

# Citizens Advice Fareham

A presentation to the Leisure and  
Community Scrutiny Panel

Delivering value, impact and outcomes to  
the people of Fareham - September 2021

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, Chief Officer  
Colleen Sykes, Trustee

## Scrutiny Panel Objectives

- 1) To provide an overview of the support that is provided by Citizen Advice Fareham across the Borough;**
- 2) To explain the challenges that the organisation currently faces;**
- 3) To outline the effect, to date, of the Covid-19 pandemic on the organisation;**
- 4) To explain how the SLA grant, provided by the Council, is utilised and;**
- 5) To detail additional funding streams pursued and obtained from other sources;**
- 6) To prepare a presentation.**

**1) To provide an overview of the support that is provided by Citizen Advice Fareham across the Borough**

Our reception is open to drop off paperwork or discuss access to advice / emergency help:

Monday 9.30am-3:30pm

Tuesday 9.30am-3:30pm

Wednesday 9.30am-12:30pm (Library closed)

Thursday 9.30am-3:30pm

Fridays 9.30am-3:30pm

Telephone Advice

Freephone: 0808 278 7964

Monday - Friday 10am-4pm

Online: [citafareham.org/public/getting-advice/online-advice](https://citafareham.org/public/getting-advice/online-advice)

Webchat: [www.citizensadvice.org](https://www.citizensadvice.org)



# Our new and emerging outreach services

Running since w/c 19th July

## Hampshire Food Revolution

Citizens Advice are here every Thursday morning from 11-1pm

Henry Cort Drive, Fareham, PO15 6TL



## Portchester Community Association

Citizens Advice are here every Wednesday and Friday morning

from 10:00 -12:00

2 New Parade, 38 West St, Portchester, PO16 UY

### Coming Soon

- Stubbington Library
- Waypoint Church Hub and pantry



# From September 2020-2021

We have been working with 1,605 individual clients since September last year. Activities this show the amount of work being done for each client, approximately 6 activities per client which shows the increased complexity of the issues. Client footfall is higher than this at over 2,000 as many clients visit more than once since January.

The income gain over the year is £216,142 which is directly back into the pockets of our Fareham Clients and Community. In addition over £62,000 debt has been written off or rescheduled.

## Key Statistics

Fareham Citizens Advice Bureau

2020-21  
2021-22



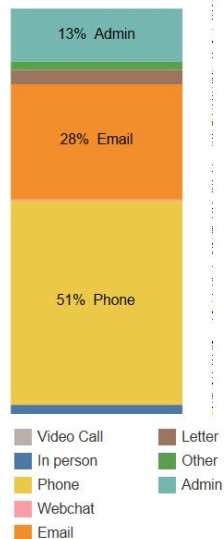
### Summary

Clients	1,605
Quick client contacts	173
Issues	5,330
Activities	10,676
Cases	1,695

### Outcomes

Income gain	£216,142
Re-imbursments, services, loans	£1,871
Debts written off	£60,263
Repayments rescheduled	£271

### Channel



### Issues

	Issues	Clients
Benefits & tax credits	1,138	455
Benefits Universal Credit	740	326
Consumer goods & services	159	99
Debt	748	220
Discrimination & Hate & GVA	53	31
Education	22	13
Employment	360	177
Financial services & capability	100	71
GVA & Hate Crime	34	24
Health & community care	139	90
Housing	584	283
Immigration & asylum	88	41
Legal	244	143
Other	240	132
Relationships & family	451	219
Tax	38	26
Travel & transport	65	38
Utilities & communications	127	69
<b>Grand Total</b>	<b>5,330</b>	

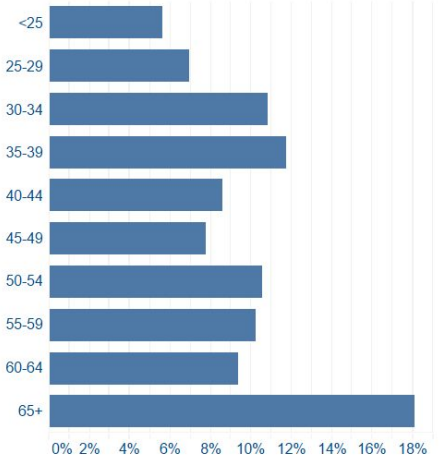
### Top benefit issues



### Top debt issues



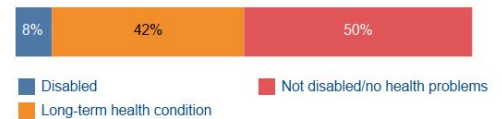
### Age



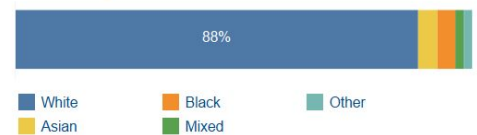
### Gender



### Disability / Long-term health



### Ethnicity





# From 1st April to mid September 2021

We have been working with 800 individual clients since April this year but activities this quarter show the amount of work being done for each client, approximately 6 activities per client which shows the increased complexity of the issues. Client footfall is 1638 since January.

An income gain (mainly disability benefits) of £102,512, back in the pockets of our Fareham Clients just since 1st April.

## Key Statistics

## Fareham (member)

01/04/2021 15/09/2021



### Summary

Clients	800
Quick client contacts	137
Issues	2,407
Activities	5,388
Cases	721

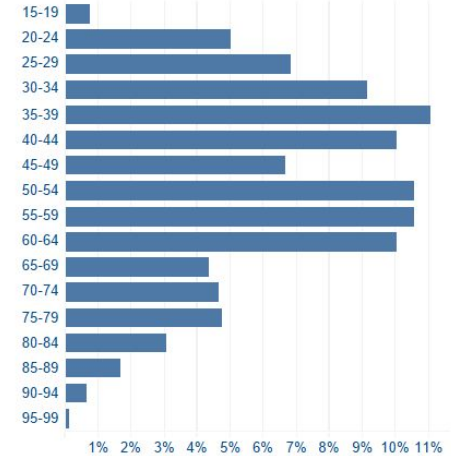
### Outcomes

Income gain	£102,512
Re-imbursments, services, loans	£891
Debts written off	£52,841
Repayments rescheduled	£0

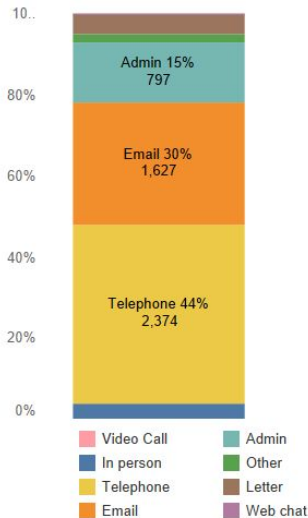
### Issues

	Issues	Clients
Benefits & tax credits	525	230
Benefits Universal Credit	215	120
Consumer goods & services	76	44
Debt	346	113
Discrimination & Hate & GVA	2	1
Education	17	11
Employment	138	63
Financial services & capability	61	44
GVA & Hate Crime	34	24
Health & community care	73	46
Housing	298	152
Immigration & asylum	42	24
Legal	128	75
Other	130	62
Relationships & family	206	118
Tax	26	15
Travel & transport	30	18
Utilities & communications	60	29
<b>Grand Total</b>	<b>2,407</b>	

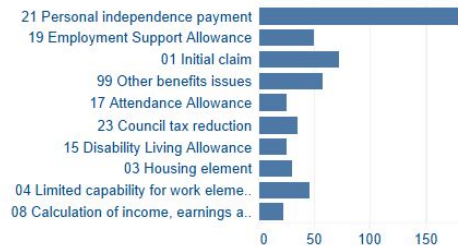
### Age



### Channel



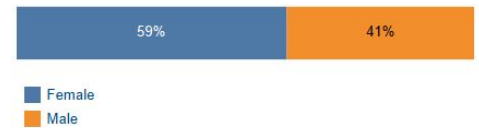
### Top benefit issues



### Top debt issues



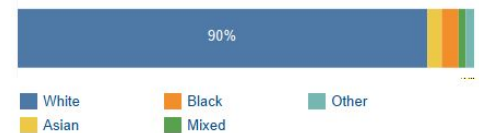
### Gender



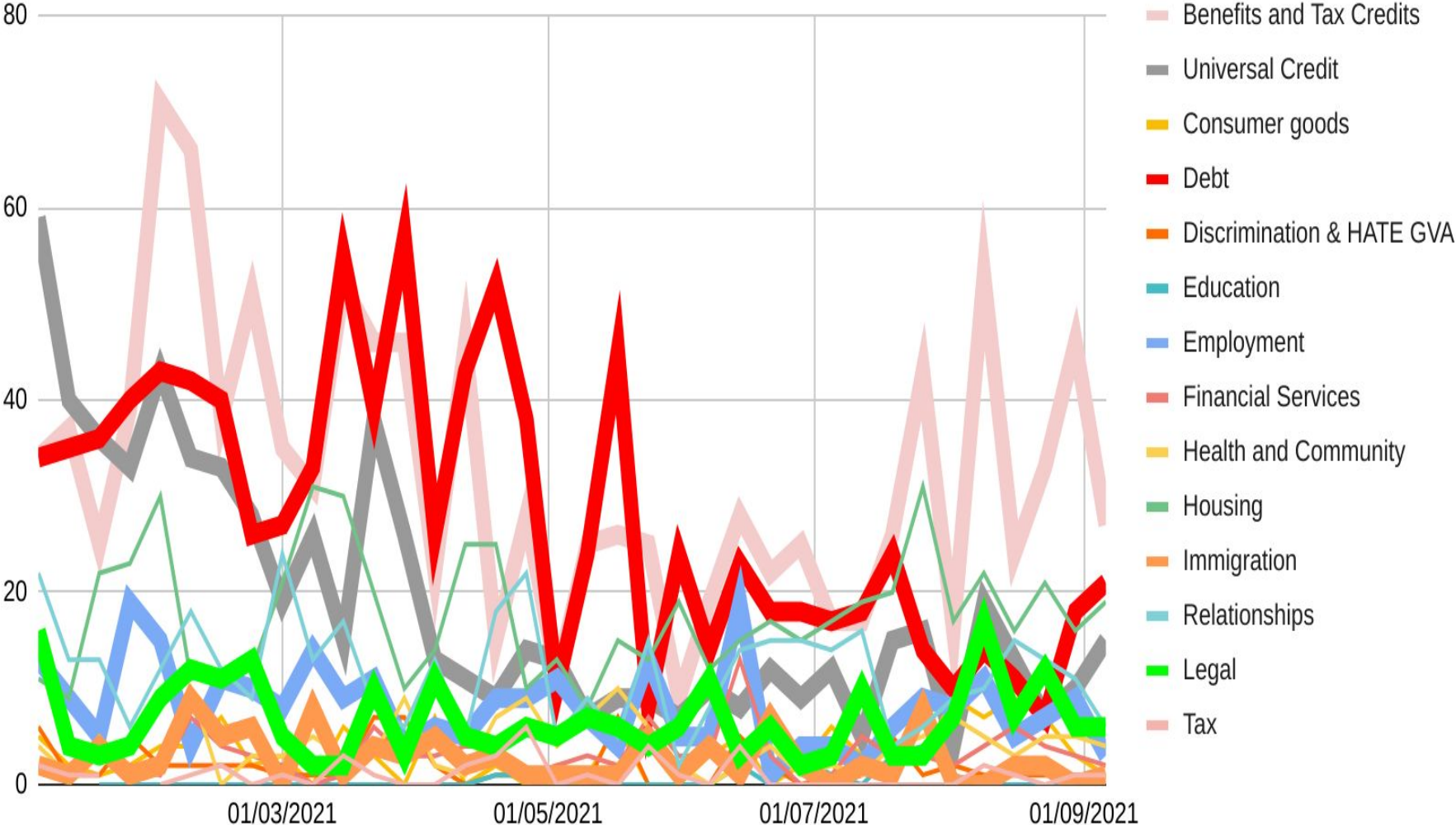
### Disability / Long-term health



### Ethnicity



# What are the issues?





- Parent with primary school aged child
- Homeless due to DWP making incorrect decision about benefits, all stopped
- Successfully challenged decision
- Significant health issues
- Liaised with FBC housing - Given interim then permanent accommodation
- Large number of debts
- Breathing space (60 days) halt creditor action
- Debt relief order - fresh start

- All names have been changed to protect client confidentiality.

## The Difference we make

This is Sam



”the help from Citizens Advice Fareham had saved my life as there have been times I’ve gotten very desperate about the situation I’ve found myself in”.

- 19yr student evicted by parent
- Referred by Social Services mental health team who sorted housing
- Severe mental health anxiety and suicide attempts
- Problems engaging with other agencies
- Case Worker visited at home and further doorstep visits
- Helped make UC HB and CTB, and PIP claims

- All names have been changed to protect client confidentiality.

## **The Difference we make**

This is Abigail



“You are the only person across all the services that’s still with me, I am so grateful”.

- A couple with several children, multiple debts, rent arrears and warrant for eviction. Had started packing their belongings feared homeless.
- Dyslexic and a learning disability. Struggle with reading, writing and representing themselves effectively, poor money management and frightened to open their mail.
- Case Worker liaised with social services, FBC housing. Persuaded clients to get support from social services The subsequent reports from Children's Services and the Learning Disabilities Team played a key part in the decision the family were not intentionally homeless, and could be awarded a tenancy rescue, enabling them to remain in their home.
- Liaised with the SPOC at the JCP to arrange twice monthly payments of UC and housing element paid directly to LL.
- Assisted with food vouchers, energy grants and top up vouchers, identifying grants to assist with paying for pet care, and liaising with local charity, Acts of Kindness, to help with white goods and cleaning the couple's home prior to the social services visit.

## The Difference we make

### Tom and Jane



- All names have been changed to protect client confidentiality.

- Client with multiple disabilities
- Children with severe disabilities
- Limited work opportunities - Works part time
- Received notice of £8,000 HMRC Tax Credit (TC) Overpayment
- TC and Carers Allowance (CA) stopped
- Case Worker extensive work to get evidence for successful appeal v. TC decision
- TC reinstated but incorrectly
- Further challenged by Case Worker who identified errors and got correct TC payments and CA

## The Difference we make

This is Alex



”Everyone at CA is so kind and helpful and I can’t thank my case worker enough for the hours spent sorting this problem out that I could not have done on my own”.

# Our advice is effective

Problems don't happen in isolation and can have a severe consequences. Solving them stops these situations escalating.

We help thousands of people like Sam, Abigail, Tom, Jane and Alex.



**8 in 10 people**

said their problem was solved following advice, and 3 in 4 of them said they could not have resolved their problem without us



**9 out of 10 people**

said we helped them find a way forward

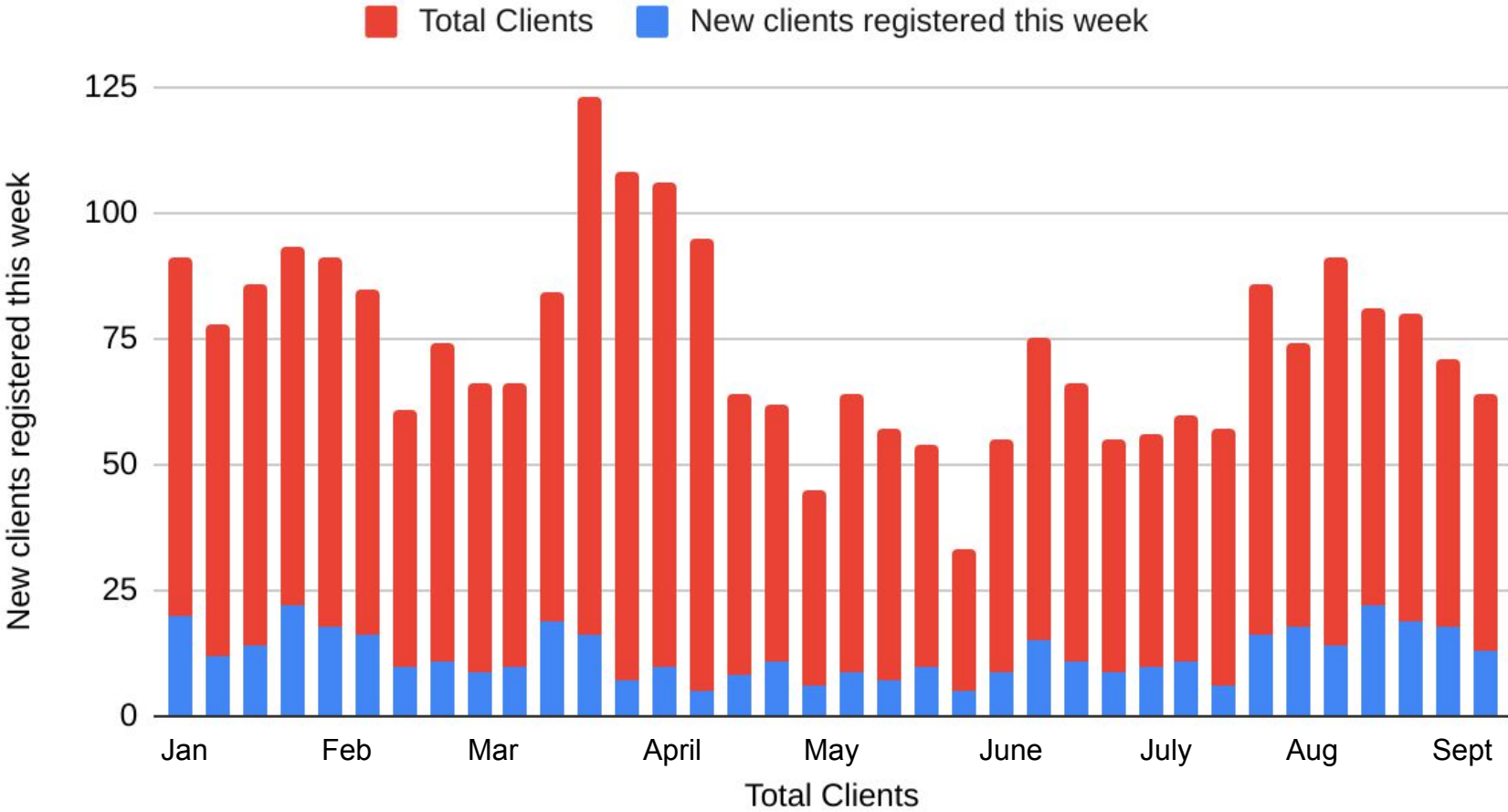




Fareham

Total clients this year so far: **2211**  
New clients registered: **446**  
On average, **20%** of our clients are new\*

## New clients registered this week vs Total Clients



\*New = Not registered on our current CRM in the last 8 years  
40% in aug 21

citizens  
advice

Fareham

## Red Flag Scheme for cases of Domestic Abuse



- Working in joint partnership with Fareham Library who Identify customers who may be experiencing Domestic Abuse
- Given a safe passage to Citizens Advice Fareham through non public areas directly into a secure room
- Private area to advise anyone on their options regarding issues with Domestic Abuse and immediate contact to legal help with fee injunctions if required
- Discussions with other Citizens Advice offices to roll out across Hampshire



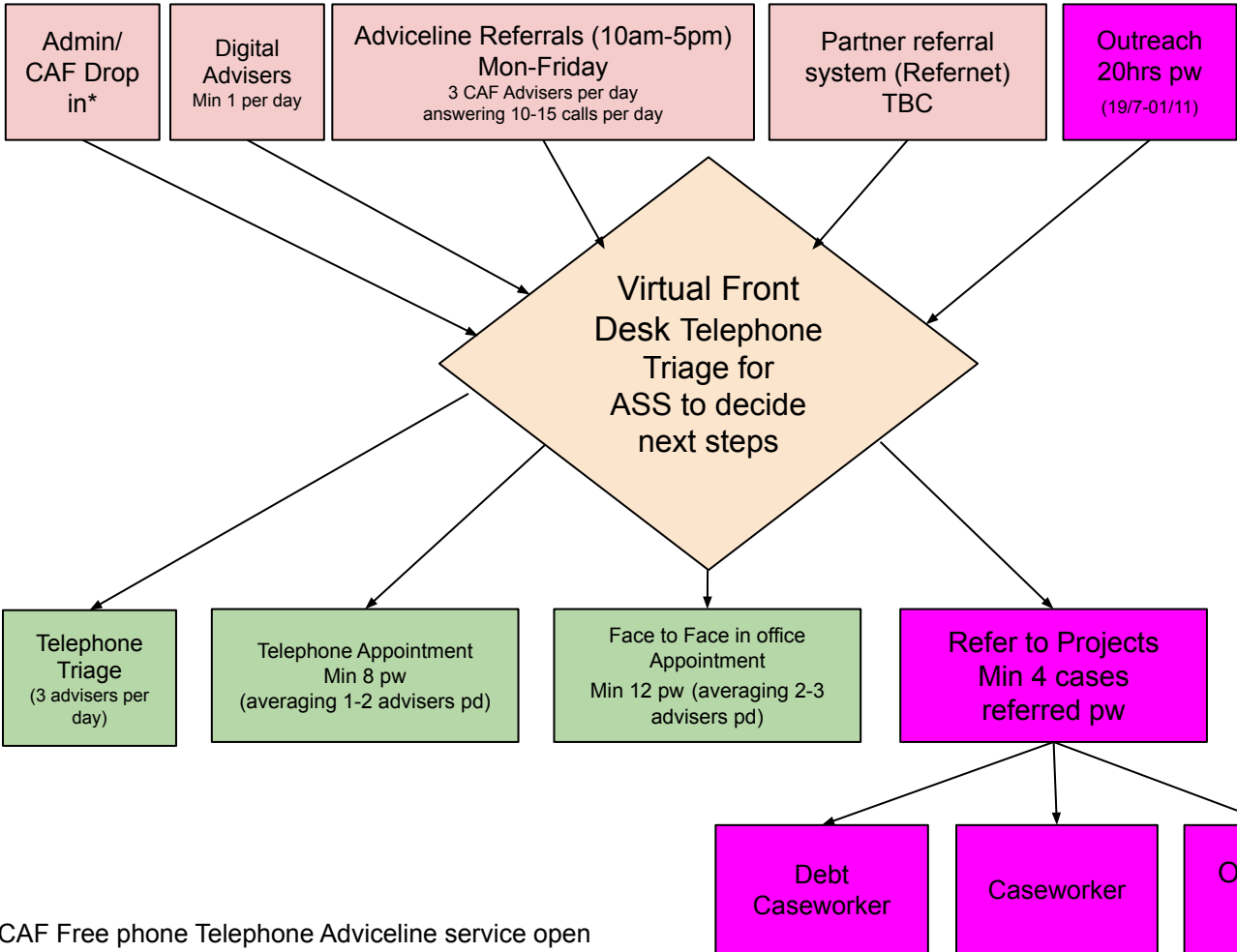
**3) To outline the effect, to date,  
of the Covid-19 pandemic  
on the organisation**

# Impact of the pandemic

- Uninterrupted service delivered throughout - never stopped
- Monday 23rd March 2020 - Immediately moved over to telephone advice service (a dedicated local number) including telephone appointments for disability benefits
- Lost some experienced volunteer advisers not willing/able to work from home
- Office staff back on site to manage post in/out in June 2020. Some volunteers unable/unwilling to work from home invited into the office to work
- April 2021 resumed face to face service by appointment
- Improved telephone and digital access during the pandemic
- Improved IT skills of staff and volunteers - "google hangouts"
- Maximised the fundraising opportunities. Upgraded number of telephone units using Covid funding to improve telephone access with Covid grant funding
- Attended more partnership meetings on-line as less impact on time to do so.
- Learnt lessons regarding service delivery to make our service more efficient and sustainable for the future, ie. flexible working, people working from home, more telephone appointments



# Fareham



CAF Free phone Telephone Adviceline service open Mon-Fri 10-5pm  
 CAF Drop in sessions and face to face appts open:  
 10-4 Mon, Tues and Friday,  
 10-1 Wednesday and Thursdays (due to library closure).

**Key**  
 = Non Core Service

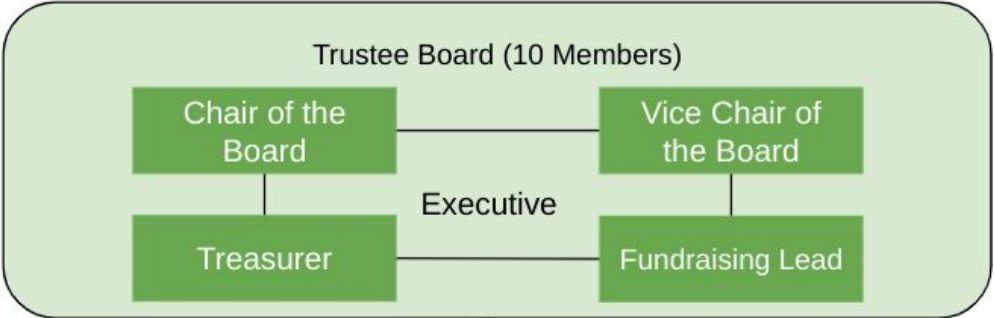


**4) To explain how the SLA grant, provided by the Council, is utilised and;**

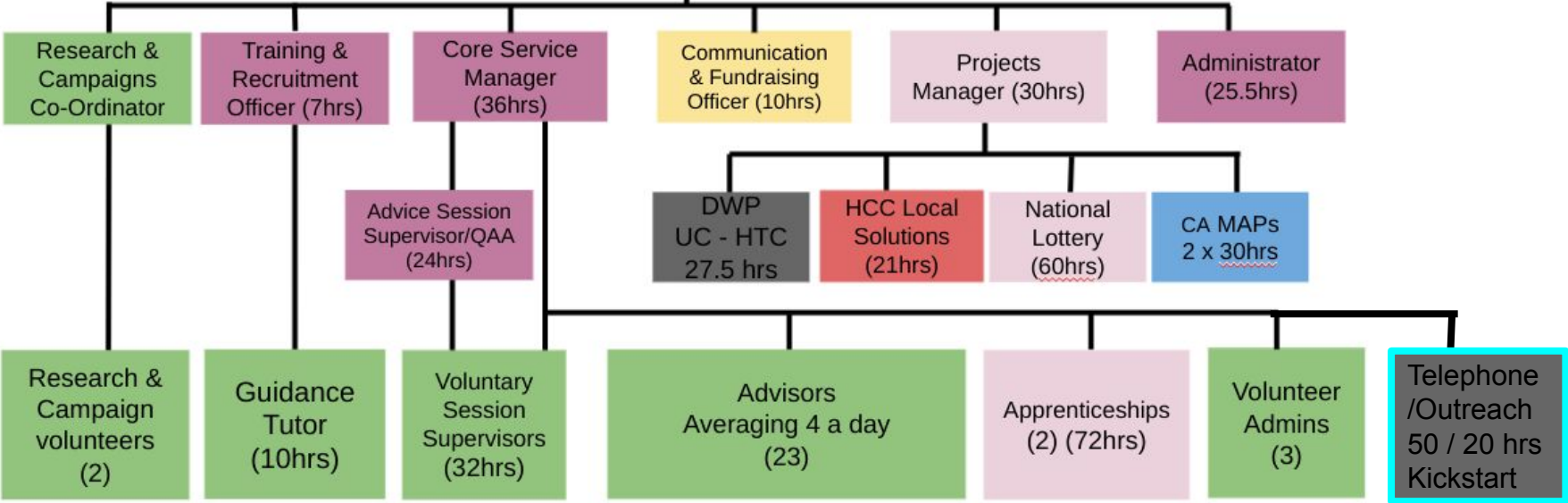
	Costings	Service
2021-22	Core Salary Costs      £100,090 Rent and premises        £12,904 Office costs                £18,540 Staff and Volunteer Travelling expenses      £7,500 Governance                £2,080  <b>Total Core Service costs: £141,114</b> <b>Core Income FBC            £120,000</b>  <b>Core costs Shortfall        £21,114</b>	5 core service staff Open 4 days a week Telephone and digital service Shortfall met from surplus from 20/21
2022-23	Core Salary Costs      £101,000* (*NI increase at 1.25%) Rent and premises        £12,904 Office costs                £18,540 Staff and Volunteer Travelling expenses      £7,500 Governance                £2,080 Inflationary assumption 2% £2,840  <b>Total Core Service costs: £144,864</b> <b>Core Income FBC            £120,000</b>  <b>Core costs Shortfall        £24,864</b>	5 core service staff Open 4 days a week Telephone and digital service  The challenge will be meeting this shortfall next year



Fareham



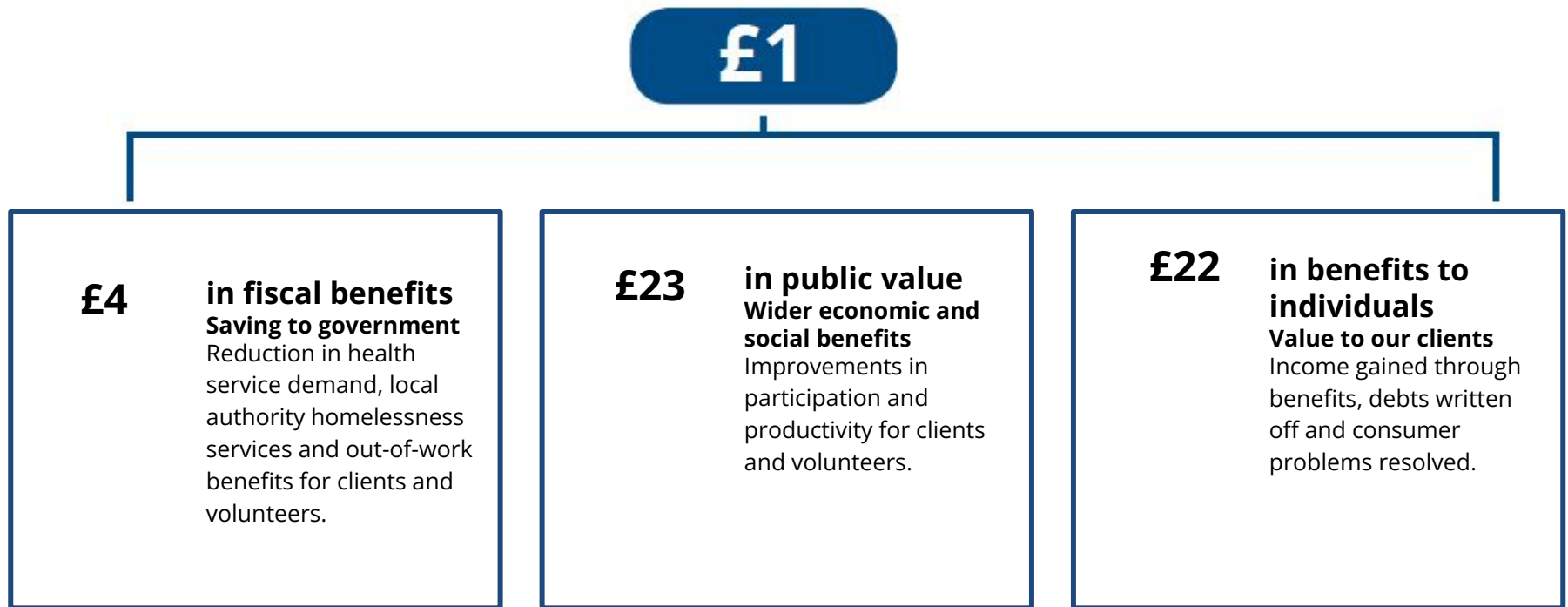
Chief Officer (32hrs)



# The benefit of our Core Advice Services to the community

**Our volunteer workforce is valued at £268,953**

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



*\*Citizens Advice Financial Modelling Tool approved by the Financial Conduct Authority to measure impact.*

# Highlights at Citizens Advice Fareham

- Successful 3 year AQS Audit 2020
- Improved telephone and digital access during the pandemic
- Improved IT skills of staff and volunteers
- Additional Outreach Services twice a week at Portchester; Woodsy's Pantry and Thursdays at Highlands; Hampshire Food Revolution
- Existing Self-help information Kiosks at CitaF reception, Cafe Imbizo, Whiteley Community Centre and 1 Community. New Kiosks at Waypoint Church and Portchester Practice.
- Upgraded number of telephone units using funding from CiTA to improve telephone access.
- Improved fundraising activity





**5) To detail additional funding streams pursued and obtained from other sources;**

# Funding Streams Sought

- National Lottery Community Fund
- Tesco Groundworks
- Kenwood Community Grant
- Morrisons Foundation
- Henry Smith
- HCC Leaders Community Grants
- H&IOW/Moneybarn





Fareham

# Added Value

## Additional Funding Streams

### Citizens Advice £72k

- UC HTC Advisor 27hrs pw
- MAPS Debt Caseworkers 60hrs pw
- Kickstart 2 x Telephone assessors 25hrs pw



- DWP
- Money and Pensions Service
- DTI
- Immigration Service (Windrush)

### TNL

£50k pa over 3 years  
Caseworkers 60hrs pw

In partnership with

**THE NATIONAL LOTTERY  
COMMUNITY FUND**

### Local Solutions

£17,264 pa Over 2 years  
Caseworker 21.5hrs pw



**Hampshire  
County Council**

### Hampshire & Isle of Wight Community Fund and others

£6,100

Outreach workers 20hrs pw



**Hampshire  
County Council**



Fareham

# Projects Manager



Jacquie Smart, Project Manager 30hrs pw



DWP  
Money and Pensions Service  
DTI  
Immigration Service (Windrush)

In partnership with

THE NATIONAL LOTTERY  
COMMUNITY FUND



Hampshire  
County Council



**HiWCF**  
LOCAL GIVING FOR LOCAL NEEDS





Fareham

# National Citizens Advice



UC HTC  
Advisor  
27.5 hrs  
pw

Chris O'byrne and Caroline Clayton  
MAPS Debt Caseworker 60hrs pw  
Until 31st March 2022



Andrew Seaton and  
Simon Williams  
Telephone assessors 50hrs pw  
employed through the government  
Kickstart scheme  
Ends November  
2021



David Bryant,  
Immigration (Windrush) Advisor now ended  
Funding received per case





Fareham

# The National Lottery



In partnership with

**THE NATIONAL LOTTERY  
COMMUNITY FUND**

**Mark Lampard and  
Tarnia Siddle**

General Caseworkers 60hrs pw  
(until October 2023)

Referred from Core service for  
vulnerable clients or clients with  
complex cases





Fareham

# Local Solutions



Hampshire  
County Council



Angela Huntington,  
Caseworker 21.5hrs pw  
Until November 2022

Direct referrals from Adult Social Services. A preventative solution helping clients with advice and their paperwork with the aim of enabling them to stay in their homes and not need longer term social care.





Fareham

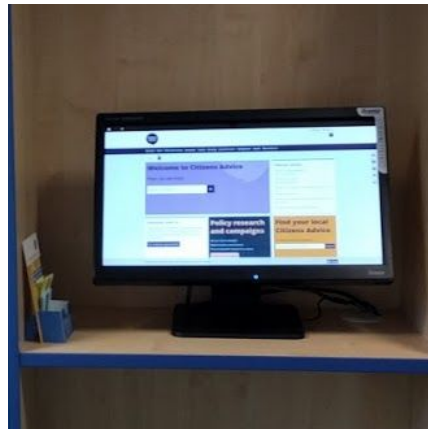
# Outreach and Other Community Events



Andrew Seaton and Simon Williams  
Outreach workers 20hrs pw until end March 2022

# 6 Information Kiosks in the community

- Foyer of Portchester Practice/Library
- Waypoint Church
- Jubilee Surgery
- One Community
- Whiteley Community Centre
- Cafe Imbizo



	6	9	14	31	7	1	0	Total
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
<b>Total</b>	<b>197</b>	<b>233</b>	<b>239</b>	<b>288</b>	<b>220</b>	<b>6</b>	<b>0</b>	

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and 6/4/2018

	Sat	Sun	Total
3 PM	6	12	52
4 PM	6	11	53
5 PM	9	9	52
6 PM	9	9	55
7 PM	10	7	53
8 PM	12	6	57
9 PM	12	5	55
3 PM	6	12	59
4 PM	6	11	60
5 PM	8	12	60
6 PM	9	12	63
7 PM	9	12	67
8 PM	9	12	65
9 PM	9	12	65
<b>Total</b>	<b>164</b>	<b>250</b>	<b>177</b>

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	1	1	2	1	2	1	2	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
<b>Total</b>	<b>19</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>15</b>	<b>33</b>	<b>31</b>	

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**2) To explain the challenges that the organisation currently faces**

# Challenges for the Future

- Increased demand on our service expected due to reduction in Furlough and UC £20 uplift, increased utility costs and increased priority debt action
- Increased triggers for advice - court action for non-priority debt
- Retaining highly trained and experienced staff
- Maintaining Current SLA Service at current level of grant
- Year to year funding
- Restrictions to Premises accessibility
- Projects ending March 22
- Fewer project funding opportunities post covid





# 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 our third year of a one year SLA which will end in 6 months time. We are looking forward to working with FBC as a key partner to achieve our mutual goals. Despite being able to deliver a fantastic service, if we could plan more into the future with longer term SLA it would allow us to invest in our core service and gain security for our staff and in future fundraising and sustainability and build an ever greater service.

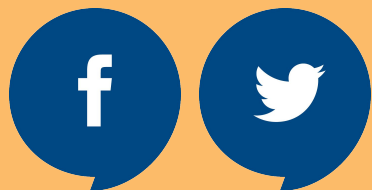
We continue to raise further funds to improve outreach to all sectors of the community within the Fareham Borough and continue to look for further sources of funding for this and other similar projects. We are hoping to find funders who are willing to fund projects for longer than a year.

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.**

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.