

Citizens Advice Guildford & Ash

ANNUAL REPORT 2023 - 2024

Citizens Advice Guildford & Ash has now completed an additional merger to become Citizen's advice Southwest Surrey. This has been required due to budgetary constraints from its funders. The new merged organisation now shares roles whilst maintaining existing front-line staff and volunteers.

Throughout this past year, Ash Citizens Advice Staff and Volunteers have yet again worked tirelessly to provide residents in Ash with help and assistance, to deal with the problems they face. The Ash office continues to be in use by staff supporting clients both in person and remotely.

Ash Citizens Advice sees many Clients, all with different problems and issues. Amongst the Money Advice Casework, the main issues addressed were Housing Benefit, Personal Independence Payments, Employment Support Allowance, Working & Child Tax Credits together with Council Tax arrears plus Credit, Store & Charge Card debts.

Citizens Advice South West Surrey (CASWS) provides its support thanks to its volunteers. There are many volunteer roles to fit individual skills, availability, experience and/or interests. CASWS is currently seeking additional volunteers in Ash and Guildford, such as Receptionists, Advice Assistants, Assessors and Fundraising volunteers. CASWS is a respected advice network dedicated to working to improve the lives of people in our community. Their website is <https://casws.org.uk>.

Cllr John Tonks

Ash Parish Council