

The difference we make at Citizens Advice

**citizens
advice**

**Runnymede
& Spelthorne**



Citizens Advice Spelthorne – How we help

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

In many cases people have multiple issues they need help with.

We currently operate from Sunbury Library, Stanwell Library, Council Offices and Staines Job Centre. We also offer a Court Desk service from the County Court and an NHS funded service for clients under secondary mental health care at St Peter's Abraham Cowley Unit.

In 2018-19 we helped 1526 people with 6470 issues – we dealt with an average of over 4 issues per client

Key Statistics

Runnymede and Spelthorne (member)

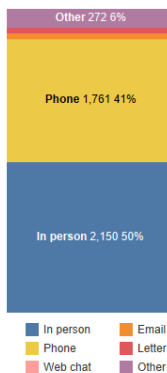
03/04/2018 29/03/2019



Summary

Clients	1,526
Quick client contacts	
Issues	6,470
Activities	4,336
Cases	1,717
Outcomes	
Income gain	£319,944
Re-imbursments, services, loans	£1,494
Debts written off	£15,068
Repayments rescheduled	£6,000
Other	£577

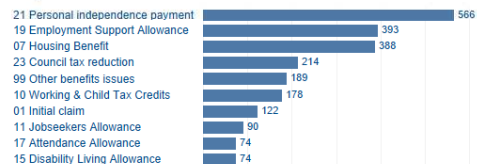
Channel



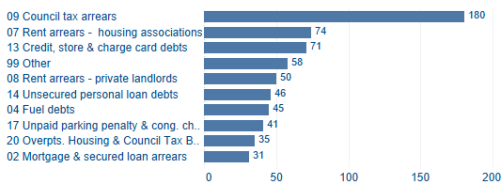
Issues

Issues	Clients
Benefits & tax credits	661
Benefits Universal Credit	98
Consumer goods & services	87
Debt	302
Discrimination & Hate & GVA	44
Education	23
Employment	222
Financial services & capability	43
Health & community care	82
Housing	303
Immigration & asylum	75
Legal	192
Other	50
Relationships & family	244
Tax	45
Travel & transport	54
Utilities & communications	20
Grand Total	6,470

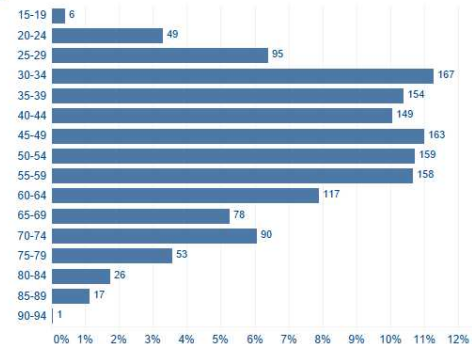
Top benefit issues



Top debt issues



Age



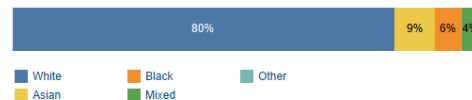
Gender



Disability / Long-term health



Ethnicity



Clients by Ward

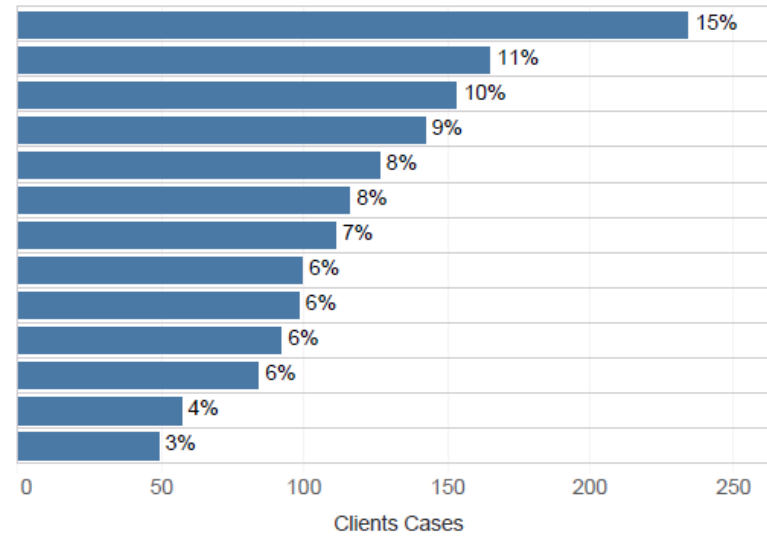


Clients (set minimum number to display)
From 10

You can click on the data picker to set the minimum number of clients seen (this will filter out wards with lower numbers of clients and allow you to focus on the areas with the highest volumes)

Ward

Local Authority Ward	Local Authority	Clients
Sunbury Common	Spelthorne	234
Stanwell North	Spelthorne	165
Ashford Common	Spelthorne	153
Ashford North and Stanwell South	Spelthorne	142
Staines	Spelthorne	126
Laleham and Shepperton Green	Spelthorne	116
Halliford and Sunbury West	Spelthorne	111
Sunbury East	Spelthorne	99
Staines South	Spelthorne	98
Ashford East	Spelthorne	92
Ashford Town	Spelthorne	84
Riverside and Laleham	Spelthorne	57
Shepperton Town	Spelthorne	49



Our Quality







Principles:

- Client focused
- Continuous improvement
- Consistency

Advice Quality Standard approved



Local performance and quality framework

Quarterly	Annually
 <p>Client experience Continuous automated client surveys through SMS and email. Percentage sample of clients consenting to follow-up contact. Number based on robust sample size calculations. Quarterly reporting.</p>	 <p>People management Automated survey of members' paid staff and volunteers.</p>
Quarterly	Annually
 <p>Quality of advice assessment (QAA) Members review a sample of cases quarterly. The numbers are based on robust sample size calculations, banded to reflect local office size. The national charity's quality assurance team assess at least 10% of members' reviews.</p>	 <p>Leadership, research and campaigns, equality self-assessment Members' trustees or chief officers complete and return a leadership self-assessment. The national charity verifies all local Citizens Advice self-assessments - this might mean they ask members to see documentation.</p>
Quarterly	Every 3 years
 <p>Financial health monitoring (FHM) Members submit standard financial reports to Citizens Advice to show reserves exposure and liquidity.</p>	 <p>An on-site visit At least once every 3 years, the national charity will visit members. This ensures compliance with the Quality Mark accreditation requirements, advice quality standards (AQS) and Money Advice Service (MAS) debt quality framework.</p>

Our value to society and our clients



For every £1 invested in our local service in 2018/19, we generated £22.21 in public value

£352,469

Savings to local authorities through prevention of homelessness and housing evictions

£553,110

Savings to NHS and DWP through reducing use of mental health and GP services, and keeping people in work

£785,150

financial gains for the people we helped

£2,832,453

Wider economic and social benefits provided to the local community we serve

How we support local government

- We provide targeted advice aimed at maintaining current housing, providing managed transition into new housing, resolving housing problems, benefits issues, rent or service charge arrears, mortgage issues and sourcing financial payments/funds to support people in crisis
 - Provide FCA regulated Debt Advice
 - We reduce health inequalities through our work supporting families and older people living in poverty and in need of help to remain independent
 - Operate in the most deprived wards in Spelthorne
-

CARS in Spelthorne 2020-21

- Support to people in Spelthorne to resolve housing, money, employment, family and legal issues by providing free, independent and confidential advice
 - Reduce homelessness through early intervention measures
 - Maximise income for low income residents
 - Improve the well-being by solving and preventing problems that increase stress, poor mental and physical health
 - Provide a safety net for many of the most vulnerable members of the community
 - Build resilience in the local community by empowering people to be able to support themselves
 - Explore different ways of delivering our service to improve access and meet equalities objectives i.e. changing from face to face drop ins to more on the phone advice, consolidate new outreach locations
 - Help people access additional support through signposting and referrals
-

What our clients tell us

"I felt stronger when I left and also had some good advice...they had really listened to my problem despite the hundreds and thousands they must hear."

"Always very helpful friendly and professional, you leave feeling like someone is on your side."

"Amazing service and I will be forever grateful. They went out of their way to help me out."



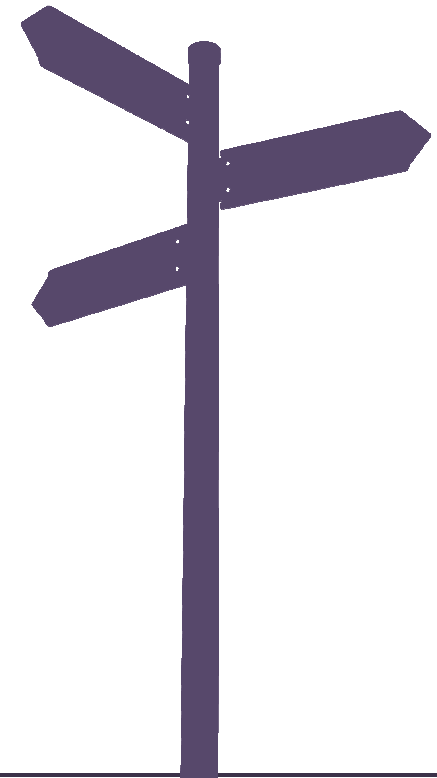
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The wider value of volunteering?

Sian Whyte, 07/09/17

Future Direction

- New 3 year Business plan – new vision, monitoring and accountability
- Demand and complexity are increasing – we need to adapt our services to address this
- We want to increase access to our service to reach a greater range of people by dealing with more clients on the phone
- We want to strengthen our partnership working and explore new funding opportunities for our core service



Slide 10

- 1** **Change to Nina**
Hazel Robertson, 08/09/17
- 1** **Good spot!**
Sian Whyte, 08/09/17