ASSETS		
Tangible Assets	5,527	8,557
CURRENT ASSETS		
Cash at Bank	291,404	313,022
Debtors	1,379	694
CURRENT LIABILITIES		
Creditors falling due within one year	(4,511)	(8,457)
NET CURRENT ASSETS	288,272	305,259
NET ASSETS	293,799	313,816
Unrestricted Funds	186,670	195,030
Restricted Funds	107,129	118,786
TOTAL FUNDS	293,799	313,816

Our People

Trustees

Ian Blowers

Trevor Mudd

Roger Garbett

Barry Seaman

Arvi Jassal

David Kaphan

Paul Thompson

Chair

Treasurer

Secretary

Vice-Chair

Paid Staff

Pat Thompson

Zara Barber

Sue Basten

Simon Beecher

Veronica Coley

Rachel Crewe

Dacil Gonzalez

Carol Gibbs

Maggie James

Sue Metcalf

*Maureen Prendergast**

Lorna Thomas

Chief Officer

Administrator / Rentstart

ACU Caseworker / Supervisor

Trainee Caseworker

Supervisor

Caseworker

Supervisor

ACU Caseworker

ACU Manager / Supervisor

Bureau Support Officer

Home Visiting Officer

Advice Services Manager /

Trainer

Supervisor

Administrator / Rentstart

****left during the year***

Council Representatives

Cllr Barry Pitt

Cllr Alfred Friday

Cllr Gail Kingerley

Volunteer Advisers, Gateways and Waiting Room

Organisers

Sue Allen

*Jeremy Axten**

Ranjana Ayra

Caroline Baldwin

*Sally Bradbury**

Ros Brooks

Sandra Buck

Richard Champness

Tony Cannings

David Chatterton

Ellie Connolly

Diane Cowden

Richard Fleming

Barbara Flight

Alan Ford

Andrew Fraser

Alan Greig

Gill Rigg

*Tara Harman**

Lina Harris

Ava Jaeggi

Gina Jeffries

Ulla Joseph

Nick Lack

Charles Lauber

*Howard Lawes**

Clare Liddiard

Maurice Long

Gabrielle Mansfield

Terry Marsh

Jane Mathias

*Marilyn McCarthy**

*Fiona Miles**

Pat Murphy

*Penny Noakes**

Pat Peggie

Catriona Portefaix

Beaujolais Rood

*Brian Shindler**

Mick Smartt

Don Taylor

Charlie Tomlins

John Turnbull

Pam Unwin

Barbara Walden

Citizens Advice Runnymede and Spelthorne

To visit the main offices

*The Old Library
Church Road
Addlestone
KT15 1RW*

*Sunbury Library
Staines Road West
Sunbury
TW16 7AB*

*Monday, Tuesday and Wednesday
10.00am – 12.30pm and 1.15pm – 3.30pm
Thursday 1.15pm – 3.30pm
Friday 10.00am – 12.30pm*

*Tuesday, Wednesday and Thursday
10.00am – 12.30pm and 1.15pm – 3.30pm*

Telephone Advice

*Monday, Tuesday, Wednesday, Thursday and Friday 10.00am – 12.30pm
01932 827187*

Outreach Locations – by Appointment only – call 01932 827187 for more information

*Abraham Cowley Unit – Holloway Hill, Chertsey
Walton and Weybridge Advocacy Group – Walton
Staines County Court – Knowle Green
Stanwell Health and Community Centre – Hadrian Way, Stanwell
Forest Estate Community Hub - Larchwood Drive, Englefield Green*