



Barnsley



Helping local people find their way forward

Annual Report 2019/20

Welcome from the Chair of Trustees



What a year this has been! Who would have thought when we set our plans for 2019/20 we should have included emergency arrangements for closing our premises and outreach; establishing working from home; accessing new technology; training staff and communicating and promoting our services to bigger and more diverse audiences? COVID-19 has certainly forced us all into different ways of working as well as made us consider our operational needs for the future.

Of course, the crisis hit towards the end of our financial year so the data contained in this report doesn't reflect the challenges faced by Trustees, Management, staff and volunteers in rapidly changing the way they work.

Our long-term aim is to help people in Barnsley to be independent, empowered and resilient so that they can do without our services and support. That would be a Utopian situation. 2019/20 has thrown that aspiration to one side and more and different people have accessed our services. We will be needed for many years ahead as the real impact of this virus emerges.

As a small but significant local charity, we not only help individuals and families; the ripples of advice and guidance go far and wide. We contribute to health, relieve poverty, address inequities and engage in research and campaigning. For every single £ we successfully applied for, from diverse sources, we were able to generate a return on investment of £11.30, a total of over £8million in benefit gain. Much of this money goes back into our local economy.

Our now established Friends event took place in the autumn with a great gathering of people interested in the work being undertaken in relation to Money and Mental Health. We met at Priory Campus once more, enjoying generous refreshments, examining displays, listening to presentations and information about the impact of money difficulties on mental health and the impact of poor mental health on money management, as well as holding detailed conversations. The Recovery College reported on work we have been doing alongside them in the Kendray Hospital setting, and the impact insights and data they had gathered. It was a vibrant and interesting event.

We welcome anyone to become a Friend of Citizens Advice Barnsley; it is free! Regular newsletters are sent out to update you on activities and developments. All we ask is that you network with us, promote our work to family, friends and colleagues and alert us to new and different opportunities so that we might reach everyone who needs our support. We are grateful for the support we gain from our partners and wider networks; they help with information, insight and strategic development. We are part of a growing Yorkshire-wide network of Citizens Advice providers as well as a South Yorkshire network. We see huge advantages, in devolution contexts, in investing time and effort into such networks.

We are confident that we are offering a high-quality service because it is official! We were assessed in 9 categories of leadership, by national Citizens Advice, who also assessed us against the national Advice Quality Standards. After gathering a great deal of evidence followed by a long, intense day of assessment, we emerged with flying colours in all categories.

As chair of the board of Trustees I am proud to be part of this dynamic and vital service; without the expertise, experience and knowledge of the whole team, Barnsley would be a poorer place in relation to finance, care, compassion and equity. We have welcomed a new Trustee this year and the board works diligently to provide strong governance, as well as support.

I send my congratulations to all the staff and volunteers in making a vital contribution to the wealth, health and well-being of the people of Barnsley.

Do read this report; reflect on its messages and share them widely.

Jan Eldred, Chair of the Trustee Board

Welcome from the Chief Executive



This annual report shows that 2019/20 has been another successful year for Citizens Advice Barnsley (CAB) and our clients. We are an independent local charity that relies on a diverse mix of funding and donations to enable us to provide a broad range of accredited, free advice services via a range of contact 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. We structure our services to ensure that the most vulnerable people receive an increased level of support appropriate to their needs.

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 that we are able to direct as much resource as possible to providing the front line service to the people of Barnsley.

Due to the COVID-19 pandemic, the last few weeks of the year were devoted to reorganising our services and IT systems to enable all of our staff team to deliver advice services from home. This enabled us to keep our clients and staff safe whilst maintaining a robust service albeit via telephone and digital channels rather than face-to-face. The CAB team rose to this unprecedented challenge and mobilised with impressive speed to implement the new ways of working.

Throughout the year, we provided advice via our dedicated team of volunteers, level 2 and level 3 apprentices and paid staff. Our board of trustees provided a diverse range of skills and experience to support our services with strong governance. 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 £8 million of welfare benefits and to help clients manage over £11.5 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 a universal advice service alongside our partners DIAL Barnsley and Age UK Barnsley. This contract also funds our weekly advice service for Deaf clients who can receive advice via a BSL interpreter. The universal advice service/funding 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 authorised and 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. 2021 will be the 57th anniversary of Citizens Advice Barnsley.

We will be continuing to secure funding to allow us to deliver our advice services throughout 2020/21 and beyond. We know that there will be increased demand for advice during the pandemic period and we are also aware that the demand will significantly increase as the UK starts to return to a new normality and government financial support comes to an end.

Jo Clark, Chief Executive Officer

Our Year

Improved Accessibility

Delivering advice direct to the people of Barnsley

As well as face-to-face appointments in our Town Centre office, during 2019/20 we also delivered advice sessions from 17 different community venues, as well as via telephone, email and webchat.



Added Value

Support from local people

During 2019/20 our volunteers contributed over 1,508 hours to support the people of Barnsley.

The annual value of that work is estimated at £126,686.



Positive Outcomes

Our advice makes a difference

95% of clients thought their health and well-being would improve as a result of seeing the adviser - and 91% said they felt more able to manage their own affairs.



Help with all topics

We give people the knowledge and confidence they need to find a way forward - whoever they are, and whatever their problem.

Last year we helped with 33,342 different issues - including debt, benefits, housing and employment.



Research & Campaigns

Every year we challenge unfair practice, campaign to change policy, provide evidence for local and national research, as well as making sure people are aware of their rights and entitlements.



Working together to make a difference

Working closely with other local organisations - Age UK Barnsley, DIAL Barnsley and BMBC - makes it easier for local people to access the support they need.



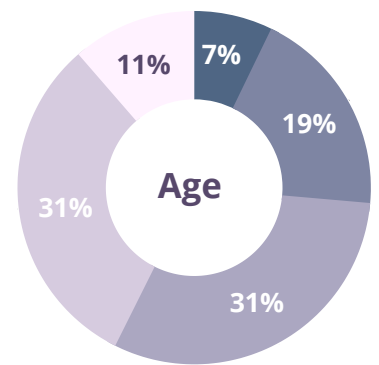
Service Statistics

April 2019 - March 2020

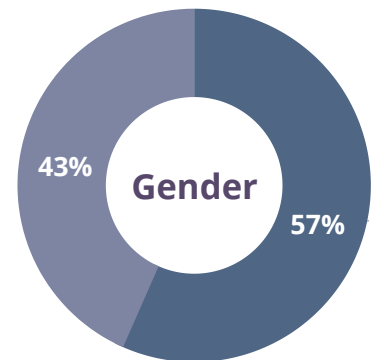
8,150 unique clients advised

33,342 problems dealt with

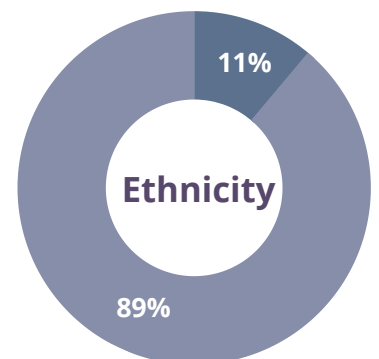
Citizens Advice Barnsley Statistics	19/20	18/19
Unique clients advised	8150	8054
Problems dealt with	33342	33660
Main Problem Areas:		
Debt	12326	15486
Benefits Universal Credit	6597	2740
Benefits & Tax Credits	6276	6534
Financial Services & Capability	1357	1854
Housing	1094	1166
Top 5 Debt Issues:		
Council Tax Arrears	2355	3433
Debt Relief Order	1356	2249
Credit, Store and Charge Card Debt	800	902
Unsecured Personal Loan Debts	756	898
Rent Arrears - LA's or ALMO's	525	669
Top 5 Benefits Universal Credit Issues:		
Initial Claim	3861	1036
Housing Element	591	387
Limited Capability	580	0
Standard Element	475	287
Carer Element	189	93
Key Benefit Issues:		
Personal Independence Payment	1874	1548
Employment Support Allowance	795	950
Council Tax Reduction	638	585
Key Financial Services/Capability Issues:		
Financial Capability	994	1355
Personal Pensions	44	30
Bank, Building and Post Office Accounts	42	128



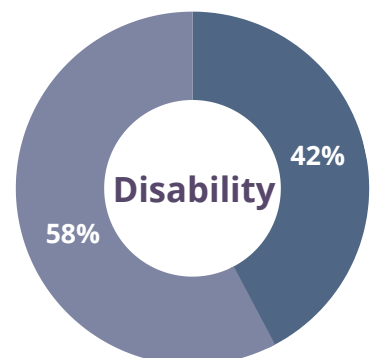
15-24 25-34 35-49
50-64 65+



Female Male



BAME White British



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

**citizens
advice**

Barnsley

Making a Difference

Case Study

Our client attended an outreach advice session with a relative and a charity support worker as they were struggling with money and were being financially supported by family.

The client has a severe learning disability and had worked their whole life for a very low wage, but changes in circumstance meant they were no longer able to continue working.

Over several visits to see the adviser - including a fast-track referral to our specialist Help to Claim team - the client was assisted with claims for Personal Independence Payment and Universal Credit, as well as debt and employment issues.

As a result of accessing our advice service the client received a 10 Year Award for both elements of PIP totalling more than £77,000 and was also able to claim Universal Credit at £914 per month. This benefit gain allowed them to be self sufficient and debt free.

This project allowed a vulnerable client, who finds it difficult to engage with support organisations, to get advice on multiple issues through a single point of contact, at a convenient community location.

Debt Managed

During 2019/20 we helped people manage **£11,585,576** of problem debt, of which **£542,512** was local council tax arrears.

Benefit Gain

We helped clients to claim **£8,022,644** in benefits.

Homelessness averted

During the year we dealt with **978** cases where we helped clients avoid losing their home, and dealt with **£865,207** of housing related arrears.



Client Feedback



96%
of people felt
less stressed
or anxious after
seeing the adviser

"Fantastic advice. Can sleep tonight."

"The adviser was very insightful. They put my mind at rest and now I feel better about my situation. 10/10"

"If I didn't come to see the adviser, I would not know where to go. So grateful for this service."

"I was told about Citizens Advice from a friend. It was the first time I have seen them and it made me feel better about myself. The help I got from the adviser was first class!"

99%

felt that the
service they
received was
good or
excellent

98%

found it easy or
very easy to
access the
service

99%

said they would
recommend
Citizens Advice
Barnsley to
someone else

99%

said they
would use the
service again

Our Projects

During April 2019 - March 2020 we delivered the following services...

Berneslai Homes Money Advice Worker

Berneslai 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 BMBC.

Council Tax Support Adviser

Delivering income maximisation, debt and money advice to people with council tax arrears. Funded by BMBC Council Tax Department.

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

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.

MaPS Debt Advice Project

This project delivers debt advice via face-to-face, telephone, email and webchat channels. Funded by the Money and Pensions Service.

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.

Our Projects (cont)

Pension Wise Appointments

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

Penistone Area Council Outreach

Fortnightly drop-in advice sessions funded by Penistone Area Council.

Skelmanthorpe Outreach

Fortnightly drop-in advice sessions held at Denby Dale Parish Council Offices funded by Denby Dale Parish Council.

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, email and face-to-face advice funded by BMBC. Since June 2019 this service has been delivered in partnership with Age UK Barnsley and DIAL Barnsley.

Universal Credit - Help to Claim

Daily advice service delivered from Barnsley Job Centre to provide support for new Universal Credit claimants. Funded by the DWP via Citizens Advice.

Information Assurance



Our trustee board oversees the information security of all of the personal information we process, including data from clients, staff, funders and strategic partners.

We jointly hold responsibility for the client data that is held in our case management system with the national Citizens Advice Service.

Our Information Assurance team ensures that the confidentiality, integrity and availability of all personal and sensitive data is compliant with the General Data Protection Regulation and Data Protection Act 2018.

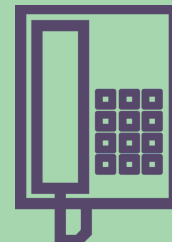
Ways to Access Advice

During 2020 the emergence of Covid-19 necessitated significant changes to the delivery of our advice services. Currently, all community based face-to-face services are suspended, but there are still many ways for people to get in touch:



Telephone: FREEPHONE 0800 144 88 48

Phone lines are open Monday to Friday 9am till 4pm. For help with making a new claim for Universal Credit, please call 0800 144 8 444.



Email: barnsleycab.org.uk/contact-us/

Use our online contact form to answer a few short questions and then use the text box to tell us what you need help with. You can expect a response by email within two working days.



Online

Information and advice on many different topics can be found on our website: barnsleycab.org.uk/



Webchat

Available for selected topics from the Citizens Advice website: citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/



In Person Video Appointments

Face-to-Face services from our office and community venues will resume when it is safe to do so. In the meantime we are working to introduce appointments via video link very soon.



Stay in Touch

Follow us on social media

Make sure to follow us on social media to be kept up-to-date with all our latest news and information. Liking, commenting or sharing our updates helps our message reach even more people!



<https://twitter.com/BarnsleyCAB>



<https://www.facebook.com/barnsleycab/>

Join the mailing list

During lockdown we started sending out an occasional newsletter to keep everyone updated on the availability of our services, to share information about advice trends and to celebrate good news.

Going forward, this is something we hope to continue to do on a quarterly basis.

If you are not currently receiving this newsletter and would like to be added to our mailing list, please send your name, email address and the organisation you work for, to:

admin@barnsleycab.org.uk

NB - Please do not use this address to contact us for advice. If you need help you can call **0800 144 8848** or use our contact form: **barnsleycab.org.uk/contact-us/**



Working With Us

Volunteering...

Our service wouldn't be the same without our volunteers!

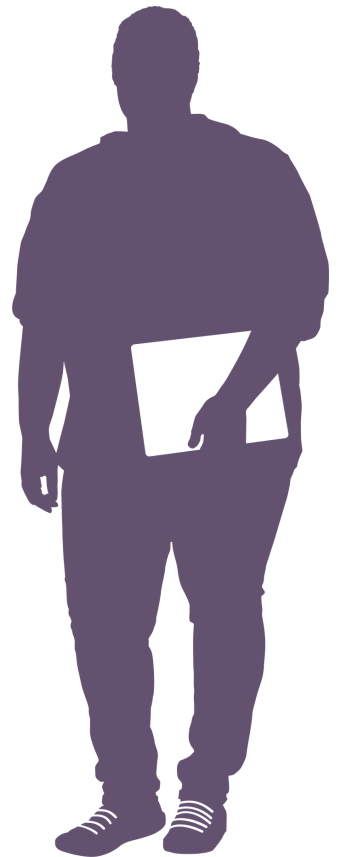
The volunteer team at Citizens Advice Barnsley take on many different roles, including: advisers, receptionists, administrators and trustees.

During 2019/20 our volunteers contributed over 1,508 hours to support the people of Barnsley. The annual value of that work is estimated at £126,686.

Join our Team

Even though we are not able to deliver face-to-face advice at the moment, we are still accepting applications for new volunteers to help us deliver remote advice.

All new volunteers will be given full training and ongoing support from our supervisors.



If you're interested in volunteering with us, you can find more information and an application form on our website: barnsleycab.org.uk/volunteering/

Recruitment...

Are you looking for a job?

Vacancies for paid staffing positions will be advertised on our website and on our Facebook and Twitter pages.

Make sure to follow us on social media so you don't miss any announcements.

"Citizens Advice Barnsley is a great place to work! The whole team is very supportive.

In my time here I have gained lots of skills and experience - which helped me get promoted!" - Laura

Support Our Charity

Make a donation

Supporting our charity with a donation could make a real difference to the life of someone who needs advice.

There are many ways to support our charity with a donation:

ONLINE - Visit our easyfundraising page to make a one-off or regular donation: www.easyfundraising.org.uk/causes/citizensadvicebarnsley/

TEXT - You can donate from your phone!

Text the code BCAB12 and either £1, £2, £3, £4, £5 or £10 to 70070 (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.



GIFT AID - If you are a UK tax payer, 25% can be added to your donation by agreeing to Gift Aid it.

WILL DONATION - You can also make a donation in your will.

Become a friend...

We are seeking individuals and organisations who want to become a **Friend of Citizens Advice Barnsley!**

As our Friend you will receive occasional updates on the work we do and the impact it has on the people we help, opportunities to network with our other friends, as well as an invitation to our annual event.

In return, we hope you will support our charity - by signposting our advice to people who may need help, assisting us with research, and sharing any opportunities to develop new services or gain alternative funding.

Working together helps us to make a difference to more people in Barnsley.

For more information about becoming a Friend, please visit our website: <https://barnsleycab.org.uk/friends/>

Thanks To Our Team

At 31st March 2020

The Friends of CAB include:

Abbie Churchill, Ison Harrison Solicitors
Alaina Briggs, My Best Life
Angela Wright, Northern College
Anne Marie Holdsworth, BMBC Adult Learning
Barry Eldred, Deputy Lieutenant for South Yorkshire
Dave Fullen, Berneslai Homes
David Scarth, Education Welfare Service
Deborah Abrames, Natwest Bank
Gary Simpson, CEO Community First Credit Union
Graham Murdin, Barnsley Independant Advisory Group
Jane Wynne, Hate Crime Co-ordinator
Jen Macphail, BMBC
Julie Croudy, Berneslai Homes
Lisa Pogson, Rotherham & Barnsley Chamber of Commerce
Michael Thomas, Citizens Advice
Norah Gregory
Ruth Willis, CEO South Yorkshire Community Foundation
Sarah Poolman, South Yorkshire Police
Susan Womack, Healthwatch Barnsley
Suzanne Storey, Barnsley Foodbank Partnership
The Worshipful Mayor of Barnsley, Cllr Pauline Markham
Toby Parsons, Relationship Manager Citizens Advice

Paid Staff

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

Volunteers

Angela Headon
Carolyn Best
Derek Bragg
James Lawton
Janet Gillot
Jayne Robinson
Jennifer Hill
Kane Walker
Karen Smales
Kathy Cunningham
Leah Senior
Linda Rayner
Lisa Beevers

Volunteers (cont)

Lisa Dundas
Maureen Sanders
Michael Shaw
Mike Senior
Minoo Balaraki
Ray Woodhams
Sheila Barnes
Sheila Thurling

CAB Trustees

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

Work Experience

With thanks to The University of Sheffield students who joined us for work experience placements

Thanks To Our Funders

During 2019/2020 our work was supported by funding from the following organisations:



Cudworth Ward Alliance
Dearne Area Council
Denby Dale Parish Council
Monk Bretton Ward Alliance
North Area Council
North East Ward Alliance
Penistone Area Council
South Area Council

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



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

**Barnsley and District Citizens Advice Bureau
1st Floor, Wellington House
36 Wellington Street
Barnsley
S70 1WA**

Telephone: 0800 144 8848

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