

# COMMUNITY IMPACT REPORT 2018



citizens  
advice

Uttlesford



[www.uttlesfordcab.org.uk](http://www.uttlesfordcab.org.uk)

# FOREWORD

**When we work together we reduce barriers to getting advice and improve impact.**

This year's report shows you how we do this – because after 33 years of giving support, help and advice to people we are convinced that we get the best outcomes for individuals and families when we utilise the resources of the whole community.

Our report is divided into 5 parts: our clients, our people, places, the voluntary sector and the private & public sectors.



**RICHARD ARMITAGE**

CHAIR, UTTLESFORD CITIZENS ADVICE

[www.uttlesfordcab.org.uk](http://www.uttlesfordcab.org.uk)



**IN 2017/18 WE GENERATED:**

**£506,724**

in savings to government and public services (reduced need for health, housing, out of work benefits)

**£3,399,508**

in wider economic and social benefits (better wellbeing, participation and productivity for our clients)

**£4,003,406**

in value to our clients (increasing income, debt written off, benefit take-up)

# OUR CLIENTS

Our clients come to us because they cannot resolve their problems on their own. This may be because they are vulnerable, too emotionally involved, in poor health or struggling to manage the complexity and demands of the issues or organisations that they need to work with.

# 11,595

problems addressed

# 13,833

visits, calls & letters

# 2,618

unique clients

# 45%

of our clients have disabilities or long term health conditions

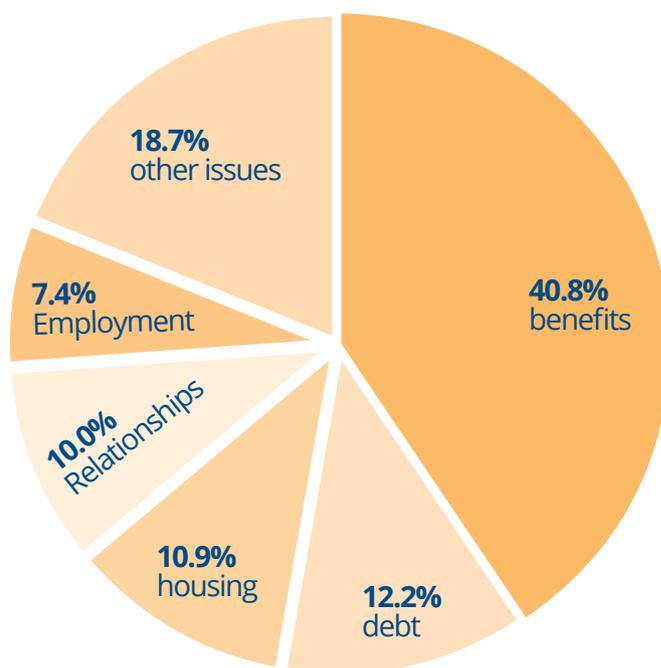


**@UttlesfordCAB**

#PIP is the single largest issue people come to @CitizensAdvice for help with. We can help you check your eligibility, and we have advice for each stage of your claim.

**"I don't have money for the bus to get me out the village accept for school... I don't have a phone so I can't get holiday or weekend work. I don't have a computer at home so I only have email in term times."**

## ADVICE ISSUES



## 56% AGED 35-64

22% ARE OVER 64  
6% ARE UNDER 25

# OUR PEOPLE

We simply wouldn't be able to offer our service without the support of our volunteers and dedicated staff, of all ages and backgrounds. Our two youngest volunteers are 16 - one helps with regular IT checks, one helps with Social Media and Frontline.

**59**

Volunteer Advisers

**5**

Admin Volunteers

**11**

Part-time staff

**10**

Volunteer Trustees

**£334,046**

value of our volunteers



**@UttlesfordCAB**

A #goodday for our #debt team at #Uttlesford Citizens Advice - over £50,000 combined debt written off for two clients! Great result after months of work. #debtrelieforder #debtsolutions #DRO #insolvency #debtfree #celebrate

**"Citizens Advice helped me win my appeal when I was refused PIP. I received over £11,000 in backdated payments!"**

## HOME VISIT TEAM

**£850,000**

additional annualised income for our clients

**267**

benefit applications

**172**

home visits

**94%**

appeals upheld

**"Volunteering at Citizens Advice gives me the ability to impact someone's life in a positive way, while expanding my own knowledge and skills."**

# PLACES

CLIENTS RECEIVING  
DETAILED ADVICE  
AND CASEWORK

We understand that clients can sometimes struggle to access services. We therefore try hard to provide different opportunities to obtain face to face support.

# 90

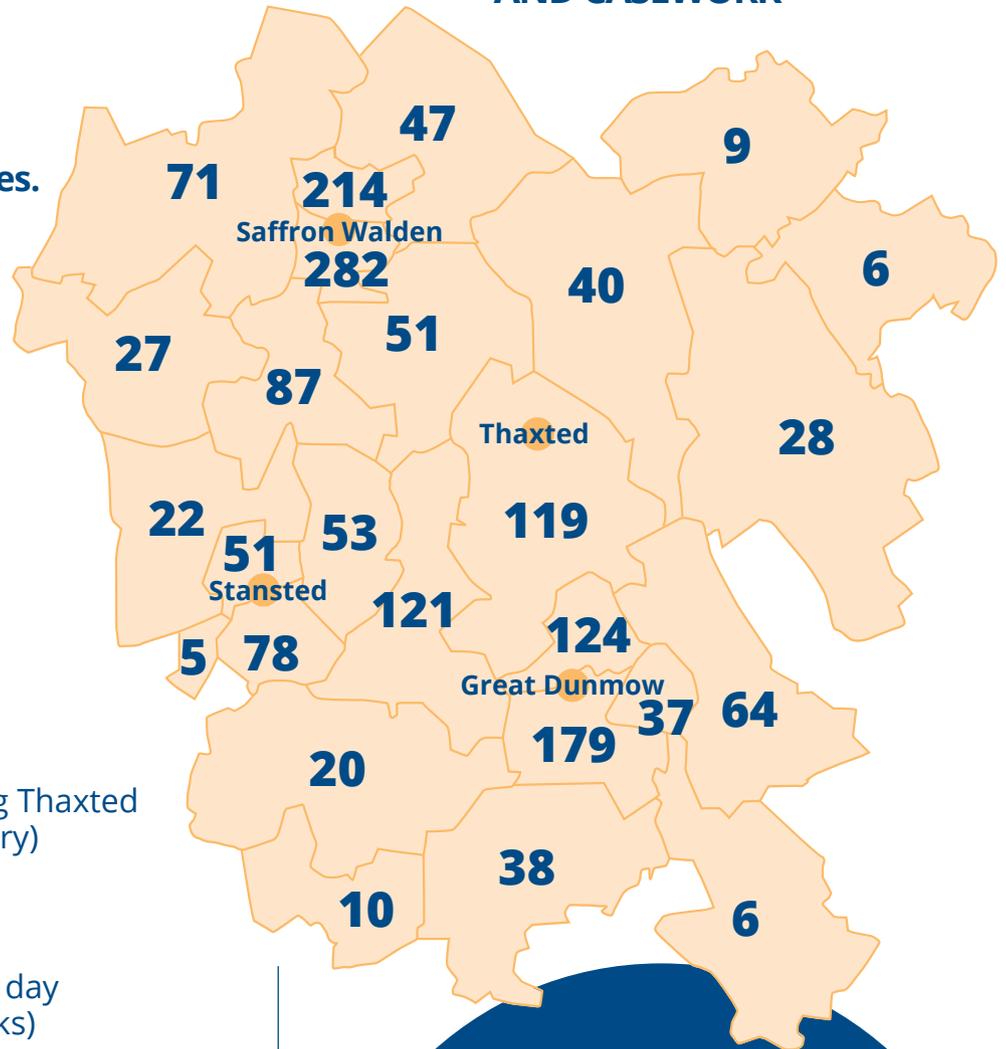
hours of face to face appointments each week

# 5

regular locations (including Thaxted library and Stansted Surgery)

# 9

ad-hoc locations (libraries, day centres and Carver Barracks)



**"I would like to thank you for your help. I have now moved into sheltered accommodation- it was the letter you wrote for me that helped me to get this move."**



**@UttlesfordCAB**

23 local #Homeless clients and 42 clients threatened with #homelessness advised in last 6 months. To help vulnerable people this #Xmas please help us #CarryOn & #donate

# VOLUNTARY SECTOR

Advice is often only part of the solution for solving client's problems. We are so passionate about the benefits of working together that we built Uttlesford Frontline with the help of other voluntary and statutory services. This system has now been adopted across West Essex and is funded by West Essex CCG and Essex County Council.

## Top 5 organisations Uttlesford Citizens Advice refer to:

- Uttlesford Foodbank
- District Council Benefits Team
- District Council Housing Options
- Peasbody Floating Support
- Mental health support services

## Top 5 organisations Uttlesford Citizens Advice signpost to:

- Mental health counselling services
- Employment support services
- Drugs and alcohol support
- Domestic violence support
- Befriending services

## Top 5 organisations that refer to Uttlesford Citizens Advice:

- Alheimers Society
- District Nurses
- Peasbody Floating Support
- District Council
- Carer Support Services



**@UttlesfordCAB**

#Uttlesford Frontline is a great way for members of the public and service providers to connect. If you need help then there will be an organisation on @Utt\_Frontline that can meet your need #community #support #isolation #loneliness Visit [uttlesfordfrontline.org.uk](http://uttlesfordfrontline.org.uk)

## Frontline

Across West Essex, 2017-18



# PRIVATE & PUBLIC SECTORS

**“Your adviser was excellent in every way. We appreciated her expertise and the sensibility which she showed.”**

**We wouldn't be able to provide our service without the ongoing support of many organisations. Thank you for funding us, accommodating us, promoting us, training us, helping us and offering discretionary and pro-bono support for our clients.**

## £4,058.93

Emergency funds provided by local charities to help our clients pay for food, heating & essential travel.

## £3,131.09

In grants for bankruptcy fees & emergency accommodation from local charities.



### @UttlesfordCAB

Did you know each branch of Citizens Advice is an independent charity? Huge thanks to @UttlesfordDC, @Essex\_CC & all our funders for their continued support #SmallCharityWeek



## THANKS

### PROMOTED US:

Walden Local; Saffron Walden Reporter; Dunmow Broadcast; Salad Days; local parish councils, magazines and websites; Essex Police; Essex Fire service; Saffron Walden Tourist Information, Saffron Walden Flyer

### FUNDED US:

Uttlesford District Council, Essex County Council, West Essex CCG, South Cambs District Council, Saffron Walden Town Council, Great Dunmow Town Council, many of our Parish Councils, Hastoe Housing, Essex Community Foundation, Saffron Walden Golf Club Charity Trophy, Saffron Walden Quaker Meeting, Rotary Club of Saffron Walden, Thaxted Flower Club

### TRAINED US:

DWP, Mind in West Essex, Free Representation Unit, ACAS, Victim support, Essex Police, Uttlesford District Council, Cass Business School, Tela Studio, Saffron Walden Dementia Action Alliance, Action for Family Carers

### ACCOMMODATED US:

Stansted Surgery; Thaxted Community Information centre; Uttlesford District Council; Stansted Library; Saffron Walden Library; Great Dunmow Library; Carver Barracks; day centres in Saffron Walden, Great Dunmow, Thaxted and Stansted; Saffron Walden Fire Station, St Mark's College, Saffron Walden Town Hall

### HELPED US:

The Code Guy, The Design Mill, Richard Percy Accountants, Arkwrights

### SUPPORTED OUR CLIENTS:

Saffron Walden United Charities, Sophie's Fund, Great Dunmow Amalgamated Trusts, Alexia Wilson Trust, Stansted and Birchanger Charity, Felsted United Charities, Stansted Trust Fund, Heinz Kroch Foundation, The Vicar's Relief Fund, Tees Law, Adams Harrison, Heckford Norton, FM&C Saffron Walden Solicitors, Foort Tayler

# OUR LAST WORD...

## UNIVERSAL CREDIT

UNIVERSAL CREDIT is a growing challenge for DWP, Uttlesford District Council and Citizens Advice. Our clients are most definitely struggling. The main issues we have seen are:

- problems with the application process and delays
- the low value of the benefit, especially if clients have been given advances to cover the application period
- significant drops in benefit income when people have a change in circumstance and are forced to move onto Universal Credit
- problems with identifying entitlements to free school meals and prescriptions

# 250

clients helped with Universal Credit problems since October 2017

# 185

had issues with their initial claim

# 44%

of people made multiple attempts to claim Universal Credit

“In the last month I’ve seen three clients in impossible situations - after taking out essential bills and starting to pay back the advance they had to manage over the application period, they have less than £10 a week for food.”

**Debt Caseworker**

“I lost my job and I had to apply for Universal Credit. It took 6 weeks before I received my first payment, so I had to go overdrawn to pay bills and buy food. The bank charged interest and fees, which made things worse. Now I only have just enough to pay my rent and bills – I can’t afford to put petrol in my car, so getting to interviews is really difficult.”

**Client**



**@UttlesfordCAB**

#UniversalCredit can be confusing. Our advice can help you work out what it is and whether you’re eligible. If you need a benefit check call us to make an appointment 01799 618840

**Citizens Advice Bureau  
Saffron Walden**

Barnards Yard  
Saffron Walden  
Essex CB11 4EB  
Telephone: 01799 618840

**Opening Times**  
Monday 9.30am–3.30pm  
Tuesday 9.30am–3.30pm  
Wednesday – appointments only  
Thursday 9.30am–3.30pm  
Friday 9.30am–3.30pm

**Citizens Advice Bureau  
Great Dunmow**

The Chestnuts  
Suite 8  
4 Stortford Road  
Essex CM6 1DA  
Telephone: 01799 618840

**Opening Times**  
Tuesday 9.30am–3.30pm  
Thursday 9.30am–3.30pm

**Citizens Advice Bureau  
Thaxted**

Thaxted Community Information Centre  
7 Town Street  
Thaxted  
Essex CM6 2LD  
Telephone: 01799 618840

**Appointment only**

**Citizens Advice Bureau  
Stansted Mountfitchet**

Stansted Surgery  
Castle Maltings  
Stansted  
Essex CM24 8XG  
Telephone: 01799 618840

**Appointment only**