

**Advice
changes
lives.**

**citizens
advice**

Barnsley

**Making a
difference
in Barnsley**

**Annual Report
2014-15**

Service Effectiveness

Research by Citizens Advice shows that three key elements characterise our advice service.

CAB advice is effective



We solve problems for two in every three clients and achieve high satisfaction ratings.

CAB delivers equitable outcomes



Our problem resolution rate is the same whoever you are, whatever your problem and however you access our service

CAB does change lives



Our holistic service helps over four in every five clients to experience a positive change in their lives

During the year, we have

- Supported 6,581 different individuals
- Handled 28,463 client contacts
- Dealt with a total of 22,269 problems
- Helped people manage £14,753,578 of problem debt
- Dealt with 476 cases that helped people avert homelessness
- Secured £682,431 in additional welfare benefits
- Used the evidence gained from our work to highlight some of the problems people are facing so that we can lobby for change

Welcome from the Chair of Trustees and the Chief Executive



Barnsley

We would like to welcome you to the report of our activity during 2014/15, which is our 50th year as a local charity. As will be seen, during the year we have been at the forefront in Barnsley of providing advice to local people and in so doing we have helped make a positive difference to their lives.

Our success during the year would not have been possible without the efforts and commitment of our paid staff and volunteers, to whom we owe a massive vote of thanks. Our Board of Trustees, who are volunteers themselves, have also played their part in helping ensure that we have met all our obligations and requirements as a charity and company. We are again grateful for their efforts.

We would also like to offer thanks to all our funders, especially Barnsley Council, whose financial support has been essential in ensuring that our various services are available to help local people. If this financial support is sustained into the future we are confident that we will continue to make a difference to the lives of many people in Barnsley.

We hope you will find this Annual Report interesting and informative. Please get in touch if you would like any more information or if you would like to discuss how you can support our work.



Alan Methley
Chair of the Trustee Board



Pat Heath
Chief Executive

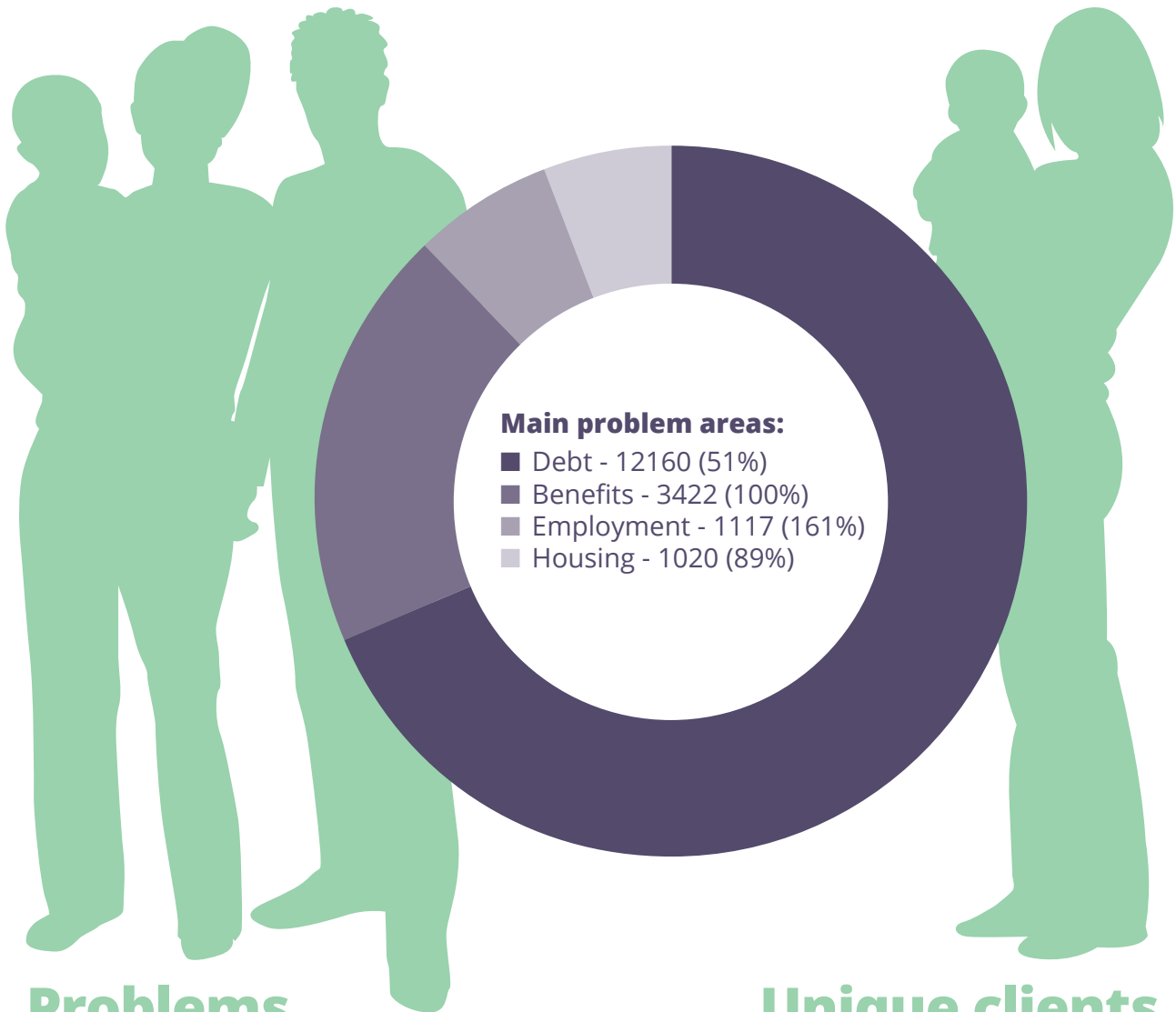
Impact and Effectiveness



Barnsley

PROBLEMS DEALT WITH

Percentage increase on previous year in brackets for comparison purposes.



Problems dealt with
22269

This is a **70%** increase compared to the previous year.

Unique clients advised
6581

This is a **57%** increase compared to the previous year. Those clients generated a total of 28,463 client contacts, an increase of 40%.

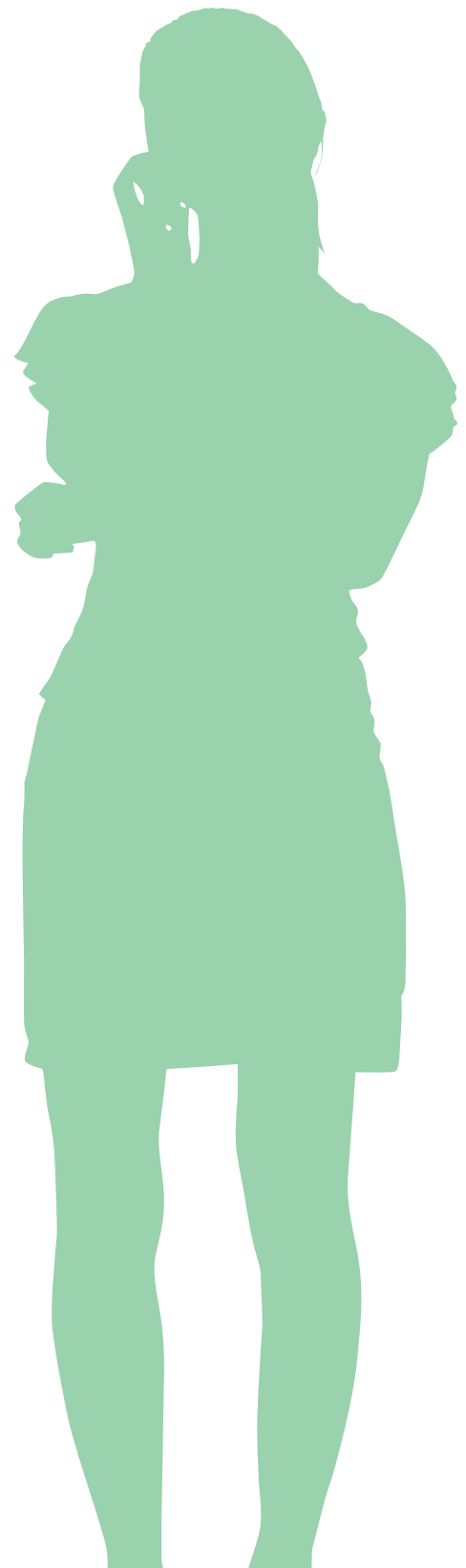
Impact and Effectiveness



Barnsley

PROBLEMS DEALT WITH

 <p>Relationships and family: 820</p> <p>93% Increase</p>	 <p>Consumer goods and services: 629</p> <p>130% Increase</p>	 <p>Utilities and communications: 615</p> <p>392% Increase</p>
 <p>Financial services and capability: 598</p> <p>85% Increase</p>	 <p>Health and Community Care: 173</p> <p>188% Increase</p>	 <p>Discrimination: 129</p> <p>100% Increase</p>
 <p>Tax: 122</p> <p>144% Increase</p>	 <p>Travel and transport: 118</p> <p>157% Increase</p>	 <p>Immigration and asylum: 99</p> <p>87% Increase</p>



Life Changing Outcomes



CLIENT OUTCOMES

Problem Debt

During 2014/15 we helped people manage £14,753,578 of problem debt

This is a **9%** increase compared to the previous year



Homelessness averted

During the year we dealt with 476 cases where we helped clients avoid losing their home.

This is an increase of **36%** on the previous year.

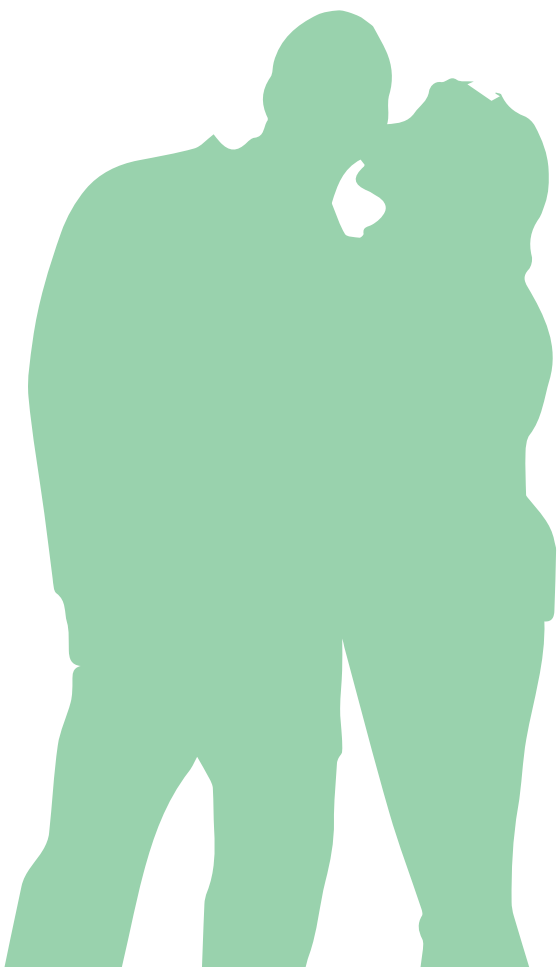


According to the Government's Cabinet Office (2013), it costs the Local Authority £642 to process each homeless application. We arguably saved the public purse an estimated £305,592.

Benefit gain

We saw a 100% increase in benefit enquiries as our clients continue to struggle with welfare reform.

We secured £682,431 in benefits, a decrease of **16%** compared to the previous year.



Our Clients Say



CLIENT FEEDBACK

a) Our 2015 Annual Client Survey showed the following results (results from the 2014 Annual Client Satisfaction Survey are included in brackets for comparison purposes).



CAB's BSL service has been a lifeline for us and has helped us in many ways – we don't know what we would have done if it hadn't been there for us.

Paul Moore and **Jane Maynard**
BSL service users



Improving skills and competencies

During the year we supported 37 volunteers in a number of roles. Each year more than 50% of the volunteers who leave us move into paid employment or fulltime study. The annual value of the work done by volunteers with us is estimated as over £200,000.



I have learned so much by volunteering at CAB. I have acquired valuable skills and have been given great support through my training and practical work. I now feel more confident when talking to people and dealing with their enquiries.

Nomcebo Ngwenga
Volunteer Gateway Assessor



I've been a CAB volunteer for several years and I still love it! I get so much out of it. I get to work with great people and I can help people who really need support with problems in their lives.

Kathy Cunningham
Volunteer Advisor

Financial and Information Security



Barnsley

INCOME GENERATION

We've brought additional income into Barnsley that creates jobs and supports the local economy

In 2014/2015 we increased our overall income by

53%

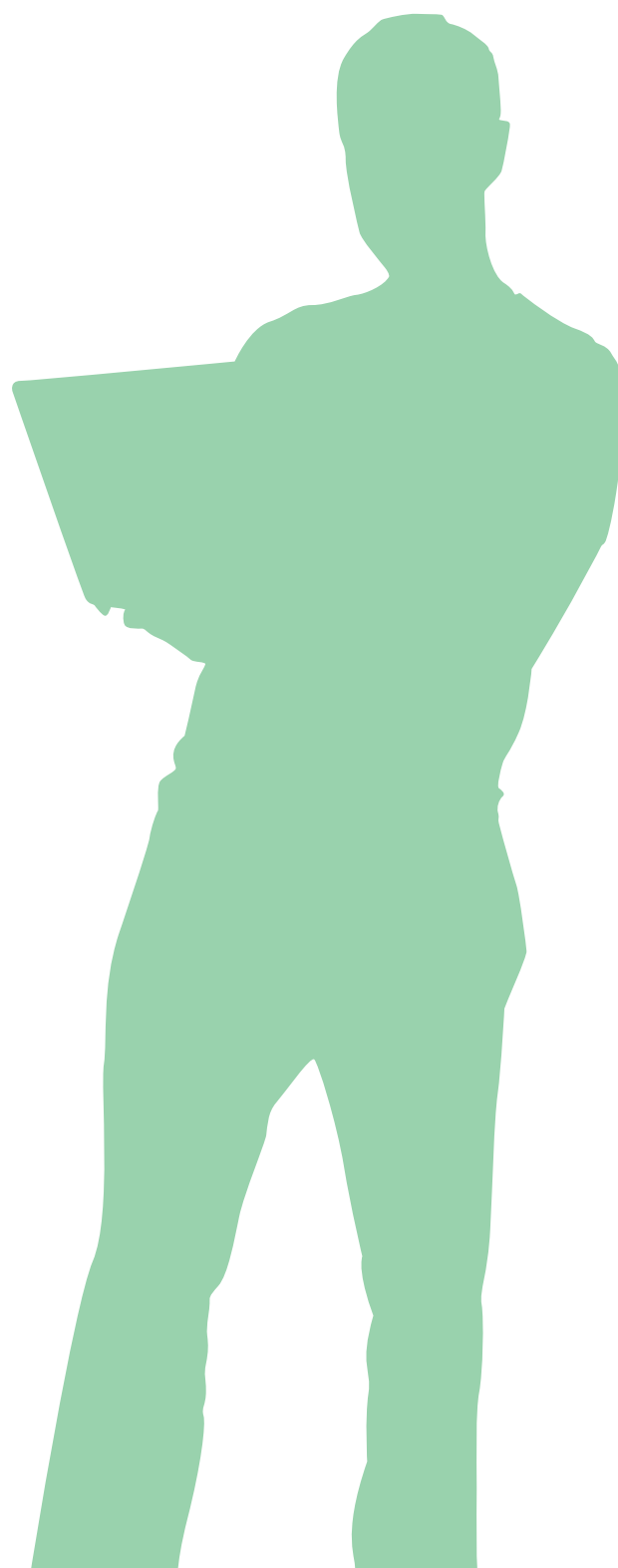
For every £1 we receive from Barnsley Council for our core service we generate £3 from other sources.

INFORMATION ASSURANCE

Our trustee board has approved an information assurance strategy, in response to the potential risk presented by the significant amounts of client data we hold.

Our information assurance management team exists to ensure that the confidentiality, integrity and availability of all our sensitive data assets are maintained to a level which is consistent with the requirements of our clients, our funders and our strategic partners.

We aim to achieve an appropriate level of compliance with the Data Protection Act, the Cabinet Office's Security Policy Framework and to industry best practice, as defined by the ISO 27000 series of standards.



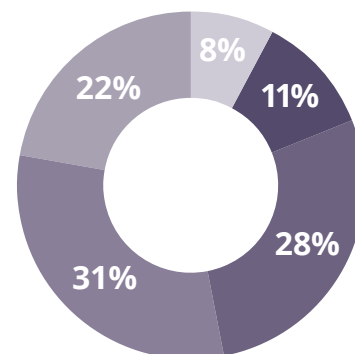
Service Statistics 2014-15



Unique clients advised	6581
Problems dealt with	22269
Main problem areas:	
Debt	12160
Benefits	3422
Employment	1117
Housing	1020
Top 5 benefit issues:	
Housing Benefit	534
Employment Support Allowance	409
Working & Child Tax Credits	393
Jobseekers Allowance	219
Council tax reduction	178
Top 5 debt issues:	
Council tax arrears	2,572
Unsecured personal loan debts	1,594
Credit, store & charge card debts	967
Debt Relief Order	890
Rent arrears - LAs or ALMOs	595
Key employment issues:	
Pay & Entitlements	215
Terms & Conditions of Employment	141
Dismissal	136
Key housing issues:	
Private sector rented property	375
Local Authority housing	94
Environmental & neighbour issues	86

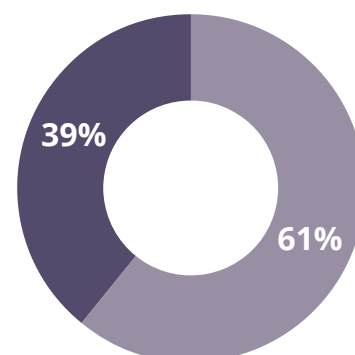
Age:

- 15 - 24
- 25 - 34
- 35 - 49
- 50 - 64
- 65+



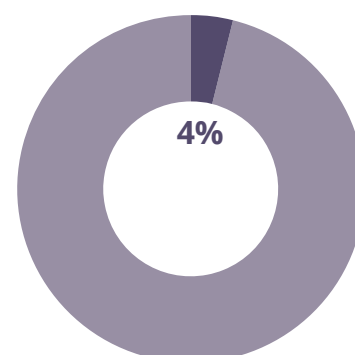
Gender:

- Female
- Male



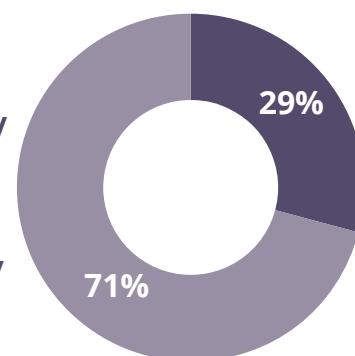
Ethnicity:

- BME



Disability:

- Disabled/ LTH
- Not disabled/ LTH



AT 31ST MARCH 2015

CAB Trustees

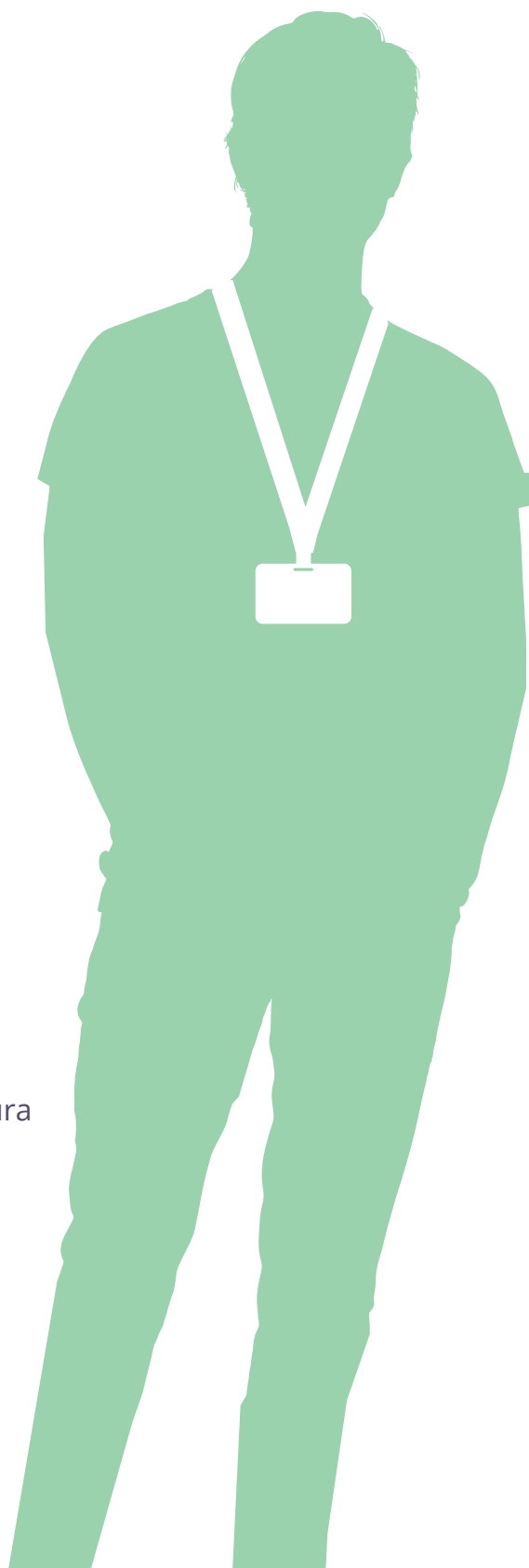
Chair: Alan Methley
Vice Chair: Frank Parnham
Linda Burgess
Jan Eldred
Simon Frow
Cllr Joe Hayward

Paid Staff

Pat Heath
Jo Clark
David Andy
Judith Hickman
Simon Hickson
Helen Corker
Julie Medford
Nigel Bonser
Lyn Ross
Hannah Cripps
Loren Poole
Marilyn Toseland
Rachel Burton
James Cameron
Debbie Wilson
Steven Fox
Maggie Bonser
Sue Yip
Ryoko Fujiya
Lyndsey Saunders
Nigel Cole
Elisabeth Evans
Laura Smith
Michael Guest
Emily Jane Stott
Lauren Matthews
Daniel Sargison
Zoë Ellis-Georgiou
Andrew Leigh
Barry Fretwell

Volunteers

Andrea Rhodes
Doug McNichol
Carole Mulligan
Jayne Robinson
Tracy Thistlewood
Sylvia Hatlas
Karen Smales
Mike Senior
Sandra Barnes
Tony Marsden
Sheila Thurling
Kathy Cunningham
Colin Westwood
Derek Bragg
Michael Shaw
David Barton
Ginny Hill
Andrew Crossley
Nomcebo Ngwenya
Zubair Warraich
Linda Thompson
Debbie Scotthorne
Norman Roberts
Lin Holding-Denton
Sheila Barnes
Zainab Mamman-Daura
Janet Gillott
John Vaines
Ronke Adeleke
Sue Norwood
Avril Tonge





@BarnsleyCAB



barnsleycab



www.barnsleycab.org.uk



Advice Line:
03444 111 444

Barnsley and District Citizens Advice Bureau

1st Floor, Wellington House, 36 Wellington Street, Barnsley S70 1WA

Charity Registration No: 1097422

Company Limited by Guarantee Reg. Number: 4649873

Authorised and regulated by the Financial Conduct Authority FRN: 617498

Registered office as above

