

Citizens Advice Fareham

Delivering value, impact and outcomes to the people of Fareham - June 2018

The logo for Citizens Advice, featuring the words "citizens" and "advice" stacked vertically in white lowercase letters inside a blue speech bubble shape.

**citizens
advice**

Biddy Mayo, Operations Manager
Deborah Stringfellow, Chair of Trustees

The benefit of our Core Advice Services to the community

Our value to the community in 2016/17

Our volunteer workforce is valued at £268,953.

For every £1 invested in Citizens Advice Fareham we generate at least:

£1

£4

in fiscal benefits

Saving to government

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

£23

in public value

Wider economic and social benefits

Improvements in participation and productivity for clients and volunteers.

£22

in benefits to individuals

Value to our clients

Income gained through benefits, debts written off and consumer problems resolved.

Developments at Citizens Advice Fareham

- Successful AQS Audit July 2017
- Improved early access to advice with Initial Check 5 days a week
- Additional Outreach Services at Broadlaw and Stubbington Library
- New self-help information Kiosks at CitaF reception at Portchester Community Centre, Portchester Association and 1 Community
- Introduced a new case management system
- Upgraded IT systems google not-for-profit cloud based storage system
- Improved fundraising activity



CitaFareham

Key Statistics

Fareham (member)

2017-18
Q1
Q2
Q3
Q4



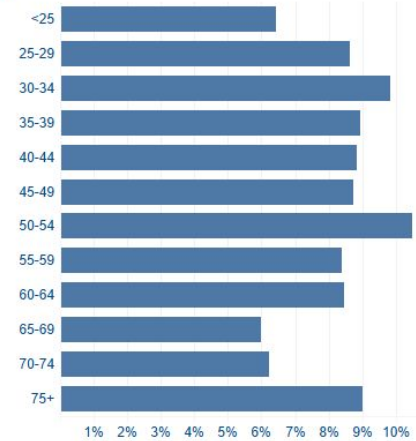
Summary

Clients	3,160
Quick client contacts	596
Issues	7,557
Activities	9,442
Cases	3,468

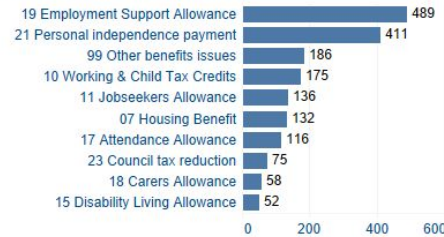
Issues

	Issues	Clients
Benefits & tax credits	2,175	885
Benefits Universal Credit	61	46
Consumer goods & services	311	183
Debt	809	360
Discrimination	67	46
Education	43	31
Employment	692	375
Financial services & capability	153	95
Health & community care	291	135
Housing	761	449
Immigration & asylum	67	41
Legal	514	324
Other	489	239
Relationships & family	812	462
Tax	115	73
Travel & transport	124	83
Utilities & communications	73	45
Grand Total	7,557	

Age



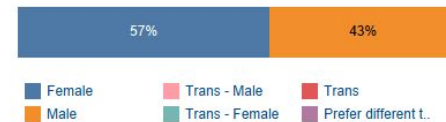
Top benefit issues



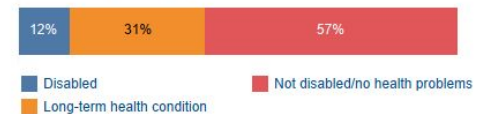
Top debt issues



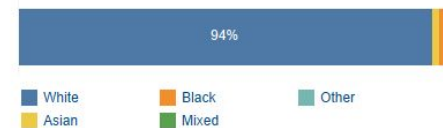
Gender



Disability / Long-term health



Ethnicity



Our existing outreach services

Highlands Hub

Operational since 2011
Staffed by a rota of volunteers
Tuesdays 10-2pm

Portchester Library

Operational since April 2014
Thursdays 10-2pm

Lockswood Library,

Locksheath Shopping Centre
Operational since April 2017
Wednesdays 10-2pm

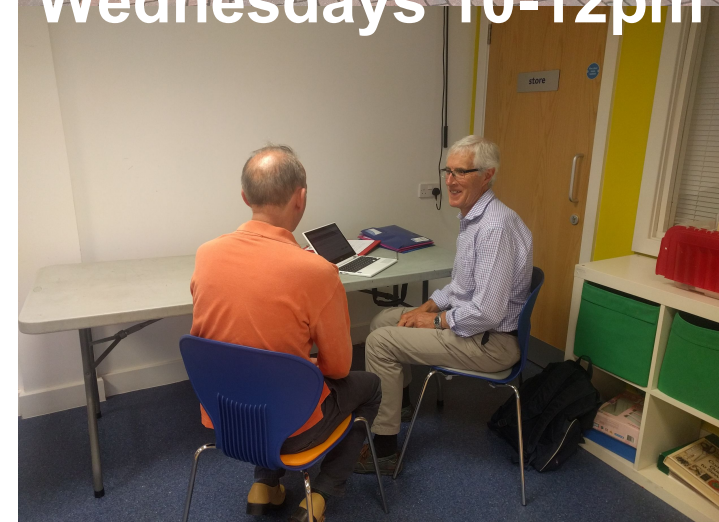


Our new outreach services - from April 2018

Stubbington Fridays 10-2pm



Broadlaw, Wednesdays 10-12pm



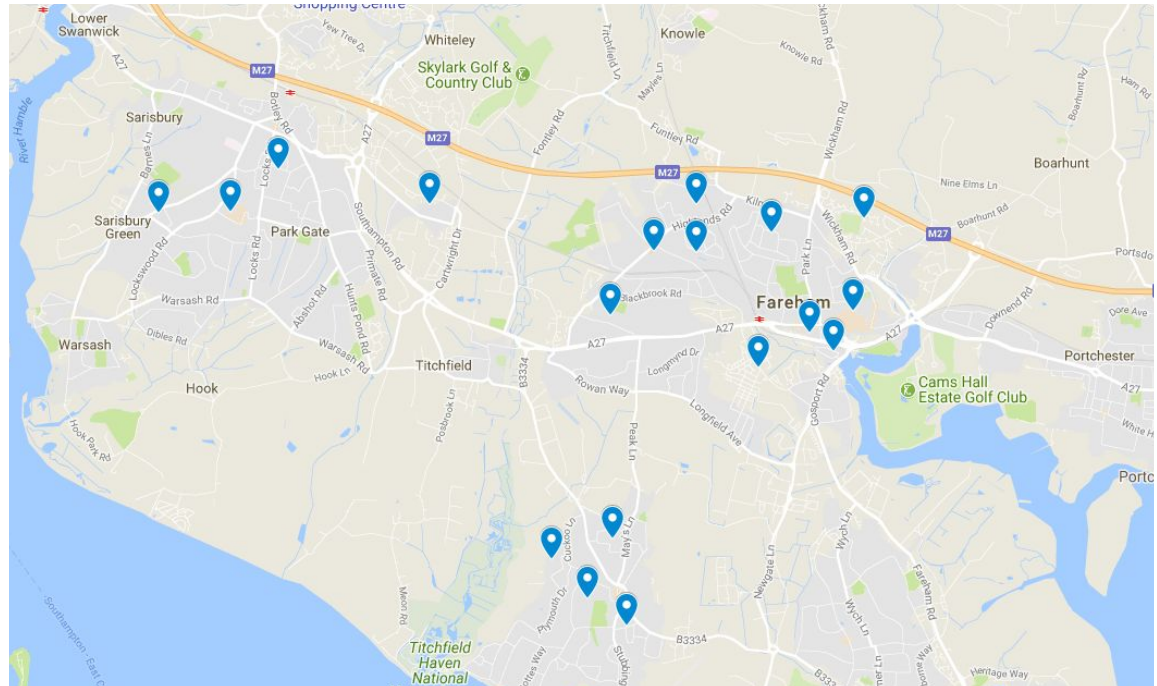
The reach of our home visiting service

Home visits by appointment for those unable to attend in person due to:

- A disability or chronic illness;
- Being the sole carer for an elderly, disabled or chronically sick relative;
- Unable to arrange child care despite appropriate efforts

Operational since April 2017.

We carried out 26 home visits in 2017-18.



Debt Relief Orders

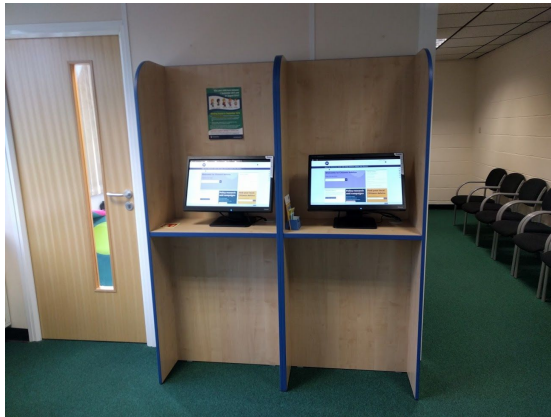
Terry is our approved Debt Relief Order (DRO) intermediary.

He alone has helped clients write off over £1m debt through this process.

Nicknamed “DRO Terry”
our Million Dollar Man!



Information Kiosks



Fareham Kiosk visits heatmap : PDF

CitA Fareham sessions between 1/1/2018 and 6/4/2018

	Day of Week						Total	
	Mon	Tues	Wed	Thurs	Fri	Sat		Sun
7 AM	21	11	20	12	20	0	0	84
8 AM	26	30	21	22	21	0	0	120
9 AM	19	44	35	38	38	0	0	172
10 AM	25	28	32	28	22	0	0	135
11 AM	25	22	32	26	27	0	0	132
12 PM	22	33	25	27	30	0	0	137
1 PM	23	20	25	25	27	0	0	120
2 PM	28	28	29	30	29	0	0	144
3 PM	6	9	14	31	7	1	0	68
4 PM	2	2	3	27	1	5	0	40
5 PM	0	6	3	19	0	0	0	28
6 PM	0	0	0	3	0	0	0	3
7 PM	0	0	0	0	0	0	0	0
8 PM	0	0	0	0	0	0	0	0
9 PM	0	0	0	0	0	0	0	0
Total	197	233	239	288	220	6	0	

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PCC Kiosk visits heatmap : PDF

PCC Kiosk sessions between 1/1/2018 and 6/4/2018

	Day of Week						Total	
	Mon	Tues	Wed	Thurs	Fri	Sat		Sun
7 AM	6	9	6	7	3	9	12	52
8 AM	6	9	6	9	3	9	11	53
9 AM	7	9	6	9	3	9	9	52
10 AM	6	8	6	14	3	9	9	55
11 AM	6	9	6	12	3	10	7	53
12 PM	6	12	6	12	3	12	6	57
1 PM	5	12	6	12	3	12	5	55
2 PM	6	12	6	12	3	12	6	57
3 PM	6	12	5	12	6	12	6	59
4 PM	6	11	6	12	7	12	6	60
5 PM	6	12	4	12	6	12	6	60
6 PM	9	12	6	10	8	12	6	63
7 PM	9	12	7	12	9	12	6	67
8 PM	9	12	6	11	9	12	6	65
9 PM	9	12	6	12	9	11	6	65
Total	164	250	177	225	152	252	203	

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PCA Kiosk visits heatmap : PDF

PCA Kiosk sessions between 1/1/2018 and 6/4/2018

	Day of Week						Total	
	Mon	Tues	Wed	Thurs	Fri	Sat		Sun
7 AM	1	0	0	0	1	1	1	4
8 AM	3	1	1	1	1	0	1	8
9 AM	2	4	2	2	1	3	1	15
10 AM	2	2	2	2	2	2	2	14
11 AM	1	2	1	1	3	4	1	13
12 PM	0	1	1	0	1	2	2	7
1 PM	1	2	1	1	3	2	1	11
2 PM	1	1	2	1	2	1	2	10
3 PM	1	0	0	1	0	3	1	6
4 PM	0	0	0	0	1	5	2	8
5 PM	0	0	0	0	0	1	1	2
6 PM	0	0	0	0	0	2	1	3
7 PM	0	0	0	4	0	1	1	6
8 PM	0	0	0	1	0	2	1	4
9 PM	0	0	0	0	0	1	2	3
Total	19	13	10	14	15	33	31	

Campaigning for better joined up services for vulnerable people



Successful funding bids

Zurich : £3,000



Hampshire County
Councillor Grants: £4,500



Hampshire & Isle of Wight
Community Fund £6,160



Going forward ...

We hope we have shown you the massive progress we have made in increasing the reach of Citizens Advice throughout the Borough.

We are grateful to Fareham Borough Council for their support. We have now entered into a new SLA which will cover us for the next 2 years and we continue looking forward to working with FBC as a key partner to achieve our mutual goals.

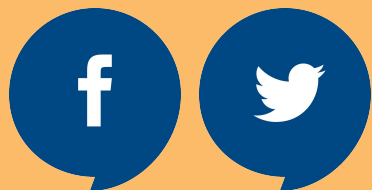
We continue to raise further funds to improve outreach to all sectors of the community within the Fareham Borough and continue to look for further sources of funding for this and other similar projects. Unfortunately, the funds are likely to be short term project based.

We will, however, never be distracted from our main aim to give quality, independent, impartial and confidential advice to the people of Fareham.

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.



Citizens Advice Fareham is an operating name for Fareham Citizens Advice Bureau. Charity registration number 1142745. Company limited by guarantee. Registered number 7653014 England. Authorised and regulated by the Financial Conduct Authority FRN: 617605. Registered office as above.

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