

Public Document Pack



Simon W. Baker B.Ed MBA MISPAL
Chief Executive

COMMUNITY OVERVIEW & SCRUTINY PANEL SUPPLEMENT AGENDA

Date: Monday, 2 December 2019

Time: 2.00 pm

Venue: The Dove Room, Moorlands House, Stockwell Street, Leek

Please find below an additional presentation which was unavailable when the agenda was published.

PART 1

7. Citizens Advice Bureau (Leek, Cheadle & Staffordshire North and Stoke on Trent)- Annual Update. **F_PR**

SIMON BAKER
CHIEF EXECUTIVE

This page is intentionally left blank

Our impact in 2018/19

The difference we make to **Cheadle** and surrounding areas

Page 3

For everyone,
for 80 years



CHEADLE

We are Citizens Advice Cheadle.

Every year hundreds of people come to us for help solving their problems.

Page 4 This means we're an important part of the community, with a credible understanding of local needs.

We use this to tailor our services and help improve local policies and practices.



£299,078

Generated income gain so far through our specialised Universal Credit project that the district council is helping to fund.

£865,609 Total benefits income gain for clients last year.

This is Evelyn

Evelyn is an example of one of the people we helped.

Page 5 Last year, we saw 2201 people about 6796 issues.

Evelyn's story shows how we help people solve their problems, and why this is important.



What we do

Page 6

We help people with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights.

Sometimes people have more than one issue they need help with.



Evelyn contacted us because a change of circumstances meant she was didn't know how she was going to meet her household bills going forwards.

The strain of this uncertainty was aggravating existing health conditions.

How we help



Page 7

Beth, a specialist adviser, helped her with her problem. Evelyn had been the Carer for her father who had just passed away.

Her income had reduced putting added pressure on her finances, including getting behind on her rent.

People access us in different ways:

- 58% face-to-face
- 22% by telephone
- 20% by email & texting service

We can deal with most of the issues people come to us with, tailoring our advice to their needs.



Beth helped Evelyn make a claim for Employment Support Allowance (ESA) and Universal Credit.

Using her specialist knowledge in Welfare Benefits, Beth successfully challenged a DWP decision that Evelyn was not entitled to ESA which had the effect of increasing Evelyn's income to a level higher than Universal Credit alone.

Together, they then worked out a budget to help Evelyn manage her household bills and debts.

Our advice is effective

Page 9

Problems don't happen in isolation and can have a severe consequences. Solving them stops these situations escalating.

We help hundreds of people like Evelyn.



8 in 10 people

are helped to solve their problem



9 out of 10 people

said we helped them find a way forward

The difference this makes

Page 10

The wider impact of advice - what we achieve as a result of solving problems and providing support - is just as important.

82% say advice made a difference to their lives.



Our advice helped stabilise Evelyn's financial situation.

Her anxiety reduced, and her physical health improved. She no longer needed additional health services.

She also felt more confident and knowledgeable about handling similar problems in the future.

Our impact



7 in 10 people

felt less stressed,
depressed or anxious



Nearly 1 in 2

felt their physical health
had improved



3 in 10

found it easier to do their
job or find a job



Nearly 1 in 2

felt they had better
relationships with others



3 in 5

found it easier to manage
day-to-day



Nearly 1 in 2

had more money or
control of their finances



2 in 5

had a more secure
housing situation

Why fixing problems matters

If left unsolved, problems don't just affect the individual - they affect this community.

Solving them creates considerable value to society.

- **9 in 10 people** we help say that their problem negatively affected their life
- **2 in 3** say they had difficulty knowing who to contact or how systems work before advice
- **1 in 3** come to us when they needed to take action urgently

How we calculate our financial value

It's impossible to put a financial value on everything we do - but where we can, we have.

We've used a Treasury-approved model to do this.

- Keeping people in employment or helping them back to work
- Preventing housing evictions and statutory homelessness
- Reducing demand for mental health and GP services
- Improving mental wellbeing and positive functioning
- Improved family relationships

From our robust management information, we've also separately considered the financial benefits to the people we help.

We are a volunteer service

The wider value of volunteering

We have 22 volunteers who give their time, skills and experience to enable us to reach as many people as we do.

Page 14

There are also considerable benefits for them too, such as improved employability.

This year our trained volunteers gave up **£134,025** worth of volunteering hours to help deliver our services.



Presented by: Dawn Keates
Date: 02/12/19

For everyone,
for 80 years

Page 15



CHEADLE

This page is intentionally left blank