

Citizens Advice Staffordshire North & Stoke on Trent Biddulph Office

April 2019 - March 2020

April 2020 - March 2021



Report to Staffordshire Moorlands District Council

On the 23rd March 2020 we went into lockdown with staff and volunteers advised to work from home at first, then in the office with restrictions.

Unfortunately since the start of the pandemic for various reasons, we have lost all but three of our volunteers.

This is reflected in the lower outputs for April 2020 to March 2021.



Financial Gains

Our volunteers obtained £129,831 in additional benefit entitlement for the people of Biddulph and the surrounding area.



Our volunteers obtained £68,370 in additional benefit entitlement for the people of Biddulph and the surrounding area.

£2,723.80 repayments rescheduled without the need for debt advice.



10,827.62 repayments rescheduled without the need for debt advice.

We prevented 25 clients from becoming homeless and £9,802.95 of rent arrears payments were rearranged to ensure affordability.



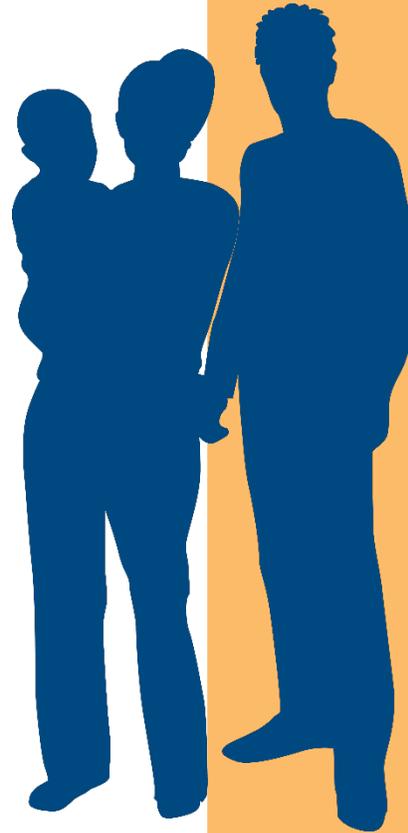
We did not have any clients consult us over homelessness issues in this period due to the stay on eviction proceedings.

Apr 2019 – Mar 2020

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CASNS Highlights

- 721 unique clients were advised
- 5,443 hours of time donated by our volunteers
- £51,980 worth of time given by our volunteers



- 372 unique clients were advised
- 2,271 hours of time donated by our volunteers
- £21,688 worth of time given by our volunteers
- 1 volunteer left to start a job and 1 volunteer left to start university

Apr 2019 – Mar 2020

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Value to society

In 2019/20 for every £1 invested in Citizens Advice Staffordshire North and Stoke-on-Trent we generated at least:

£3.93 in fiscal benefits

Savings to government

Reduction in health service demand, local authority homelessness services and out of work benefits for clients and volunteers

£21.13 in public value

Wider economic and social benefits

Improvements in participation and productivity for clients and volunteers

£19.00 in direct financial benefits to our clients

Apr 2019 – Mar 2020

In 2020/21 for every £1 invested in Citizens Advice Staffordshire North and Stoke-on-Trent we generated at least:

£3.40 in fiscal benefits

Savings to government

Reduction in health service demand, local authority homelessness services and out of work benefits for clients and volunteers

£21.45 in public value

Wider economic and social benefits

Improvements in participation and productivity for clients and volunteers

£15.01 in direct financial benefits to our clients

Apr 2020 – Mar 2021

Client feedback

The person I spoke to could not have done any more, he was very good.

The adviser was very prompt and did exactly what he said he would do on that day, also giving me help on things to think about to help to completed the rest of my form. Very pleased with the service received.

Service is fantastic, feeling a whole lot better with the situation now. The adviser was amazing, he deserves a pay rise!

Apr 2019 – Mar 2020

Always have a good experience when using your service. It's a good job there are agencies around like you to help, especially in the current circumstances.

The woman that helped me to complete the form was very professional and explained things to me as i did not understand the questions very easily.

the advisor was very helpful and provided me with information to be able to move forward. Very helpful, great believer in the service you provide it is essential.

Apr 2020 – Mar 2021

James – a case study

James (not his real name) self-referred via our drop in service, he was a retired widower, and due to the upset caused by his issue the client needed the support of a friend to help access the service.

James was extremely concerned as he had received a letter from HMRC stating that he owed £3000 in tax, he had tried to sort it out with HMRC but was confused about what the situation was.

James showed us the notification letter that stated he had £20,072 worth of untaxed interest but did not understand what this meant as he was only in receipt of a state pension and a small occupational pension from his late wife.

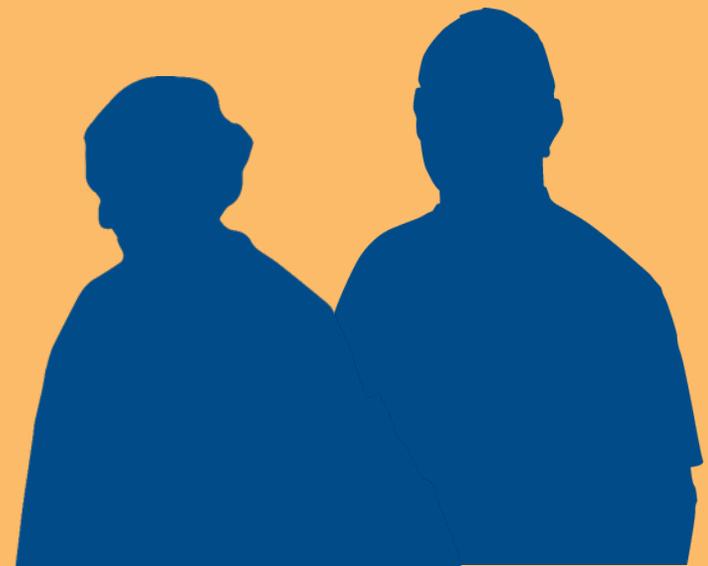


James had also received a penalty of £100 for late filing of a self-assessment return which he had paid before he sought advice.

We calculated that the untaxed interest amounted to only £250.56 and that the client needed his tax code to be recalculated

We telephoned HMRC with James and they agreed that the tax code was incorrect and agreed to change it immediately, we also queried why he was registered for self-assessment due to his low income and they agreed to take him out of self-assessment.

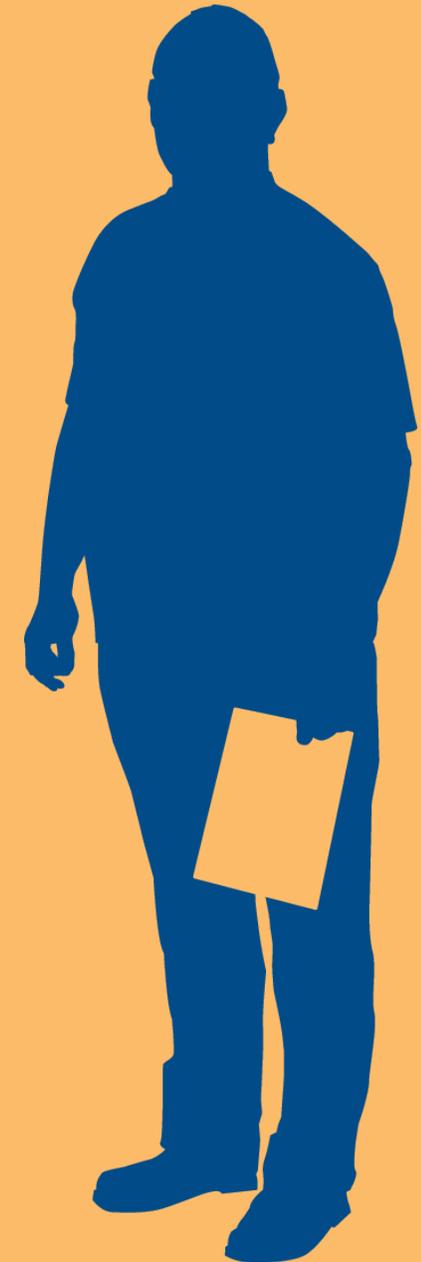
HMRC refunded the £100 penalty paid by James and they also agreed to recalculate his tax assessment and send him a revised bill allowing him time to pay in instalments.



James sent us a note...

Dear Sir or Madam,

I had reason to ask for help with a complex tax problem last week, the gentleman who solved this problem for me was "Geoff" one of your volunteers, he was one of nicest people you could meet and very clever at sorting this out, He was a star, and I am very grateful as it was making me ill.



THANK YOU

Citizens Advice Staffordshire North
& Stoke on Trent would like to
thank SMDC for your continued
support.

Your support helps us make a real
difference.

