

# Citizens Advice South Somerset

A presentation for  
South Somerset District Council  
Area South Committee

Angela Kerr  
Chief Executive Officer

Citizens Advice South Somerset



## Agenda

- CA South Somerset – Aims and Principles
- Vision and Mission
- How we have helped so far this year
- Where our clients are from
- Area South – coverage
- Area South – client Issues
- Area South – preferred contact channel
- Development choices
- Advice services in Somerset
- Volunteers
- Ambitions for the future

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## 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 Mission

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

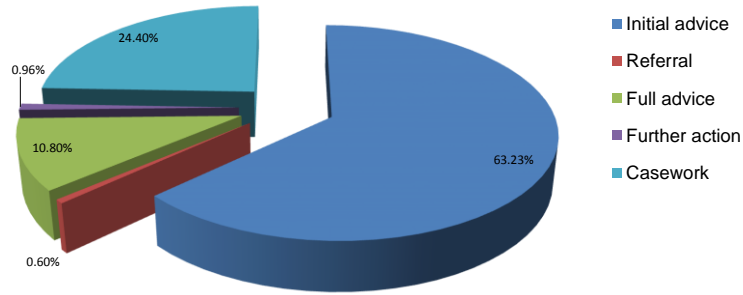
We will provide high quality, seamless and responsive services meeting our clients' needs and enabling them to overcome their problems and improve their life chances

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# How we help

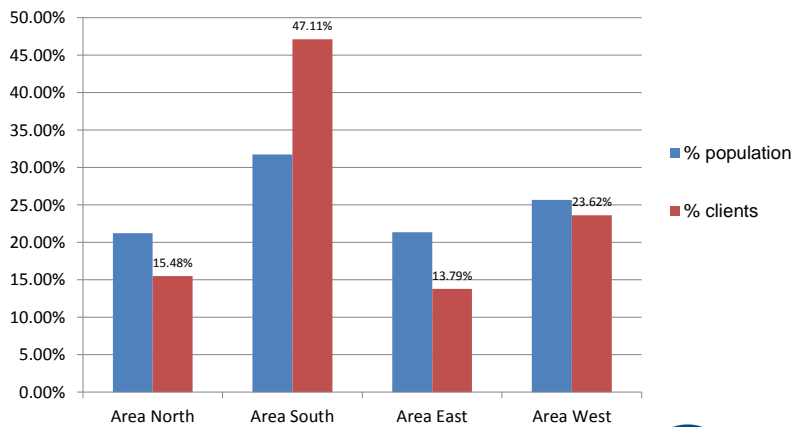
Between April and September 2015, we helped 2125 clients from South Somerset



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# Where we help

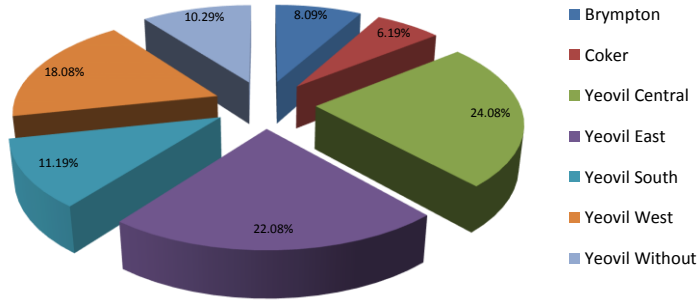


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# Area South

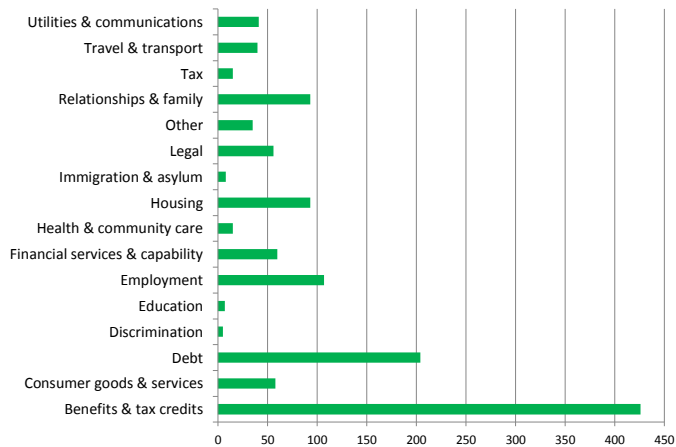
1001 clients helped between April and September 2015



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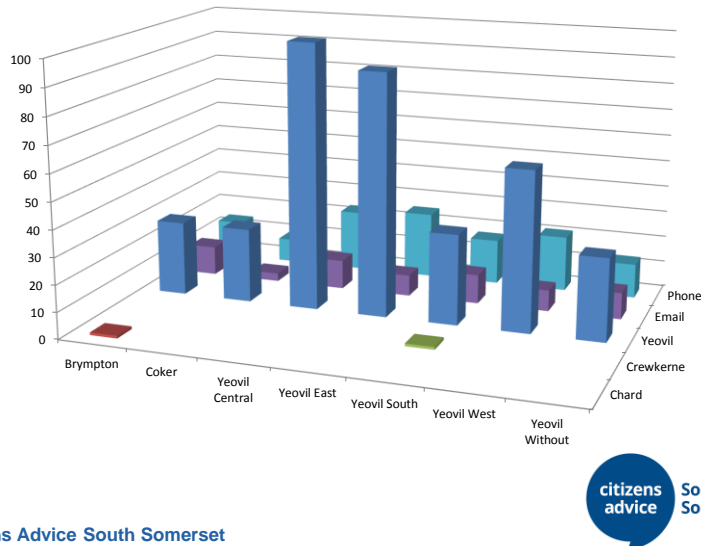
# Area South – client issues



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## Area South – first contacts



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## Development Choices

- Where people need to access advice
- How people access advice – digital, phone
- What level of advice people need
- People in crisis and the Local Assistance Scheme

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## Advice Services in Somerset

We work closely with the other Citizens Advice organisations in Somerset. By working together we all benefit from:

- Adviceline
- SAN – Somerset Advice Network
- Somerset Advice Strategy 2015-18
- OLR – online referral system

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## Volunteers

We are currently recruiting volunteers for the following roles:

- Volunteer Adviser
- Volunteer Receptionist
- Volunteer Administrator
- Volunteer Casework Assistant
- Social Policy Volunteer

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# Ambitions for the future

**Advice at the Balsam Centre every Monday 10am - 3pm**

3 ways we can start helping you

- 1 Come along to our weekly drop in
- 2 Call our Advisers on **03444 889623**
- 3 Contact us online [southsomcab.org.uk](http://southsomcab.org.uk)

**citizens advice South Somerset**

If you'd like to become a volunteer please call **01935 847675**

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**Would you volunteer to help us pilot a new Skype advice service?**

We are looking to train "Skype buddies" to join our outreach teams and help clients to use Skype to speak to one of our specialist advisers.

This free and easy to use technology means we can bring advice service to many more people.

We want to ensure that everyone in our community is getting the best help and advice possible.

**citizens advice South Somerset**

So if you're tech savvy and have some time to spare during the day, call June on **01935 847675** or visit our website [southsomcab.org.uk](http://southsomcab.org.uk)

Registered Charity Number: 1041614  
Company No: 02028444  
VAT No: 950 600 800  
Bank: HSBC, Account No: 2000 0000 0000 0000 0000 0000



Angela Kerr  
01935 847661  
[www.southsomcab.org.uk](http://www.southsomcab.org.uk)  
[angela.kerr@southsomcab.org.uk](mailto:angela.kerr@southsomcab.org.uk)

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