

Citizens Advice South Somerset

A presentation for South Somerset District Council Area West Committee 2017

Angela Kerr, Chief Executive Officer



Citizens Advice South Somerset

Yeovil College
Freshers' Fair



Agenda

- CA South Somerset – Aims and Principles
- Vision and Service Charter
- How we have helped so far this year
- Comparison to previous year
- Area West – Where we help
- Area West – How we help
- Projects
- Accessing advice in Somerset
- Case Study
- Volunteers
- Ambitions for the future

Citizens Advice South Somerset



Our Aims and Principles

We aim to **provide the advice** people need for the problems they face and **improve the policies and practices** that affect people's lives.

We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

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Vision and Service Charter

Seeking and using advice becomes an established and valued part of everyday life for the citizens of our community

We have developed a Customer Service Charter to share with all of our clients no matter where or how they contact us.

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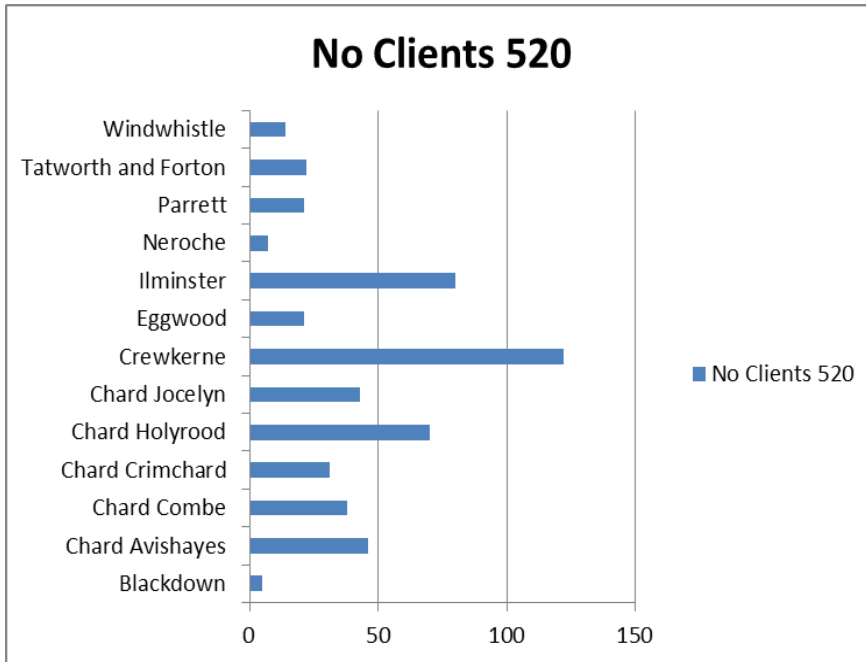


Community Awareness



Health and Wellbeing Event

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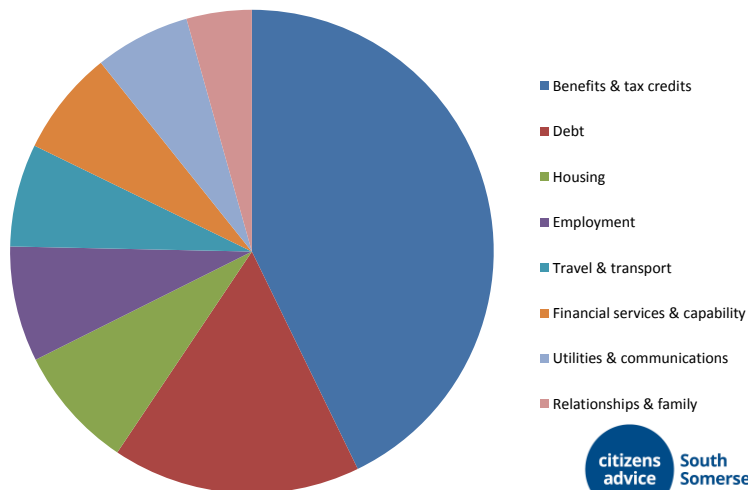
How we help – Table 1

	Benefits & tax credits	Debt	Housing	Employment
Blackdown	1	0	1	0
Chard Avishayes	23	10	6	4
Chard Combe	21	8	6	1
Chard Crimchard	10	8	4	1
Chard Holyrood	34	18	8	10
Chard Jocelyn	20	7	3	7
Crewkerne	63	24	5	8
Eggwood	11	2	1	1
Iminster	39	10	8	9
Neroche	2	2	1	0
Parrett	8	4	3	3
Tatworth and Forton	16	4	0	1
Windwhistle	7	2	3	1
Total	255	99	49	46

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Area West April – September 16



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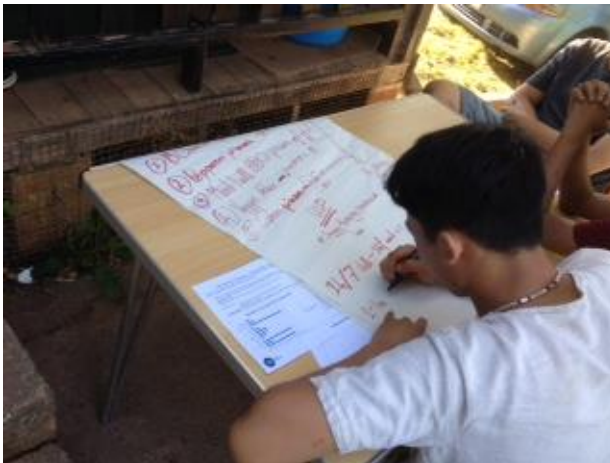
Projects

- **Local Assistance Scheme** – help for clients in crisis as a last resort
- **Energy Best Deal Extra** – Face to face advice to help clients with all of their energy problems
- **Surviving Winter** – helping older people stay warm this winter
- **Wessex Water** – helping clients access schemes to make their water bills affordable
- **Money Minded** – one to one financial capability sessions
- **Money Matters** – financial capability education for young people
- **Macmillan** – benefit support and advice for clients facing cancer diagnosis and their families

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Projects Money Matters



Money Matters
Financial
Education

Workshops at
Wadham with
Year 10 students

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Projects Grants Schemes

Local Assistance Scheme

£3,951 in grants to 13 clients (April – Sep)

NB: excludes food and fuel

Surviving Winter – 4 grants £750



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Money Matters Projects

Money Matters – Work & Leisure

Payment dates can be monthly or weekly, and at any date in the month

Your tax code dictates how much tax you pay

The tax year starts on 6th April each year

You receive your national insurance number when you are 16, and it remains with you for every job in the UK

Pension payments are voluntary

Cardiff Council City Hall Cardiff CF10 3ND		NI No. DK 35 45 77 M Tax Year beginning 2016 Tax Code 1100L Pay Date 15.08.2016 Pay Method BACS Transfer	
Payments	£. pp	Deductions	£. pp
Monthly Salary	1250.00	Income Tax	149.42
		National Insurance	137.50
		Pensions	120.00
Total Payments	1250.00	Total Deductions	406.92
		Net Pay	843.08
Year to Date Totals			
Gross pay	Pension	Taxable Pay	Tax Paid
4250.00	600.00	3750.42	747.10
			687.50

Taxable Pay is the amount of your pay to date this tax year that has been subject to tax

Income tax is a compulsory payment to the government

Net pay is the total pay you actually receive after all deductions

National insurance pays for the NHS and state benefits

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Accessing Advice Services in Somerset

- **Adviceline** – working with other Somerset offices to provide initial advice by telephone
- **SAN** – Somerset Advice Network – for referrals from other agencies
- Consortium with other Somerset offices
- **E-mail** – accessed via our website for initial advice/information
- **Skype** – information assistants facilitate advice via a Skype link to the local office
- **Outreaches** – Wincanton and **Chard** every week (full advice service. **Crewkerne, Ilminster** and Ryalls Park surgery every other week. Somerton Skype service and Martock every week

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Case Study 1

Couple both working started to get into debt due to low income and zero hours contracts. We supported them over a number of years during which time they moved house, started a family and found permanent work. On-going budgeting support to cope with all of these changes has produced an outcome that their priority debts will be fully repaid within the next 6 months and has made an enormous difference to their lives.

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Increased Access

	Hours In March 16						Hours in September 16						
	M	T	W	T	F	Week Total	M	T	W	T	F	Week Total	
Yeovil	5	2	5		5	17	5	2	5		5	17	
Ryalls Park						0			1.5			1.5	
Chard			1.5			1.5				3		3	Possibility of Tuesdays
Wincanton	5					5	5					5	
Somerton						0		2				2	
Martock						0		3				3	
Imminster					1.5	1.5					1.5	1.5	
Crewkerne				1.5		1.5				1.5		1.5	
Ilchester													Development Option
Templecombe													Development Option
Langport													Development Option
Average Hours Per Week						26.5						33	Target: 38

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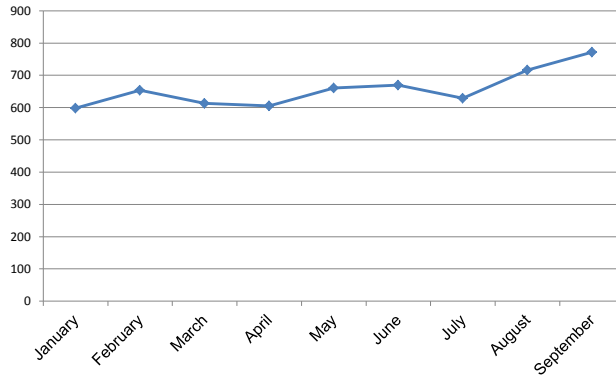
Ambitions for the Future

- Launching new services – 2nd day Chard?
- Expanding our phone provision
- Continue to invest in Skype (Somerton model) bringing advice into rural or hard to reach communities
- We are working closely with health services
- Focusing on priority groups (MHSUs), families and health conditions

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Volunteers' Weekly Hours



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Volunteers

We have 46 fully active, trained, volunteers

We are currently recruiting volunteers for the following roles:

- Volunteer Advisers
- Volunteer Receptionist
- Volunteer Administrator
- Volunteer Casework Assistant

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Volunteers

Citizens Advice Free Training for front line workers

- Introduction to using Citizens Advice resources with your clients
- How to refer clients to Citizens Advice
- Using Citizens Advice materials to help clients with money skills

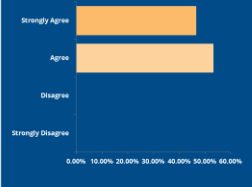
Free Half a day workshop at a time and place to suit you
Email June@citizensadvicesouthsomerset.org.uk to find out more

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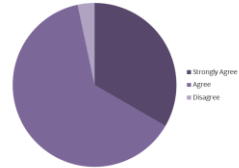


Volunteer Survey Summary

I am clear about my roles and responsibilities



I have the information, resources, materials and equipment to do my role effectively



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