

**Advice
changes
lives.**

**citizens
advice**

Barnsley

**Your local charity providing
free advice in Barnsley
Annual Report 2018-19**

Welcome from the Chair of Trustees and the Chief Executive

citizens
advice

Barnsley



Jan Eldred
Chair of the Trustee Board

Welcome to our annual report; it contains a brief insight into the volume and diversity of valuable advice work, which truly transforms lives.

Citizens Advice Barnsley has had another busy year with even more responsive advice and creative development work, to help people who find life is difficult for a wide range of reasons. As a small local charity, the impact of Citizens Advice Barnsley is far-reaching.

Our work with Friends of Citizens Advice Barnsley has continued,

with positive feedback from those who receive our newsletter and joined our annual event last autumn. This well-attended gathering, at Priory Campus, focused on Scams and Frauds when Andy Foster, the Finance Protection Officer with South Yorkshire Police, gave a detailed and sometimes frightening insight into how we can all be exposed to such crimes. We shared wine, food, information and displays and the feedback indicated that many people found the Friends event informative and helpful. One indirect outcome of the networking was that, by demonstrating levels of need, using our statistics, people in Penistone now have a regular advice session. Free Friends events are now firmly on our annual calendar; we invite you to sign up to the next one using www.barnsleycab.org.uk

Our work on the strong links between debt and mental health has developed, especially at Kendray Hospital; feedback indicates that not only are patients benefiting from our presence on site, but staff too. We have spent lots of time networking and presenting our work to different health bodies and professionals, giving data and insights into the benefits our services can bring. We look forward to developing partnerships, as we know how important mental health is to us all.

Universal Credit has created enormous challenges for many people and we are offering a 'Help to Claim' service, reaching people in the Jobcentre. This has increased our workload but means we are assisting many more people. Further increases in work have arisen due to referrals from GPs through the Barnsley Social Prescribing initiative; we are not funded to do this work but our approach is never to turn people away. We are delighted, however, that we won the Commission from Barnsley Local Authority to provide a universal advice service from 2019 onwards, in partnership with DIAL Barnsley and Age UK Barnsley. This helps, in a small way, to sustain advice services, available to everyone.

We continue to seek funding from as many different sources as possible and have recently appointed a Business Development Officer who will seek out funding opportunities, write bids and develop appropriate partnerships. Our local independent charity status, alongside membership of the national body, means that there are opportunities to apply to Trusts and Foundations for support, whilst using the good name of the Citizens Advice brand. However we must not underestimate the challenging fiscal times in which we operate.

I am privileged to work with a board of volunteer Trustees who bring different skills, knowledge and experiences to guide the LCA work; they are all passionate about bringing the best services to the people of Barnsley.

The Trustee Board is informed by a highly competent and experienced Senior Management Team, which ensures that we are financially sound; our advice-giving is of a high standard and leadership is of the highest possible level. Our thanks go to our CEO, Jo Clark for her vision and sound management in taking forward the work of Citizens Advice Barnsley. Do read this report and get in touch for any further insights or information; we would love to share more with you!



Jo Clark
Chief Executive

This annual report shows that 2018/19 has been another very positive year for Citizens Advice Barnsley (CAB) and our clients. We are an independent local charity who relies on a diverse mix of funding and donations to enable us to provide a broad range of accredited, free advice services and channels. The Citizens Advice service gives people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Throughout the year, we have continued to secure several funding grants and contracts and have been able to make significant efficiency savings in order to make sure that our services are cost effective and provide very good value for money.

We provide advice through our dedicated team of volunteers and paid staff and our board of trustees uphold strong governance. Our ongoing apprenticeship programme has continued to develop and we have recruited more local apprentices throughout the year. We currently employ two members of staff who were previous CAB apprentices. I would like to thank the whole team for their commitment to their clients and to the service - their work has helped us to assist clients to claim over £4 million of welfare benefits and to help clients manage over £14 million worth of problem debt. This amounts to a significant boost to the local economy.

I would like to thank all of our funders including Barnsley Council whose support has enabled us to provide our core universal service and our weekly advice service for Deaf clients. This support also helps us to attract funding from other sources which then enables us to provide CAB specialist and additional services, such as our outreach advice sessions in many areas of the borough and our debt advice services. I would also like to thank all of our partners with whom we have worked so successfully throughout the year.

All of our advice is based in law and is quality marked and audited. We are accredited by the Advice Quality Standard (AQS), the Debt Advice Peer Assessment Scheme and the National Citizens Advice Performance and Quality Framework for all aspects of our services. We are also regulated by the Financial Conduct Authority. During our annual leadership assessment, CAB received confirmation from National Citizens Advice that we had again achieved a Green score for every element of the assessment.

We continue to use evidence brought to us by our clients to campaign both locally and nationally to ensure that we challenge unfair policies and procedures that impact on local people. We use our evidence to show large organisations - including a range of companies right up to government level - how they can make things better for people.

We are striving to expand CAB services throughout the coming year to ensure that we consider new and innovative ways to help people to access advice. 2019 is the 55th anniversary of Citizens Advice Barnsley and the 80th anniversary of Citizens Advice nationally so we will be looking forward to celebrating those milestones!

We have secured funding to provide more services to residents during 2019/20. We aim to ensure that everyone in Barnsley is able to receive the advice that they need to empower them to deal with the problems that they face. We will structure our services to ensure that the most vulnerable people receive an increased level of support appropriate to their needs.



Accessibility

We're making it easy to access advice close to where you live.

As well as delivering support from the bureau, in 2018-19 we delivered 765 advice sessions from 15 community venues all over Barnsley.



Value For Money

For every £ of Core funding received from BMBC, we procured an average of £12.46 from other sources to enable us to provide additional services to clients.

Our volunteers have contributed over £121,489 of volunteering hours to Barnsley throughout the year to spend on client services.

Advice Channels



There are now so many different ways to access advice!

As well as face-to-face appointments in the bureau and drop-in advice services in community venues, clients can also access support via telephone, email and webchat.

Research & Campaigns



At Citizens Advice Barnsley we work to challenge unfair practices and policies affecting our clients.

Throughout the year we have collected and reported client evidence on issues including:

Change of circumstance reporting for our Deaf clients via BSL interpreters, Bailiff practices and issues with Universal Credit.



Positive Outcomes

Our annual survey shows that clients are satisfied with the help they received.

100% of survey respondents said they would recommend the bureau to someone else if they required advice or legal help – and 96% of clients felt better after making contact with Citizens Advice Barnsley.

Partnership Working



Working with other organisations helps us support the people of Barnsley.

In the last year we have worked with: Age UK Barnsley, The Area Councils and Ward Alliances, Berneslai Homes, BMBC, DIAL Barnsley, The Community Shop, other local Citizens Advice, Money Advice Service, Pensionwise and many more.



Debt Managed

During 2018/19 we helped people manage **£14,061,870** of problem debt. £640,768 of which was local Council Tax arrears.

Benefit gain

We helped clients to claim **£4,345,801** in benefits.



Homelessness averted

During the year we dealt with **562** cases where we helped clients avoid losing their home and dealt with **£763,403** of housing related arrears.



Information Assurance

The trustee board of Citizens Advice Barnsley oversees the information security of all of the personal information of our clients, staff, funders and strategic partners that is processed. Citizens Advice Barnsley holds joint responsibility for the client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure that the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.



Service Statistics

April 2018 - March 2019



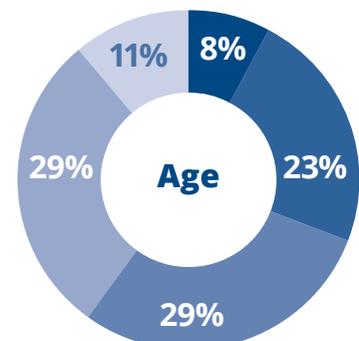
8,054 unique clients advised

17% increase compared to the previous year.

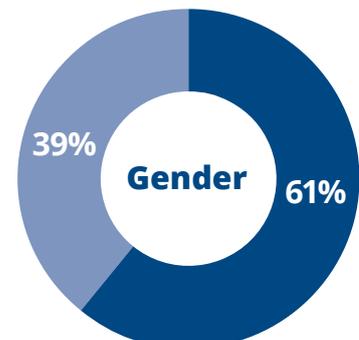
33,660 problems dealt with

13% increase compared to the previous year.

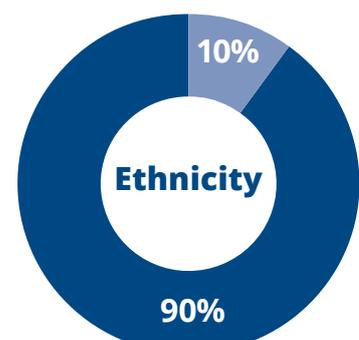
Citizens Advice Barnsley Stats:	18/19	17/18
Unique clients advised	8054	6877
Problems dealt with	33660	29912
Main Problem Areas:		
Debt	15486	14784
Benefits and Tax Credits	6534	5753
Financial Services and Capability	1854	2201
Benefits Universal Credit	2740	1313
Housing	1166	852
Top 5 Debt Issues:		
Council Tax Arrears	3433	3554
Debt Relief Order	2249	1734
Unsecured Personal Loan Debt	898	1043
Credit, Store and Charge Card Debt	902	916
Rent Arrears - LAs or ALMOs	669	686
Top 5 Benefit Issues:		
Personal Independence Payment	1548	1102
Employment Support Allowance	950	814
Housing Benefit	441	565
Council Tax Reduction	585	513
Working and Child Tax Credits	425	500
Key Financial Services/Capability Issues:		
Financial Capability	1355	1631
Bank / Building and Post Office Accounts	128	205
Credit Reference Agencies	101	69
Key Benefits Universal Credit issues:		
Initial Claim	1036	474
Housing Elements	387	259
Disability Elements	343	89



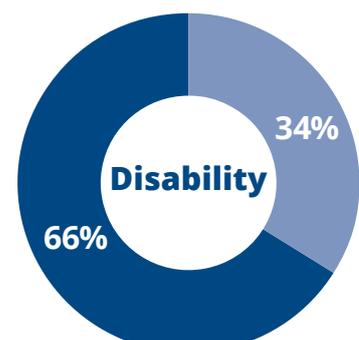
■ 15 - 24 ■ 25 - 34 ■ 35 - 49
■ 50 - 64 ■ 65+



■ Male ■ Female



■ BME ■ White British



■ Disabled/Long Term Health Condition
■ Not Disabled/No Long Term Health Condition

Our Projects

During April 2018 - March 2019
we delivered the following services. . .



Barneslai Homes: Barneslai Homes provides funding to pay a money advice worker to support vulnerable tenants with income maximisation, debt and money advice.

British Sign Language Drop-In: Deaf clients who require the services of a British Sign Language interpreter can attend this weekly drop-in funded by Barnsley Council.

Dearne Area Council Outreach: Weekly drop-in service funded by Dearne Area Council Dearne Development Fund offering general advice and specialist debt assistance.

Email and Webchat: Generalist and specialist debt advice delivered to members of the public via digital channels.

Family Information and Guidance Service: Weekly drop-in advice sessions for parents of children aged 19 or under, funded by Henry Smith.

Kendray Hospital Outreach: Twice weekly drop-in and appointment service for patients and staff of Kendray Hospital, funded by Big Lottery Awards for All.

Legal Advice Apprenticeships: We have recruited and trained several Level 2 and Level 3 Legal Advice Apprentices to deliver advice in Barnsley.

MAS Debt Advice Project: This project delivers debt advice via face-to-face, telephone, email and webchat. Funded by the Money Advice Service / SFGB / MAPS.

Moneyplan Financial Adviser: Monthly drop-in providing specialist financial planning advice.

North Area Council Outreach: This is a joint project of drop-in advice sessions between Citizens Advice Barnsley and DIAL Barnsley funded by the North Area Council.

North East Area Outreaches: Monthly drop-in advice sessions funded by the Ward Alliances in Monk Bretton, Cudworth and Grimethorpe.

Pension Wise: Free, impartial face-to-face pension guidance provided for the people of Barnsley by Sheffield Citizens Advice on behalf of Pension Wise. Available to people aged 50 and over with a defined contribution pension.

Personal Budgeting Support Service: Budgeting and generalist advice for clients in receipt of Universal Credit. Funded by BMBC (source DWP).

South Area Council Outreach: This project delivers general and specialist welfare rights advice on a drop-in basis to residents of the South Area and is funded by the South Area Council.

Universal Core Service: Provision of telephone and face-to-face advice funded by BMBC.

Worsbrough Winter Project: Information and advice on energy, welfare benefit, income maximisation, debt and housing issues for vulnerable clients in Worsbrough. Funding provided by Energise Barnsley.

Client Feedback



Barnsley

Client feedback

Friendly, professional, individual service.

Before I spoke with anyone at Citizens Advice I knew nothing about what I could do or could've been doing. Citizens Advice has given me lots of helpful info!



Annual Client Survey Results

99%

of clients who visited the bureau in person found the reception welcoming.

97%

of clients found the information they had been given was easy to understand.

99%

of clients were satisfied with the overall level of service.

96%

of clients found it easy to access the service.

96%

of clients felt better after making contact with Citizens Advice Barnsley.

100%

of clients felt that they were treated fairly by the bureau at all times.



100%

would use the service again.



100%

would recommend the bureau to someone else if they required advice or legal help.

Our Team



Barnsley

I didn't expect to be so hands on with clients...

It's really opened my eyes and I have learned a lot about people that are struggling. It's so rewarding when you help someone and they appreciate it.

Abbie
Apprentice

It's a lovely environment to work in. Everyone is so friendly. The job has so much variety - as well as working on the telephone helpline I love working on reception!

Harvi
Apprentice

I heard about the volunteering position via Adult Learning.

It's a warm and friendly place to work and it's been a great opportunity to gain experience in areas I'm interested in.

I like being able to help people and I'm looking forward to giving face-to-face advice

Lisa
Volunteer Adviser



Thanks To Our Team

At 31st March 2019



Paid Staff

Abbie Buckley
Andrew Butler-Walker
Caitlin Harris
David Andy
David Taylor
Debbie Wilson
Emily Stott
Hannah Cripps
Harvi Hyman
Helen Corker
Jo Clark
Julie Medford
Laura Smith
Lauren Matthews
Leah Senior
Lynda Carey
Lyndsey Saunders
Maggie Bonser
Marilyn Toseland
Nigel Bonser
Nigel Cole
Rachel Burton
Shaun Johnson
Simon Hickson
Steven Fox
Zoe Ellis-Georgiou

CAB Trustees

Dr Jan Eldred: Chair
Frank Parnham: Vice Chair
Adam Leece
Alan Methley
Cllr Joe Hayward
Linda Burgess
Rev Mick Neal
Sarah Poolman

Volunteers

Angela Headon
Carolyn Best
Derek Bragg
Doug McNichol
James Lawton
Janet Gillot
Jayne Robinson
Julie Barker
Karen Smales
Kathy Cunningham
Linda Rayner
Lisa Beevers
Maureen Sanders
Michael Shaw
Mike Senior
Ray Woodhams
Rob Pearson
Ryoko Fujiya
Sheila Barnes
Sheila Thurling

The Friends of CAB include:

Abbie Churchill,
Howells Solicitors
Angela Smith MP, Penistone
& Stocksbridge Constituency
Anne Marie Holdsworth,
BMBC Adult Learning
Barry Eldred, DL
Claire Gilmore, BMBC
Dave Fullen, Berneslai Homes
Harshad Kumar Patel,
Gujarat Association of Barnsley
Helen Jagger,
CEO Berneslai Homes
Jane Taylor,
The Exchange Recovery College
Jane Wynne,
Hate Crime Co-ordinator
Lesley Goodliffe,
Home Instead Care
Lisa Phelan, Barnsley CVS
Lisa Pogson, Rotherham &
Barnsley Chamber of Commerce
Mireille Eastwood,
BMBC Family Information Service
Mike Cameron, Barnsley Foodbank
Ruth Willis, CEO South Yorkshire
Community Foundation
Sarah Sonne, Refugee Council
Teresa Gibson,
Voluntary Action Barnsley
Toby Parsons, Relationship
Manager Citizens Advice

Acknowledgement in fond memory of Sandra Barnes who volunteered with Citizens Advice Barnsley for over 16 years, who sadly passed away this year.

Volunteering

Our service wouldn't be the same without the involvement of volunteers.

Volunteers operate in a variety of different roles, and last year our team of 36 contributed 6,732 hours of work to the bureau - that's the equivalent of 3.5 full time staff. The annual value of the work done by our volunteers is estimated as £121,489!

Join our team

We have vacancies for volunteer advisers, receptionists, administrators, money coach advisers, trustees... Every volunteering role involves full training and ongoing support and supervision, and we pay your travel expenses, so don't worry about the cost of commuting!

If you're interested in volunteering with us, please get in touch. We'll be glad to hear from you.

Donating

We are a local independent charity and we're here to support people when they don't know where else to turn... Making a donation can make a real difference to the life of someone who needs our help.

How can I donate?

- **ONLINE:** This can be done by clicking the Donate button on our website, www.barnsleycab.org.uk/donate. If you are a UK tax payer, 25% can be added to your donation by agreeing to Gift Aid it.
- **IN PERSON:** You can leave a donation at our Reception in Wellington House.
- **TEXT:** You can make donations of up to £10 by texting BCAB12 and either £1, £2, £3, £4, £5 or £10 to 70070 to make a donation (e.g. BCAB12£5). The text message is free and all of the donation will be passed to us. The value of the donation will be taken from your phone credit balance or be added to your next bill.
- You can also leave a donation in your will.

Become a friend

If you'd like to support us and want to know more about becoming a Friend of Citizens Advice Barnsley you can find an information sheet and application form on our website: <https://barnsleycab.org.uk/friends/>

Ways to Access Advice

citizens
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Barnsley

We make sure that it's as easy as possible for people to access quality marked, free advice when they need it. Find out how to get in touch:



Telephone

You can access advice by telephone by calling Adviceline on 03444 111 444. If calling from a mobile you will be asked to input a landline number. (If you don't have one please use 01226 209365) Phone lines are open Monday to Friday, from 10am to 4pm. If you need help to make a new claim for Universal Credit please call 0800 144 8 444. Phone lines are open 8am to 6pm Monday to Friday.



Face-to-Face

We offer a variety of different drop-in advice sessions in the bureau and across the borough. Please see our website for up-to-date information: www.barnsleycab.org.uk/contact-us/find-us/
We also offer a weekly service for Deaf clients that require a BSL interpreter. This runs every Wednesday from 10am to 12pm.



Email

You can access advice by email via our website: www.barnsleycab.org.uk/contact-us/ fill in the short form with details of your issue, and an adviser will aim to answer your question within two working days.



Webchat

You can access this via a digital link on Adviceguide: www.citizensadvice.org.uk/
When advisers are available live webchat is offered, when all advisers are busy or the service is out-of-hours, clients are offered email advice.



Online Information and Advice

Visit our website: www.barnsleycab.org.uk/ for help and support on a range of problem areas.

Stay in touch



Twitter:
@BarnsleyCAB



Facebook:
barnsleycab



Website:
barnsleycab.org.uk



Advice Line:
03444 111 444

Thanks to our funders



**Dearne Area Council
North Area Council
South Area Council
Cudworth Ward Alliance
Monk Bretton Ward Alliance
North East Ward Alliance
Energise Barnsley**

**Thank you to everyone who supported
Citizens Advice Barnsley with a donation**

Barnsley and District Citizens Advice Bureau

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

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Authorised and regulated by the Financial Conduct Authority FRN: 617498

Registered office as above



**Citizens Advice
Barnsley is a Hate
Crime Reporting Centre**