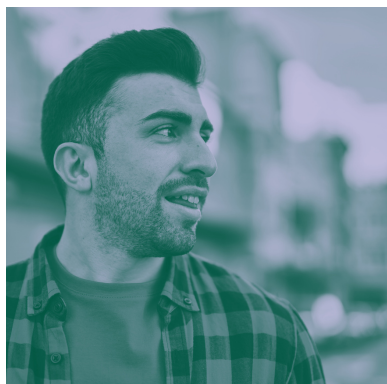
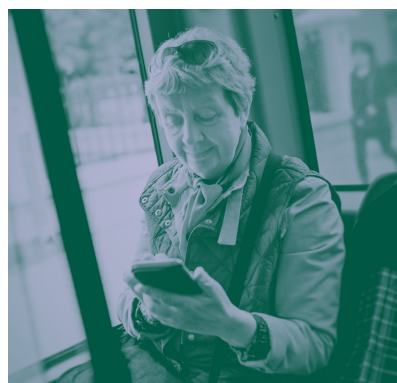
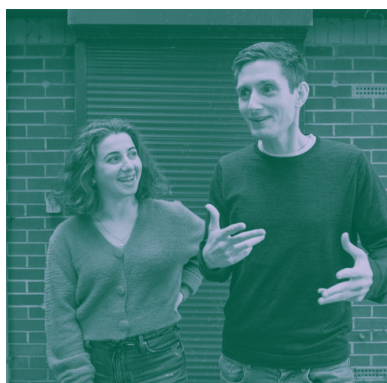
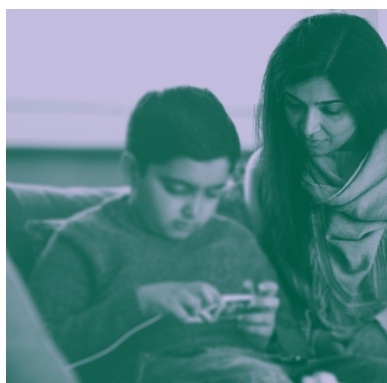
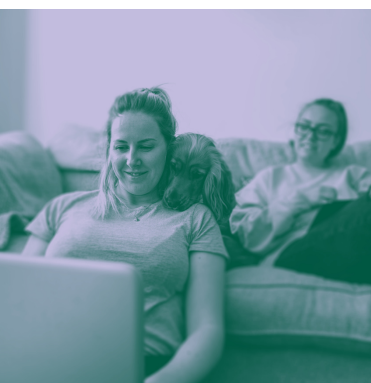




**Doncaster  
Borough**

# ANNUAL REPORT 2021/22

**We give people the knowledge and  
the confidence they need to find their  
way forward, whoever they are,  
whatever their problem.**



**Citizens Advice**  
Proud to support the  
LGBTQ+ community



# Table of Contents

- Introduction
- Message from Chair
- Introducing our new CEO
- Our Vision
- Moving forward with the service
- Kelly's Story
- Our Projects
- Community Outreach
- Partnership Working
- Key Achievements this year
- Robbie's Story
- Making the difference in Doncaster
- Our Funding
- Trustees
- Structure
- Advice teams, support staff and volunteers
- Volunteers
- Wider impact of volunteering
- Volunteer Feedback
- Kickstart Scheme
- Research & Campaigns

- This year's Campaigns
- Raising Awareness
- Digital Engagement
- Digital Reach
- Service Endorsements
- Client Satisfaction
- Quality of Advice
- Mental Health & Wellbeing
- Support us
- Case study - Debt - Paula
- Case study - Housing - Sarah
- Case study - Debt - Tony
- Case study - General - Christina & Gina
- Acknowledgements
- A special thank you to Karen Bothamley
- Contact us

# Introduction

## We are Citizens Advice Doncaster Borough

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

The Citizens Advice service offers free, confidential advice online, over the phone and in person. When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial. No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations—from companies right up to the government—how they can make things better for people.

We aim to be the go-to charity, making a positive and lasting difference to the lives of people living and/or working in Doncaster Borough. We are a helping hand for people who need help navigating through life, helping them find a way forward with their problems.

By 2023 we aim to

- Enhance our structure and processes, so that high quality advice continues to be delivered consistently across the organisation.
- Further develop and embed Research and Campaigns work across the whole organisation.
- Establish new projects focusing on the health benefits of advice, so that clients benefit from a holistic approach. Secure a range of funding streams for the medium to long term, ensuring financial sustainability.
- Stay abreast of technologies and how these can positively impact advice. Use technology to maximise our availability and productivity so that clients have a choice of ways to get in touch. To be a presence locally and nationally for change through social media campaigns and activity.
- Support and develop our paid staff and volunteers through improved communication so that they can best meet clients' needs.
- Ensure Equality, Diversity and Inclusion are embedded across our organisation.



# Message from our Chair

2021/2022 was a year when life began to return to some sort of normality. Masks began to disappear, people moved around more freely and some even braved going on holiday.

Karen Bothamley, our long serving CEO, announced her retirement. Karen has been a tremendous servant of Citizens Advice and she has led the development of CADB with commitment and insightful hard work. We are very grateful to her. Alongside this, CADB moved premises within Doncaster and our new city centre offices are now within the Council Building.

As detailed in this report, it was another extremely busy year for CADB. The demand from DMBC residents for advice and support continues to increase. Whilst very demanding, it was also a highly successful year. Our committed and skilful staff helped many people. I never cease to be amazed at the staff's ability to continually rise to increasing challenges. Their expertise and dedication benefit many people across Doncaster and I want to thank them for their hard work and commitment. I also want to thank our financial backers, particularly DMBC. Without their ongoing support we would struggle to exist.

This report details much of CADB's work during the past 12 months and it is with humility and pride that I commend it to you.

*Colin Smith*

Chair of Trustees

[citizensadvice.org.uk](https://citizensadvice.org.uk)



***I never cease  
to be amazed  
at the staff's  
ability to  
continually  
rise to  
increasing  
challenges.***

# Introducing our new Chief Officer



*I am looking forward to what lies in store for Citizens Advice Doncaster borough in the coming months.*

*I feel a sense of pride in what we have achieved this past year and excitement about what lies ahead in the coming months.*

As of June 2022 our existing CEO Karen Bothamley retired, firstly I would like to thank her for her tenure in that role and the progress the organisation made under her guidance.

I am delighted and honoured to announce I have been appointed Chief Executive of Citizens Advice Doncaster Borough.

I have a vision to extend our presence regionally and nationally, become even more community based and even more accessible, making it easier for people to get the help and advice they need by moving forwards whilst also adapting to the rapidly changing environment and the increased demands for digital access.

I am acutely aware of how many people are struggling with issues, how the cost of living and energy crisis is only getting worse and the help that Citizens Advice offers will be more valuable than ever as we move forward.

I am passionate about our Research & Campaigns work. I believe now more than ever it's important to be a strong, clear voice speaking up for our clients and their communities. The service we offer gives us the unique ability to channel these voices and experiences. Through this we are able to influence and impact policies and practices to make things better for people.

I've lived in Doncaster most of my life, studied Criminology & Social policy at The University of Hull. I was drawn to working for Citizens Advice through my passion for a fairer and more inclusive society for all, we have a wonderful diverse team of staff and volunteers who share my passion that everyone should be treated equitably.

It's a privilege to hold the position of Chief Executive and I look forward to bringing my passion for equality and inclusion to this role.

*James Woods*

# Our Vision

While our work in previous years was focused on the Covid-19 pandemic, it didn't change our longer-term aims. We want to help more people across the Doncaster Borough by delivering seamless, multi-channel services that keep pace with changing client needs and preferences, both digitally and in person, at locations within communities in Doncaster but also contributing nationally to the increases in demand for services we face.

Citizens Advice Doncaster Borough exists to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We offer the advice people need for the problems they face today.

We also seek to improve the policies and practices that affect people's lives through research and campaigning. We work both on local issues and as part of a wider national network.

We value diversity, promote equality and challenge discrimination.

We have set ourselves some objectives moving forward to improve our services offered.



## **You won't struggle to get help from us**

You won't struggle to get help from us - our services will be available when you need them, we will work to develop infrastructure and services to make it easier to get the help you need.



## **We'll help you find a way forward, whatever your problem**

We'll offer you the resources, tools and expertise to solve your problem. If we can't help you directly, we'll signpost you or make a smooth referral to a trusted partner who can give you the advice you need.



## **You'll get the level of support you need**

If you're at higher risk of disadvantage, detriment or harm, we'll take extra steps to make sure you have the appropriate level of support. Whatever situation you're in, you'll be informed about the different ways of accessing support and be able to choose the one that works best for you.



## **You know that we'll speak up for you**

We'll advocate for changes to government policy and industry practices that are making life harder for you.



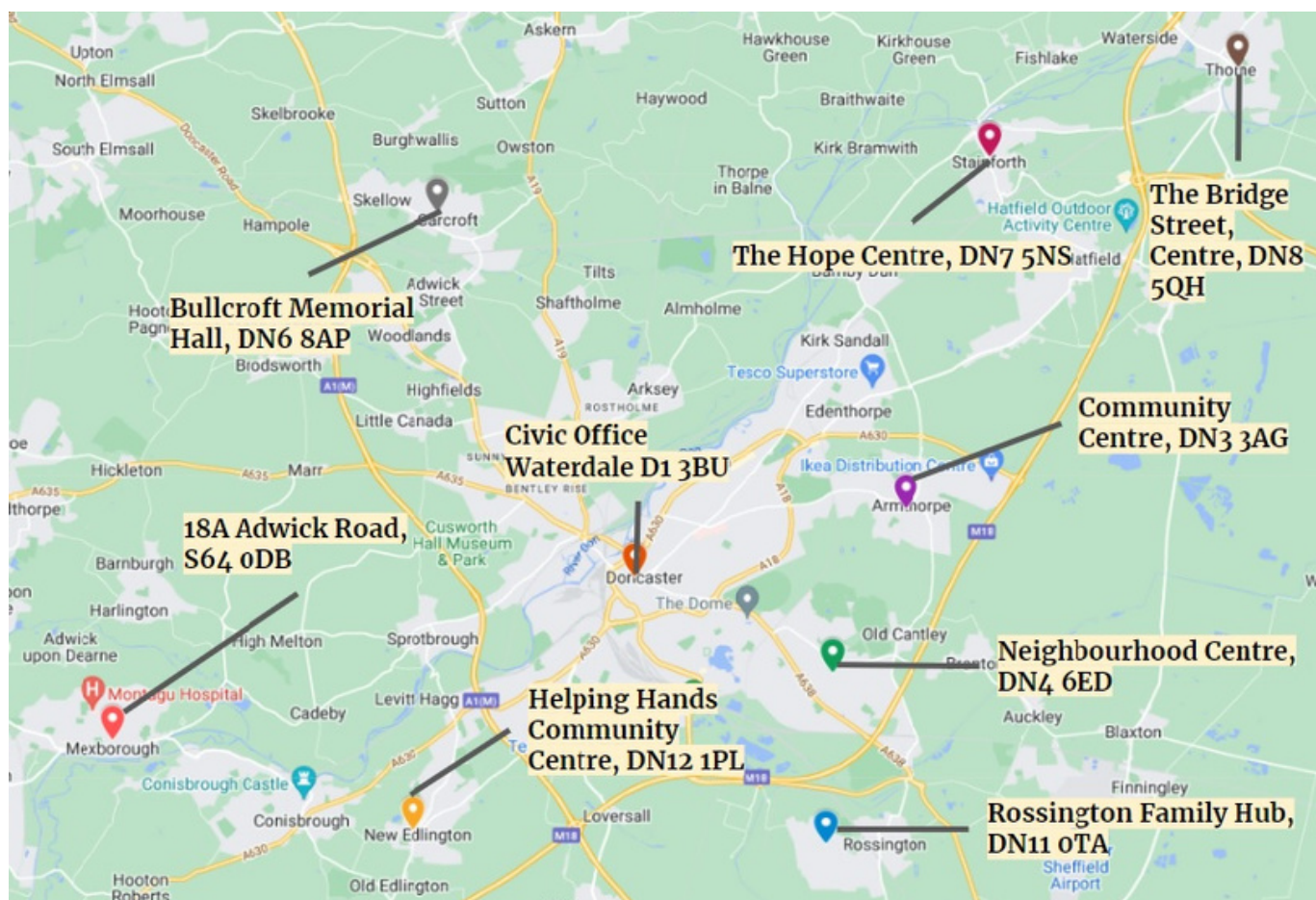
# Moving forward with our service

The pandemic changed the way we responded to advice almost overnight. We shifted our face-to-face services to helping people on the phone and via email and webchat. It allowed us to establish infrastructure and policies which now allow us to respond to calls for our advice services over a wider spectrum of channels to best suit the needs of each individual client.

As well as continuing with our now established digital access channels we have made a conscious effort to gradually re-introduce the Face-to-face services we offer. We see this as an essential and unique part of our service offer which benefits the most vulnerable and socially excluded members of the borough. We will endeavour to further establish our community presence moving forward.

## Where we are

We have 3 of our own offices, as well as 6 community outreach locations, all with video capability across the borough where clients can access Face-to-face services. We also offer advice via email, video and webchat options for clients.



9

Advice locations across the borough

39

Advisers across the borough (staff & volunteers)

93

Face-to-face Appointments available per week across the borough

5

Remote Pro-Bono Law students advising clients remotely through digital channels



*"Losing my job and my home was horrible. I was shaking and crying because I thought I might end up sleeping rough"*

### **HOW OUR ADVICE HELPED KELLY \***

Kelly, 33, lost her job as a hairdresser in March and applied for Universal Credit. She was a lodger in a shared house and, with no savings to fall back on, she quickly fell into rent arrears and was evicted.

Citizens Advice Doncaster Borough supported her to access an emergency grant while she waited for her Universal Credit application to be approved. She found a new flat and received an advance to tide her over until she received the first full payment, but the experience left her shaken.



# Our Projects

Activity / Project	What it funds	Key Outcomes
<b>MAPS Debt Project</b>	Our debt team consists of 6 specialist advisers and 4 support staff	<ul style="list-style-type: none"> <li>• <b>1,712</b> clients Advised.</li> <li>• <b>£2,161,094</b> Debt written off</li> <li>• <b>£54, 833</b> payments rescheduled</li> <li>• Received National award for recognition of performance.</li> </ul>
<b>DWP Help To Claim</b>	Our Help to claim team consists of 2 full time advisers	<ul style="list-style-type: none"> <li>• Selected as the sole project provider for South Yorkshire in 2022/23</li> <li>• <b>657</b> clients assisted with making a claim for UC</li> </ul>
<b>Well Doncaster -Pod &amp; Outreach Project</b>	<p>This project funds 5 video advice pod locations across the borough</p> <p>3 Community Outreach advisers across 6 community locations</p>	<ul style="list-style-type: none"> <li>• Advised <b>1583</b> clients with <b>2,744</b> issues</li> <li>• Stronger links with communities</li> <li>• Increased interest in volunteering</li> <li>• improved referrals from community groups</li> </ul>
<b>Yorkshire Building Society project</b>	<p>This award winning project places an adviser in the town centre branch</p> <p>Started March 2022</p>	<ul style="list-style-type: none"> <li>• Increased capacity by 6 appointments a week</li> <li>• Improves early response to issues clients face</li> </ul>
<b>Henry Smith Charity</b>	<p>This project contributes to our overall running of the service with a number of advice and back office roles.</p>	<ul style="list-style-type: none"> <li>• Gave us the financial stability to develop services and look for further grant funding</li> </ul>
<b>Well Doncaster - Local Solutions</b> Food aware partnership	<p>This innovative project allowed us to provide advice within food bank locations run by Food Aware CIC</p> <p>Started Jan 2021</p>	<ul style="list-style-type: none"> <li>• Improved access to vital advice services at crisis points in people's lives</li> <li>• Improved partnership working</li> </ul>
<b>Well Doncaster - Local Solutions</b> Age UK Partnerships	<p>This great partnership project allowed us to jointly provide welfare rights advice and support across the borough.</p> <p>Started Jan 2021</p>	<ul style="list-style-type: none"> <li>• <b>£393,948</b> Income gains for clients</li> <li>• <b>296</b> Cases opened advising and supporting <b>181</b> clients with <b>844</b> issues</li> </ul>

# Community Outreach

Over the last year we have established our presence locally, by increasing the number of community locations we provide advice from as well as continuing to embrace technological steps in digital access.

We have increased engagement with local groups and charities working closer with them to offer advice and support to service users on a range of issues. The strategy behind this is to increase the access and availability of high quality advice and support from within communities; empowering them to act on issues they face, reshaping local economy and transforming communities by facilitating income gains for clients which directly improve local finances and positively impact wellbeing.

We have established the following Advice Outreach locations at all of which we provide General & Welfare rights advice from.

- Armthorpe - Community Centre, Church Street, DN3 3AG
- Cantley - Neighbourhood Centre, 10 St Wilfrid's Court, DN4 7AJ
- Carcroft - Bullcroft Memorial Hall, Chestnut Avenue, DN6 8AP
- Edlington -, Helping Hands Community centre, Edlington Lane, DN12 1PL
- Rossington - The Family Hub Rossington, Grantham St, New Rossington, Doncaster DN11 0TA
- Thorne - The Bridge Centre, Bridge Street, Thorne, Doncaster DN8 5QH

We are excited by this development of our service and hope to evidence that a community based approach will benefit more people and allow us to build skills and resilience in these areas. If successful we will look to expand this offer to more communities across the borough.



# Partnership Working

This year has given us the opportunity to expand our partnerships locally, with the introduction of two fantastic projects with two high profile local organisations. This partnership working was supported and facilitated by Well Doncaster. These projects both expand our reach and capacity to offer support and advice to more clients .

We are looking forward to working and developing services with both Foodaware and Age Uk Doncaster.



This project looks to support Foodaware service users by providing advice and support on issues they face which are causing them to need to use a food bank.

The project looks to reduce food bank dependency by supporting clients with benefit checks, budgeting, income maximisation and debt advice.



This project looks to provide all age benefits advice and support to clients with all issues relating to welfare rights from benefits check to form filling and appealing decisions. Its aim is to provide high quality advice across the borough on the subject of benefits.

The project is shared with Age UK to allow us to maximise the resources of each team's services.

# Key Achievements

## National Innovation Award

Out of the 2540 locations in England and Wales, we were awarded “The Innovation Award of the Year” at the National Citizens Advice conference.

We are incredibly proud to have been able to support our clients via telephone and video channels, with one of the most complex and stressful benefit forms. Throughout lockdown we worked with the Pro-Bono Community Charity, as a partner organisation and arranged for experienced student volunteers to give practical help to our clients with completing these forms. Without our student volunteers we would not have managed to respond to the demand for this particularly complex service. We want to say a huge thank you to the 2 students who gave their time up to help the Doncaster Community.

The demand for welfare rights advice and in particular help with the completion of Benefits forms is on the increase. Some of the forms are very complex and require experienced advice and support therefore the demand for this service presently far outweighs our capacity. This has caused undue stress to clients who are desperate for our help.

Citizens Advice National CEO - Dame Claire Moriarty

“ Their innovative support has helped and supported 19 clients with their Personal Independent Payment forms, the service has received great feedback from those who've used it and helped some of Doncaster's most marginalised clients access the benefits they're entitled to, a huge well done to Citizens Advice Doncaster Borough”

We received excellent feedback regarding the service received and how this helped them through such a difficult year.

‘Sympathetic and not patronizing’, ‘Lots of help, very understanding’, ‘Helped fill it in and helped add details that were missed’





## National Certificate of recognition

Citizens Advice National awarded us a national certificate of recognition for the performance against target and for the quality scores we had achieved over the last 12 months. Debt team members, Paula, Nigel, Linda, Caroline, Tony and Brandon along with James and Colin met with Gareth Pye to discuss the project over 2021-22 and receive the certificate.



## Our Yorkshire Building Society project won a national award.

We are delighted to have joined this award winning project and to be working with the YBS team at the Doncaster branch, their commitment to helping customers mirrors our own and we look forward to working closer with them in the coming months. Adviser Ian Hatley with the YBS Doncaster team.



*We are excited about the achievements we have accomplished over the last 12 months and look forward to more success in the coming year.*



# ACHIEVEMENTS

Achievement	Details	Outcome
Awarded AQS Quality Mark	In April 2021 we received confirmation of renewal of our AQS quality marks for general advice and debt casework – and gained a further quality mark for excellence in telephone advice.	Advice of the highest quality provided to clients through our Face-to-face and phone services
Secured long term Town Centre Premises	We moved town centre operations into the Civic building in Waterdale	Secure long term premises, which is affordable, and provides fantastic networking opportunities
Increase Funding and capacity	Successfully bid/gained funding and set up 4 new paid projects, adding capacity to our advice services	Increased Income from non core projects by £280,000 Core funding will run on a 3 year cycle rather than an annual one
Open & Accessible	Increase our community presence setting up Face-to-face outreach sites in 6 locations and 4 Video advice Pods access points	Increase in client contacts  Greater partnership working within communities
Leadership Assessment Passed	Passed our National Citizens Advice Management and finance audit	We scored our highest LSA score to date. We exceeded previous audit scores.
Participated in the Government Kickstart Scheme	Trained and upskilled 25 colleagues from the age of 16-24 Improving employability and skills	Recruited 5 paid staff from the scheme, and empowered 4 into employment elsewhere, 8 currently still on placement and 3 volunteering
Improved Wellbeing awareness for Staff, volunteers and clients	We set up a well being champion with Doncaster Mind - promoted wellbeing courses to staff, improved awareness on how to deal with Mental Health issues	We now have 3 Mental Health First Aiders trained to Level 2 We also have an organisation well being champion.
Improved borough wide reach through joined up digital engagement initiatives	Joint campaigns with DMBC, St Leger Homes Age UK & Live Inclusive	Jointly campaigned during talk money week, increased contacts by 65% part of a borough wide advice network of like minded organisations
New Joint Projects	Set up new projects with partners Age UK Doncaster & Food Aware	Increases ability to respond to clients needs. Targeted advice to reduce impacts on other services. Improved partner working.



*"I don't sleep at night worrying about my debts, I am scared to open the front door in case it's a bailiff coming to take my belongings"*

### **HOW OUR ADVICE HELPED ROBBIE \***

Robbie, 56, was in arrears with Council Tax and other debts after a relationship breakdown.

He had over £15,000 in credit debts and was in arrears of £2,000 with his Council Tax who had instructed an enforcement agent to collect the outstanding balance.

Citizens Advice supported him to access specialist debt advice, they undertook a benefits check to ensure he was receiving the benefits he was entitled to.

We supported him with food and fuel vouchers and budgeting advice until his Debt Relief Order was approved

Robbie is now debt free and receiving the appropriate benefits, he is now up to date with all his essential bills and is able to sleep at night.

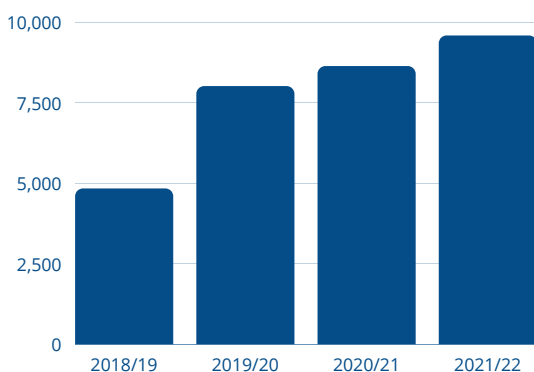
# Making the Difference

Last year saw another increase in demand for advice across all areas of our service and all areas of the Borough. This year our focus has been on improving our accessibility by increasing the channel options for clients and increasing our presence in local communities.

To achieve this we are adopting a new strategy of advice provision which encompasses a greater focus on community advice across the borough, our aim is to embed our services in local communities so people know who to turn to and where to go for advice and support. Over the next 12 months our focus will be to expand our community presence further, working with more grass roots community organisations to maximise our capacity and reach throughout Doncaster.

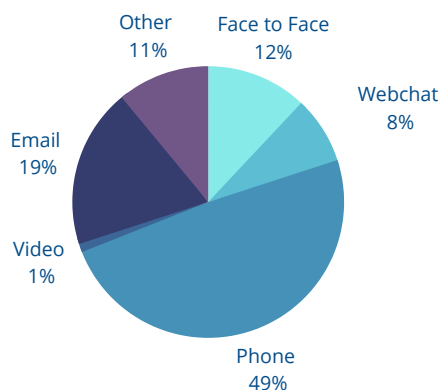
## YEAR ON YEAR INCREASES IN DEMAND

Bar chart outlining the yearly increases in demand for our services.



## CLIENT CONTACT CHANNEL

Pie chart featuring our channel options to clients



**£5.1 MILLION**

In debt handled in  
2021/22



**9,712**

Client contacts in  
2021/22



**25,511**

Separate issues dealt with  
in 2021/22

Increase in clients contacting us  
for welfare Rights advice

**67%**

Increase in clients contacting us  
for Energy and Utility related  
problems

**136%**

Number of clients contacting us  
for debt advice

**45%**

**Almost £1.0 million financial gains**

Financial gains for clients in 2021/22

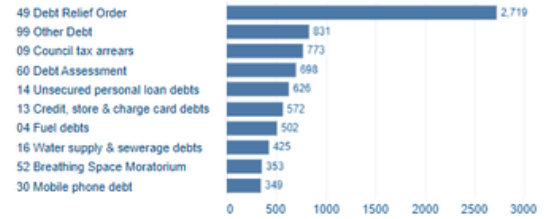
## Issues

	Issues	Clients
Benefits & tax credits	3,991	1,526
Benefits Universal Credit	3,039	927
Consumer goods & services	660	275
Debt	10,459	1,712
Education	59	25
Employment	1,141	605
Financial services & capability	541	244
GVA & Hate Crime	55	39
Health & community care	207	105
Housing	1,622	904
Immigration & asylum	381	203
Legal	644	257
Other	1,047	493
Relationships & family	814	446
Tax	81	44
Travel & transport	148	92
Utilities & communications	622	101
<b>Grand Total</b>	<b>25,511</b>	

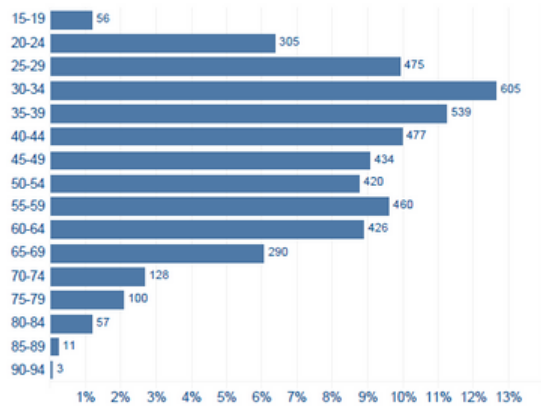
## Top benefit issues



## Top debt issues



## Age



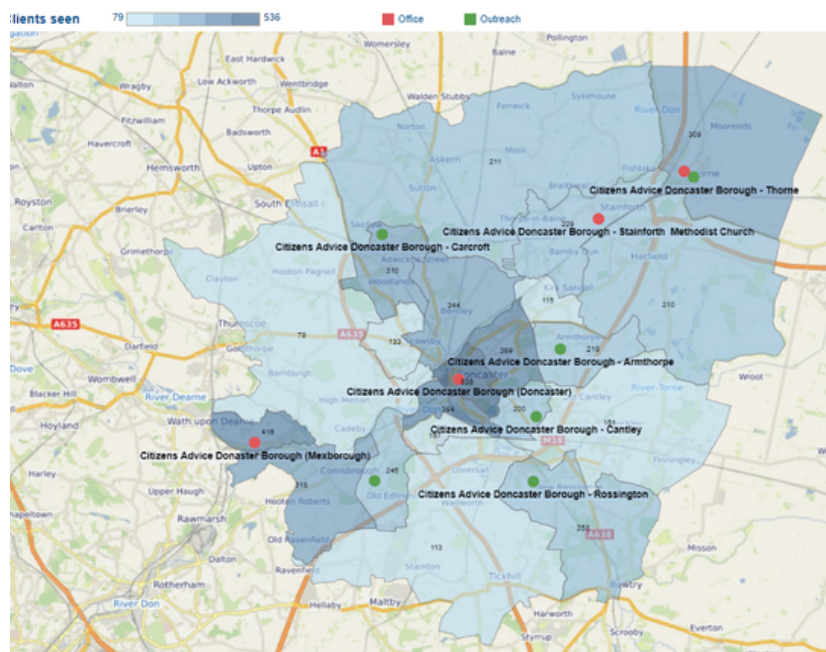
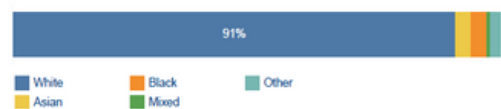
## Gender



## Disability / Long-term health

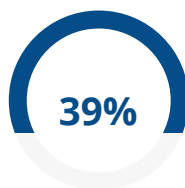


## Ethnicity

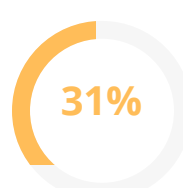


## Top Wards

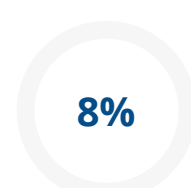
Local Authority Ward	Clients	Issues all
Adwick le Street & Carcroft	310	1,672
Armthorpe	218	962
Balby South	167	712
Bentley	344	1,587
Bessacarr	200	733
Conisthorpe	318	1,458
Edencliffe & Kirk Sandall	115	460
Edlington & Walmersley	245	1,145
Finningley	161	726
Hallfield	210	1,075
Heathcliffe & Balby North	394	2,123
Mexborough	416	2,147
Norton & Askern	211	1,058
Roman Ridge	133	615
Rossington & Bawtry	258	1,403
Sprotborough	79	305
Stainforth & Barnby Dun	229	1,328
Thorne & Moorends	309	1,555
Tickhill & Wadworth	113	553
Town	506	2,387
Wheatley Hills & Intake	389	1,622



of our clients had debts.



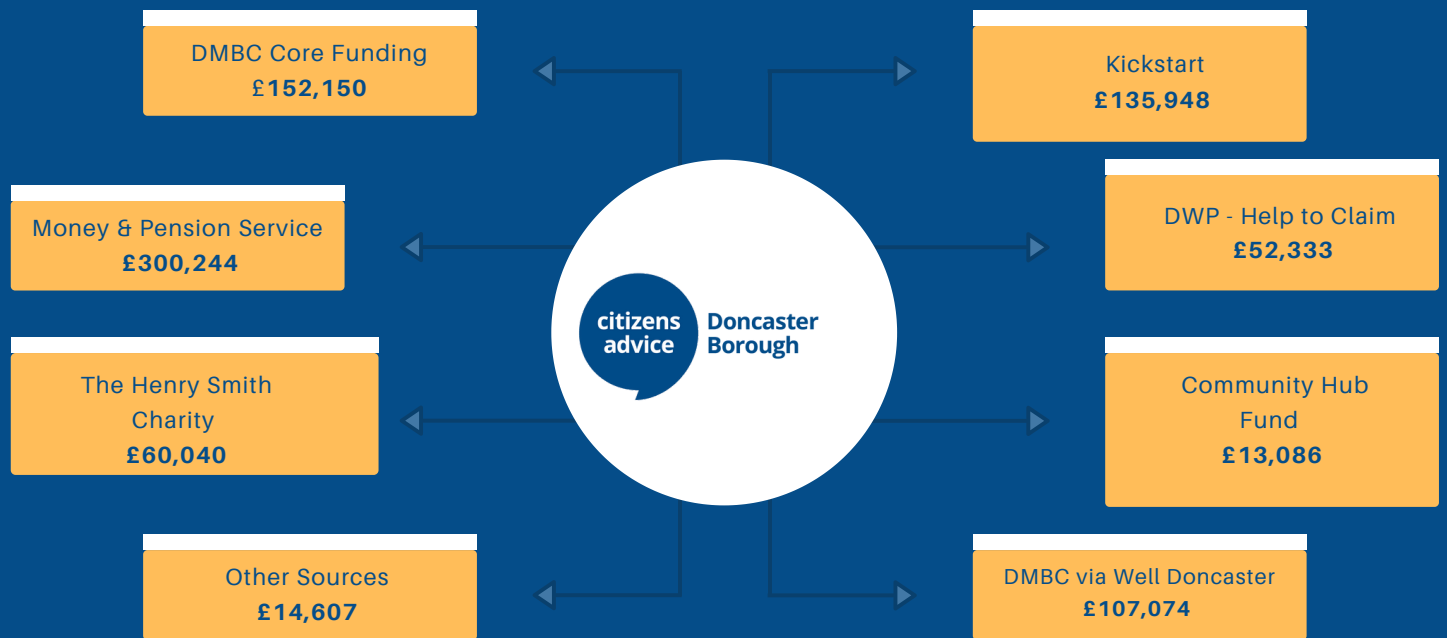
of our clients had problems with Benefits or Universal Credit.



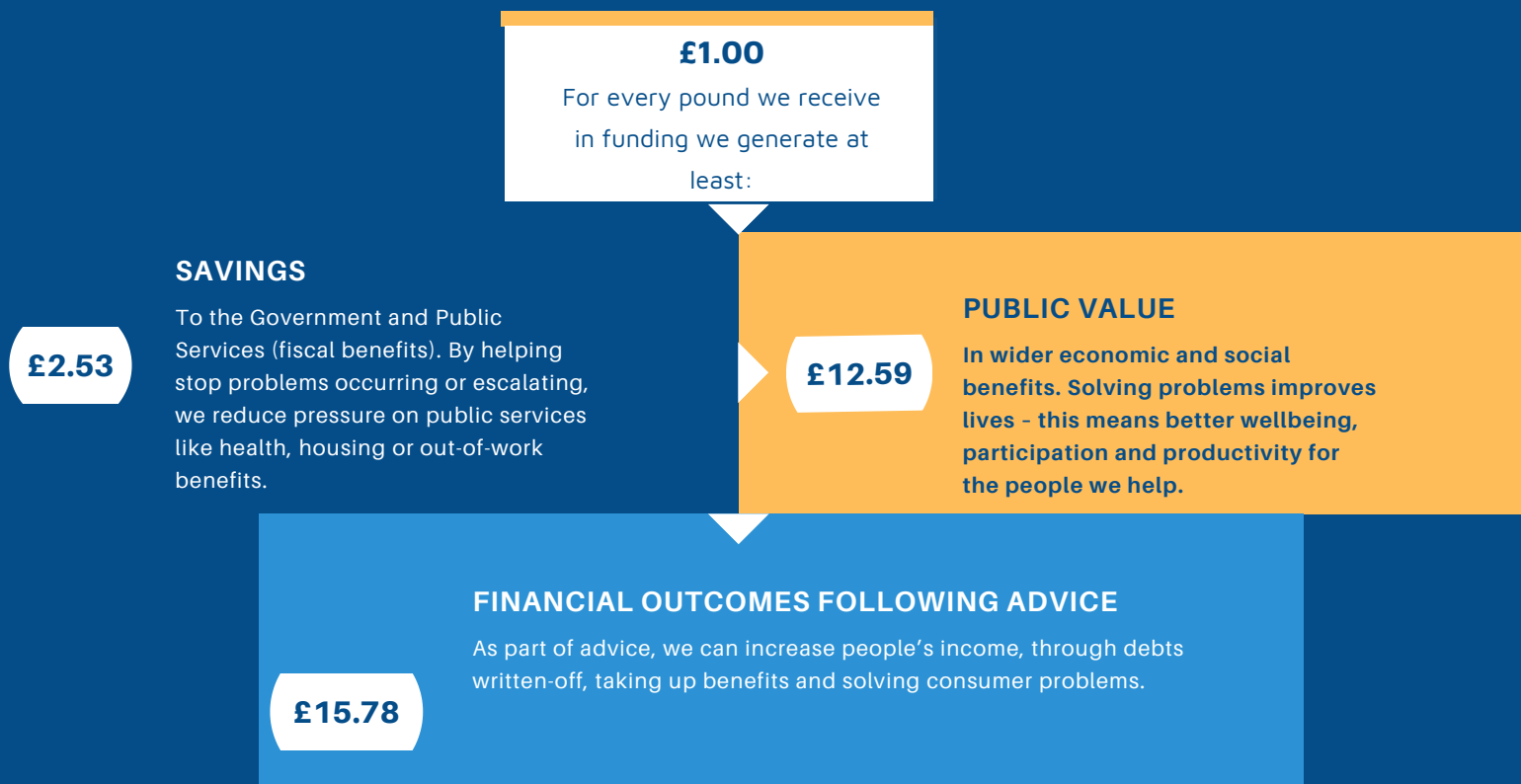
of our clients had issues with employment or their employers.

# Funding

## At A Glance



## Outcomes





***"There comes a point  
where we need to stop  
just pulling people out of  
the river. We need to go  
upstream and find out  
why they're falling in"***

**Desmond Tutu**



# Trustees During The Year.

## Trustees



**Colin Smith**  
Chair



**Malcolm Jevons**  
Vice Chair



**Irene McLaughlin**  
Treasurer



**Andrew Wignall**  
Trustee



**Nikki Sogbein**  
Trustee



**Christine Marshall**  
Trustee



**Oliver Head**  
Trustee



**Anne Rutherford**  
Trustee

Our trustees are volunteers who use their skills, knowledge and experience to help guide and govern our charity. We welcome Christine Marshall and Oyenike Sogbein to the board, both of whom joined last year and we are grateful for their work so far. We want to thank all our trustees for their direction, governance and support.

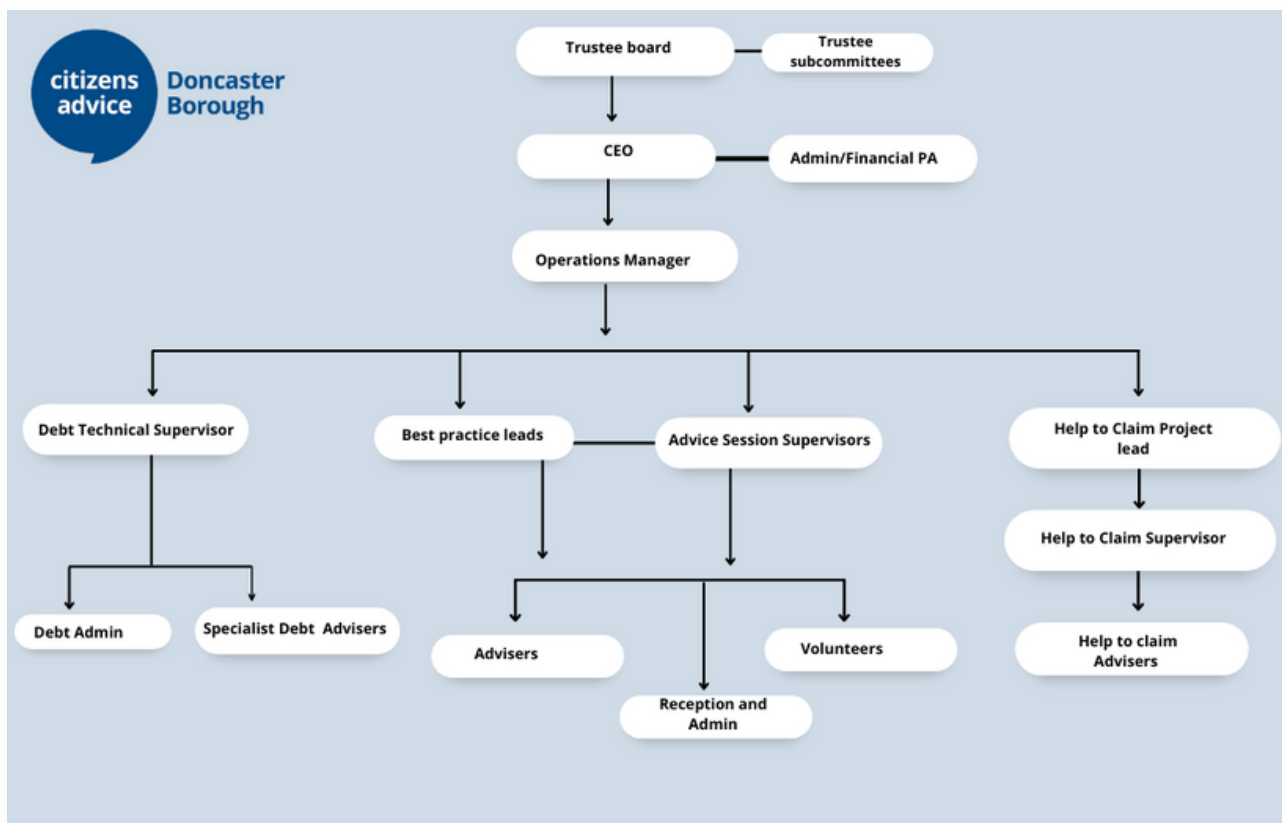
During 2021-22 some of our trustees retired and we would like to offer a special thank you to Irene McLaughlin, Oliver Head and Anne Rutherford for your time and support, it is much appreciated.

*Thank you*

# Structure

Our trustee board sets the vision and gives strategic direction to Citizens Advice Doncaster Borough.

There are 4 formal trustee board meetings each year, along with other meetings and events, to help trustees shape the organisation's strategic direction and develop as a team. Our Chief Executive, working with the Operations Manager, is responsible for delivering the strategy and for day-to-day operations. The trustee board is committed to high standards of corporate governance and complies with the principles and practices set out in the Charity Governance Code.



## Management



**James Woods**  
CEO



**Deborah Murray**  
Operations  
Manager



**Karen Bothamley**  
CEO (Retired May  
2022)



# Advice teams, support staff and volunteers

Our team of dedicated, hardworking and passionate staff and volunteers are an asset to the service. Here are a few of the people who have supported our service provision over the last 12 months.



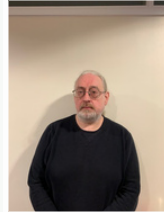
**Sarah Machin**



**John Murphy**



**Ian Hately**



**Stuart Tovell**



**Daniel Beevers**



**Uche Okoli**



**Jo Flowers**



**Sharon Alderson**



**James Bacon**



**Callum Norman**



**Sarah Robinson**



**Paula Lowther**



**Tony Pell**



**Sharon Capper**



**Christina O'Donnell**



**Nigel Friend**



**Liz Ramage**



**Caroline Woffenden**



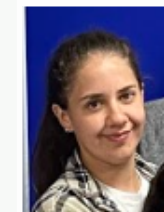
**Georgina Monk**



**Christine Jones**



**Natalia Jozwiak**



**Billie-Jo Haigh**



**Thomas Gilling**



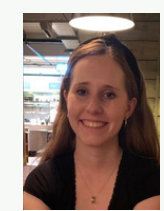
**Charlotte Dobson**



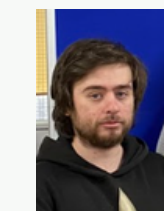
**Marilyn Vause**



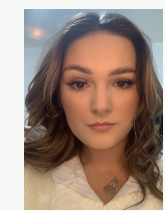
**John Mark Rose**



**Rosie Coles**



**Brandon Greenall**



**Elle Hirst**



**Brandon Goulding**



**Beata Walkowicz**



**Susan Hodges**



**Hilary White**



**Brad Barrass**



**Alan Parkinson**



**Rebecca Woodruff**

# Volunteers

Our volunteers are critical to our success and provide tremendous value to our funders and to the community. At any one time we have around 15 - 20 volunteers in the organisation, however this number is trending upwards due to additional recruitment support from paid staff.

*Thank You*

*We couldn't do it  
without  
you!*

Our team of volunteers go through high quality training ranging from academic study packs and e-learning to practical training such as shadowing experienced staff and volunteers. Our service relies on the commitment and hard work of our volunteers who make up a large part of the team. We currently have volunteer advisers, assessors and admin support staff. All our volunteers contribute to the organisation's work on research and campaigns.



SUSAN HODGES  
ADVICE SUPPORT  
OFFICER

"Working as part of a brilliant team  
and helping people to have a  
better life enhances my days too".

citizens  
advice  
Doncaster  
Borough

The diversity in the background of our volunteers contributes to the efficiency and success of our team. Volunteers look to join us for a range of different reasons including gaining skills, experience and confidence to help them into employment and retired members of the community wishing to remain active and put something back into the community. It is as a result of the commitment, loyalty, hard work and professionalism of our volunteers that the service provided is of such a high quality.



Our volunteer roles are varied, challenging and rewarding and our volunteers really enjoy being able to make a valuable contribution and a positive impact on people's lives.



BEATA WALKOWICZ  
ADVICE  
COORDINATOR

"I always have my hand ready to  
help someone. Only a life lived for  
others is a life worthwhile"

citizens  
advice  
Doncaster  
Borough



STUART TOVELL  
GENERAL ADVISER

"It just goes to show how great it is  
to volunteer, amazing  
opportunities can arise! "

citizens  
advice  
Doncaster  
Borough



# Wider impact of volunteering

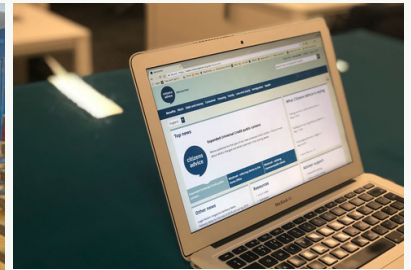
One of the areas where we're only able to partially demonstrate our savings to public services is volunteering. Volunteering also benefits our volunteers - they improve their skills, resilience, health and well-being, while strengthening community engagement.

**80%**

of our unemployed volunteers believe they are overcoming barriers to employment

**15**

Volunteers found work internally and externally in the last year



**54%**

of our employed volunteers state that they are using it to change or evaluate their career.

**9 out of 10**

readers appreciate accurate information

**97%**

would recommend volunteering at Citizens Advice Doncaster Borough



We would like to take a moment to congratulate our volunteers over the past year who managed to gain employment with us either short or long term. These people include:

- Uche Okoli
- James Bacon
- Brad Barass
- Shaista Mumtaz
- Stuart Tovell
- Ian Hatelly
- Aaisha Amin
- Callum Norman
- Natalia Jozwiak

- Sarah Machin
- Thomas Gilling

Additionally, we'd like to congratulate the people who gained employment elsewhere while volunteering with us. These include:

- (Nikki) Oyenike Sogbein
- Rachael Murray
- Sophie Wheeler
- Kealy Guest

**£131,000**

The monetary value of volunteered hours over the year

# Volunteer Feedback



ANDREW WIGNALL  
TREASURER

I first joined CAB when I retired some 12 years ago. Personally I am learning many new skills and feel privileged to be part of a fantastic local and National team striving to make life easier for countless people.

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advice Doncaster  
Borough



BRAD BARRASS  
VOLUNTEER ADVISER

'Being able to help those in the community that I myself have grown up in is a privilege.'

citizens  
advice Doncaster  
Borough



CHRISTINE MARSHALL  
TRUSTEE

"I'm a special needs teacher who lives and works in Doncaster. I'm very proud to be involved with the CADB as it helps people from across our town to access crucial services and support"

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advice Doncaster  
Borough



ELLE HIRST  
VOLUNTEER ADVISER

"I have volunteered for Citizens advice as I am passionate about helping those that need it. It is so rewarding to help others. Being kind and helpful makes society a better place."

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advice Doncaster  
Borough



HILARY WHITE  
VOLUNTEER ADVISER

" Being able to offer people advice and information, sometimes at vulnerable times in their lives, is hopefully both invaluable for them but rewarding personally too."

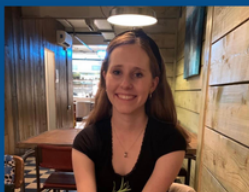
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Borough



NIKE SOGBEIN  
TRUSTEE

"I am a qualified Lawyer, currently re-qualifying in UK law. Being a Trustee gives me the opportunity to help overcome the issues people face. When they are happy, we are happy and society becomes better"

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advice Doncaster  
Borough



ROSIE COLES  
REMOTE VOLUNTEER  
ADVISED

"I enjoy volunteering at Doncaster Citizens Advice because the clients are always so grateful for our help which makes everything worth it! "

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advice Doncaster  
Borough



TANVEER HUSSAIN  
VOLUNTEER ADVISER

"Being a volunteer, I am feeling a great satisfaction for my soul."

citizens  
advice Doncaster  
Borough

# KICKSTART SCHEME

The Kickstart Scheme is a government funded programme that Citizens Advice Doncaster Borough have participated in. The first CA contract under this scheme began on in June 2021 and the last contract ends in September 2022.

The scheme enabled individuals who are looking for work to get a leg up on the employment ladder as it paid for their time there. As well as Kickstarters working in their respective roles and contributing to the organisation; the scheme was also very development-focused, training Kickstarters in employability and transferable skills.

## Citizens Advice Doncaster Borough Involvement

Kickstarters at CA have been given a wide range of roles that they were able to contribute to. These mainly fall under general adviser, administration, reception/advice support and social media. Kickstarters were given the opportunity to try out these roles and focus on what suited them best. This furthered our goal of developing the transferable skills that will be most relevant to them based on their desired career path.

Many of the Kickstarters have contributed a lot to the organisation. The ones that were the most proactive and gave the best impression were even able to secure employment with CA beyond their original Kickstarter contract and become longer-term members of the team. This was a natural choice as these employees already came with a lot of experience working at CA. Out of the 26 Kickstarters that were originally recruited, 7 of them (so far) gained additional employment and 2 past Kickstarters are also currently volunteering with us.

We're very happy to have taken part in this scheme.





# Research & Campaigns

We believe that it's important not just to help people find a way forward, but also to understand what led to the difficulties in the first place and to do something about those underlying issues.

We can help address the fundamental issues that exist in society by collecting evidence and by using our huge volume of data, case studies and local surveys. This leads to local, regional and national campaigns.

Over the last 12 months we have further developed our research and campaigns (R&C) work by;

- Developing social media campaigns on issues impacting clients with leading partners.
- Meeting with local groups, councillors and local MPs to discuss issues faced by our clients.
- Being a respected voice on social media for our community locally and nationally, by engaging in campaigns and raising awareness of issues faced by residents of the Doncaster Borough.

We continually strive to;

- Increase local awareness of our campaigns.
- Be involved in regional and national campaigns challenging discrimination and inequality.
- Share best practice about research and campaigns with other local Citizens Advice.
- Actively develop local campaigns about the issues that are really relevant to our residents.
- Engage with local partners and people of influence, including our MPs, on key national campaigns.

The current climate has given rise to a number of campaigning opportunities which are a result of the amount of advice work we have needed to do this year to support those who need it.

However, this has provided us with a wealth of issues we want to take action on in the coming year, to ensure we all recover from the pandemic and are braced for the challenges ahead, so no one is left behind.



**PROBLEMS WITH YOUR ENERGY SUPPLY?**

If you haven't paid a bill after 28 days, your supplier may contact you about the possibility of disconnecting your gas or electricity supply. It's rare to be disconnected as your supplier will usually offer to install a prepayment meter instead.

Citizens Advice Debt team to book an appointment -  
(01302) 499330  
Citizens Advice Debt Advice  
Freephone :0800 240 4420  
St Leger Homes - 01302 862862

Logos: citizens advice, Doncaster Borough, St Leger Homes, Doncaster Council



**IN DEBT THIS JANUARY? YOU'RE NOT ALONE**

Open up to someone. Although it can be difficult, talking about money worries is often the first step towards getting help.

Citizens Advice Debt appointments:  
(01302) 499330  
Citizens Advice Debt Adviceline  
Freephone: 0800 240 4420

Logos: citizens advice, Doncaster Borough, St Leger Homes, Doncaster Council



talk money week

talk Money with us...

Money & Pensions Service

citizens advice Doncaster Borough

St Leger Homes

Doncaster Council

[citizensadvice.org.uk](http://citizensadvice.org.uk)

# This year's Campaigns

## Energy Market Meltdown Campaign

In response to many energy suppliers going bust in 2021, we campaigned for energy market reform in favour of consumers. We warned about the impact that widespread price hikes would have on the public. We began sharing information and advice to help people manage their energy bills.

We met with MP Ed Miliband and Doncaster North Councillors to discuss our worries about the energy market and the consequences locally for energy price rises.



## Keep the Uplift Campaign

The government's plan to cut universal credit and working tax credit by £20 a week in October 2021 was a key campaigning focus this year.

We campaigned that this money has been a lifeline for families across Doncaster and the country. It was brought in at the start of the pandemic because the government recognised that families need more to live on. It was true then and it's still true now. It's wrong for the government to take this support away.

We met with Local MP Nick Fletcher to explain why the MPs and the government should vote to #KeepTheLifeline for children and families in Doncaster.



## Way to Work Campaign

We looked to support the government in their way to work campaign which looked to increase people's employability.

We met the Councillor Lani-Mae Ball to discuss our participation in the Kickstart scheme and the work we already did in upskilling our volunteers.

We discussed barriers to work and how people could be supported with advice to understand their rights and make more informed decisions.

We also outlined the positive wellbeing outcomes people achieve through receiving advice and support.





# Raising Awareness

We worked to raise awareness on the following issues through our campaigns during 2021/2022

## BEWARE OF WHATSAPP "HI MUM" SCAMS!



### Protect yourself from scams.

- Keep your personal information safe
- Don't share your passwords with anyone
- Don't change family contacts without checking
- Do not click on a suspicious link
- Don't Send Money to anyone without checking who you are speaking too

citizens advice  
Doncaster Borough

## Supporting the Afghan Refugees this Christmas

citizens advice  
Doncaster Borough

The Home Office has placed a number of Afghan Families in the Danum Hotel, these families are fleeing the humanitarian crisis, and will reside at the hotel whilst permanent accommodation is found. They currently have no right to be in the country and are unable to leave the hotel until their immigration applications are processed which could be months. The ages of these families range from 2 - 70yrs.

We cannot imagine how traumatising and difficult it must be to move your family to another country because of fear of violence or repression and decided we would like us to support these families at this difficult time. As it's Christmas, our Season of Goodwill, our team has donated and collected things like unwanted gifts, toiletries, books and toys. We will be taking these to the Danum Hotel to hopefully bring a smile to people's faces who have had to leave everything behind.

This is not at the expense of people in Doncaster Borough who are struggling, as we continue to support them whoever they are, whatever their problems and we will assist them in obtaining support from charities, schools and the local authority which the refugees will not have.



citizens advice

celebrating  
**BLACK  
HISTORY  
MONTH**

“

Citizens Advice Doncaster Borough will, through its campaigns and advice provision, increase public awareness and raise concerns on issues of racial equality and injustice.

This increase in awareness, hopefully, will result in greater action and ultimately, in a fairer and more just society.

UCHE OKOLI

Citizens Advice Doncaster Borough  
Advice Support Officer



## FINANCIAL WELLBEING

citizens advice  
Doncaster Borough

## NEED HELP WITH MONEY OR BUDGETING

We've got everything you need to know. Stay tuned on Twitter, Instagram and Facebook for advice, guidance and tips on all things money & banking.

To speak to an Adviser contact us

- 01302 243057
- [advice@citizensadvice-doncasterborough.org](mailto:advice@citizensadvice-doncasterborough.org)



citizens advice

Doncaster Borough

## MONEY MANAGEMENT & DEBT PREVENTION

November 2021



talk  
money  
week

Welcome

[citizensadvice.org.uk](http://citizensadvice.org.uk)



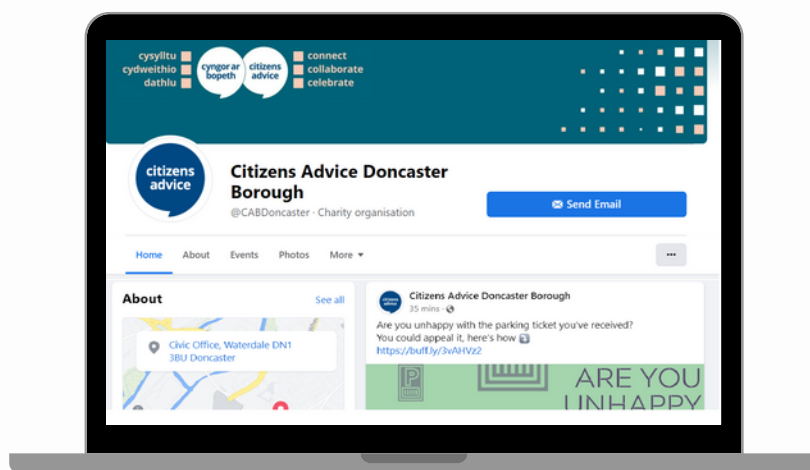
# Digital engagement

We understand digital promotion of the service is becoming increasingly relevant to our operations. The lockdowns have highlighted how important social media engagement is.

Through social media we have conversed with prospective clients, provided information, carried out satisfaction research surveys and promoted our campaigns and the work of other like minded organisations. We have interacted with a much wider audience engaging with them about our work and demonstrating we do more than just provide advice and information. We currently have Facebook, Instagram and Twitter accounts.

This year we have set up a Medium account which allows us to blog on issues facing us or our clients, it allows the organisation to have a voice and we can report on the work we do and the impacts this has <https://cadoncasterborough.medium.com/>

We will continue to look to expand and develop this area with the help of our staff and volunteers.



Citizens Advice Doncaster Borough



@CABDoncaster



@cadoncasterboro



Citizens Advice Doncaster Borough

# Digital Reach

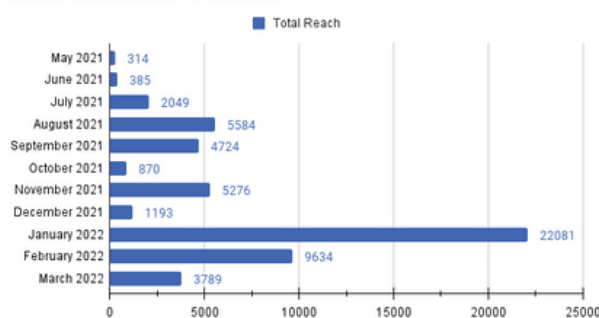
Social media is more than posting locations and opening times. It allows us to expand the reach of the service locally and nationally. It allows us to be the voice of our service users and share information with them giving them the knowledge to make informed decisions.

Through these channels we can run media campaigns on issues affecting the people of the Doncaster borough. We're sharing tips, promoting good practice and highlighting people's rights when they face problems. The data below highlights how increasing our output on social media has impacted visitors to our pages.

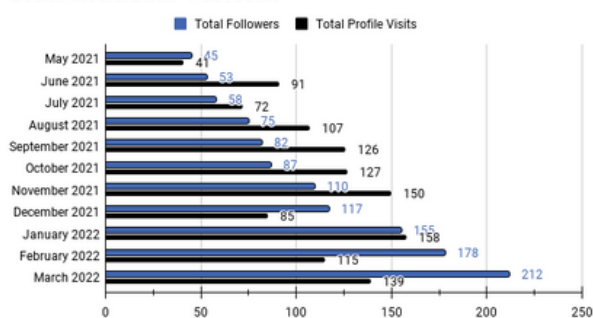
It also demonstrates the impact of joint campaigns we have led with partners, this has resulted in large increases in traffic, for example November 2021 was Talk money week campaign with DMBC and St. Leger homes had significant reach and resulted in more interactions and enquiries to the service.

We hope to continue to use these platforms to engage with people and organisations and to share advice tips and information to the people of Doncaster.

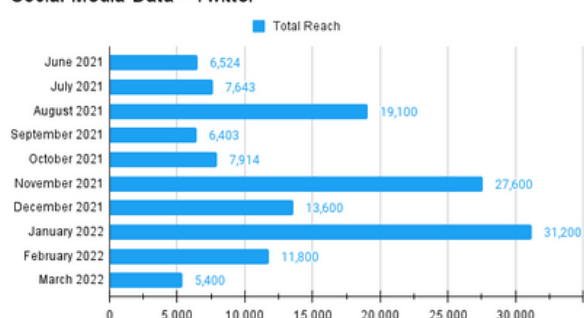
Social Media Data - Facebook



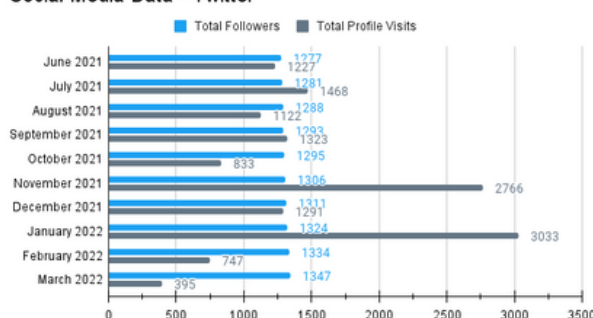
Social Media Data - Facebook



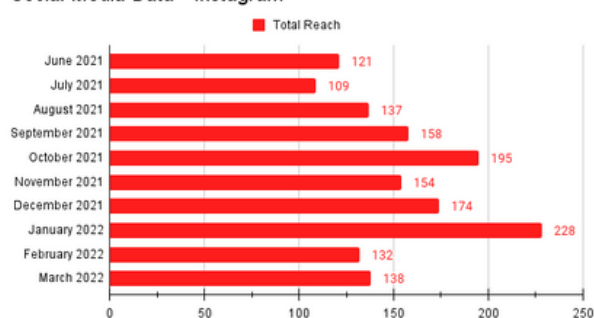
Social Media Data - Twitter



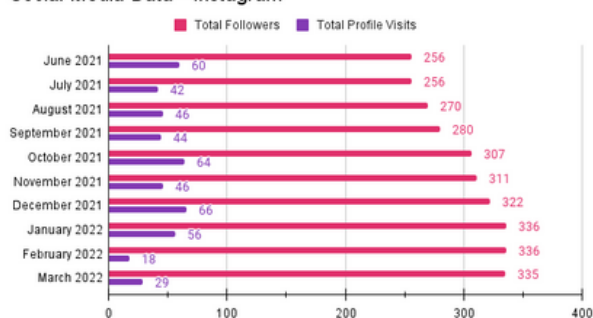
Social Media Data - Twitter



Social Media Data - Instagram



Social Media Data - Instagram





# Service endorsements



"Citizens Advice Doncaster Borough has never been needed more. The last year has been incredibly difficult and lots of people have been tackling issues like debt, unemployment and problems accessing benefits. Throughout the pandemic, Citizens Advice Doncaster Borough has continued to provide an essential service for people experiencing the toughest of times."

## **Ed Miliband MP for Doncaster North**



"I've seen first hand the hugely positive impact which Citizens Advice Doncaster Borough has locally. It's an important service which many of my constituents rely on. I know James Woods and his team have worked hard during this extremely difficult year."

## **Nick Fletcher MP for Don Valley**



"Citizens Advice Doncaster Borough have continued to assist residents across the Borough even during the difficult year we have all experienced. Their work is invaluable, particularly in a time when so many have and continue to experience hardship and uncertainty."

## **Dame Rosie Winterton MP for Doncaster Central**



"Citizens Advice Doncaster Borough continues to provide excellent, expert support and advice to residents across the Borough. Throughout 2020 they have shown a continued commitment to supporting residents and have adapted their services to ensure those who would benefit most can access support in their communities."

## **Dr Rupert Suckling, Director of Public Health, Doncaster Council**



"It's a huge credit to the staff and volunteers at Citizens Advice Doncaster Borough that they've been able to help more than 8,600 people in 2020/21. Through adapting to new ways of working they've been able to make sure the people of Doncaster could continue to access our help when they needed it most. We're proud to have them as part of our service."

## **Dame Clare Moriarty, Chief Executive, Citizens Advice**

# Client Satisfaction

We've improved our client experience over the last year and we are continually looking at ways to improve and expand our service to clients. While we continue to help solve people's problems so they can find a way forward, we also want them to have a positive experience using our service. Despite the considerable challenges for delivering advice posed by the pandemic, satisfaction with our service improved in comparison to recent years.



**Nigel Friend**  
Debt Adviser

*"I am very happy that Citizens Advice have been able to assist in such stressful and trying times."*

I didn't expect my energy provider to write off over £5000.00.

**Nigel was Fantastic!"**

John from Stainforth.

**"I would recommend Citizens Advice to everyone"**

"Many people are having difficulties now in their life and it's hard to deal with a problem on your own, to turn to Citizens Advice is a great help and comfort."

Craig from Mexborough.



**Charlotte Dobson**  
General Adviser



**Christine Jones**  
Welfare Rights Adviser

**"Christine was Fantastic "**

*"Thank you so much for all your help. It's like an unexpected Christmas present."*

Gary from Rossington.

*'Thank you so much, Brad - you will always have my gratitude.'*

It is cases such as these that exemplify why our move to the Doncaster Council Civic Office is significant for service provision. With a closer relationship with the council, we can provide more solutions that are more streamlined than ever before.



**Brad Barrass**  
General Adviser

# Quality of Advice

Citizens Advice Doncaster Borough proudly holds the Advice Quality Standard mark for our advice with casework services and our telephone advice services.

This is an organisation quality standard for legal advice services operating in the area of social welfare law.

The quality framework includes a set of standards designed to ensure a service is well run. It has its own quality control mechanisms that in doing so, assures the quality of the information and advice services provided as well as promoting social justice. The quality standards and assessment methods used reflect the minimum standards necessary to ensure that clients seeking advice receive accurate, complete and timely advice; that they are able to obtain this advice from an advice provider which is accessible to them and able to act independently and in the sole interest of the client.

We have robust quality procedures in place in order to maintain our high standards in line with this framework. We ensure staff, volunteers and trustees understand the importance of high quality advice and the detrimental consequences of poor advice.

We support our team to achieve this through comprehensive training, mentoring and support.





# Mental Health & Well-being

As with the need for hardship support, the impacts on people's mental health and well-being were increased during the pandemic. Our team have put a lot of time and resource into stepping up our support in this area of work.

We now have 3 qualified Mental Health First Aid trained staff .

This training improves the confidence, skills and knowledge of delegates, to support people in crisis, developing a mental health issue and improving their own mental health and wellbeing. It establishes a better understanding how our advice and support, and signposting, can improve people's mental health and wellbeing.

Our Operations Manager is Mental Health Champion and regularly attends quarterly Mental Health Champion meetings at MIND, maintaining our Mental Health awareness and sharing best practice.

We have 3 members of staff who are Domestic Abuse champions, having completed the DMBC Domestic Abuse Awareness courses including Coercive and Controlling behaviours.

Our staff have all completed the Citizens Advice Suicide Awareness training and have refresher courses each year to support with the significant number of clients who are at the end of their tether.

We encourage our staff to take 5 minutes, talk about the challenges they have faced in their day so they are not taking problems home, affecting their Mental health and personal lives.

Resolving practical issues can play an important part in supporting people with mental health problems to build resilience and improve outcomes.

Last year in England Citizens Advice helped people with mental health problems solve over half a million issues. Many of these clients were at crisis point, and needed urgent advice on complex issues. Our evidence shows:

- Over 70% of clients have low confidence in resolving their problem without an adviser's help
- 70% of clients with mental health problems say they have low knowledge of their rights



# Support Us

## Did you know every local Citizens Advice is a registered charity?

Our advice services are more in demand today than ever before, as we move into the future that demand looks set to grow even further. Any gift, however small, will help to ensure that we are still here to support the people of Doncaster.

- Make a donation by sending a cheque payable to Citizens Advice Doncaster Borough or make a donation at any of our offices in person.
- Scan the QR code below to go to our Charities Aid Foundation donation page, where you can make a one off donation or set up regular donations to support our service.
- Select us as your charity of choice when shopping through Amazon via the Amazon Smile scheme - See social media for more details

**WE RELY ON THE SUPPORT OF PEOPLE LIKE YOU TO HELP US MAKE A DIFFERENCE.**



*Thank  
you*

# Case study

**adviser: Paula Lowther**

**Issue: Debt - (Court Fines £685.90 and Water Arrears £136.41)**

The client is single and lives alone in a 2 bedroom Council property, he has mental health problems, and English is not his first language. Client is Black African. Client has debts and originally contacted after receiving a statement from DWP regarding deductions taken from his Employment Support Allowance( ESA) for Magistrates Court Fines, he could not understand the contents of the letter and was concerned about the balance remaining. He also had water arrears and usage taken from his ESA award.

Upon checking the statement from DWP I could confirm the balance to be as he had calculated and not further accounts added. I advised the client of the priority nature of the debt and advised no further action will be enforced as payments are being made as agreed. However when performing a benefit check as part of the initial appointment it was clear the client was not receiving the Severe Disability Element added to his ESA claim - I advised the client to phone DWP and ask for an award letter to be sent.

Court fines outstanding £685.90

Water outstanding £136.41

Due to clients health problems and understanding I took time to explain the next steps and why the information is needed.

Client was able to make the phone call to DWP and gather info as needed. DWP asked for further info to prove the client lived alone.

DWP confirmed the client is entitled to SDP and has been since 2019 therefore will receive a backdate of £5100.46 - client is able to repay creditors in full and have full entitlement to his ESA with the added SDP at £66.95 per week.

**£5,100**

**SEVERE DISABILITY  
PAYMENT MADE TO OUR  
CLIENT**

**CREDITORS  
REPAID IN  
FULL**

**"THE CLIENT  
WAS  
OVERJOYED"**



**Paula Lowther  
Debt Adviser**



# Case study

**adviser: Sarah Machin**

**Issue: Housing**

Client is an elderly female. Client has Paget's disease, diabetes & a broken femur. Client has been staying with family since her fall in March. Client has a troubled relationship with her daughter & so does her son. The Client is mainly in Doncaster because she loves & wants to see her grandchildren. Client thinks that if she moves back to Surrey that her daughter would stop or monitor contact with the eldest grandchild. The Client's son suffers from anxiety and depression. Client's son has a joint mortgage with his sister in the house they are all currently living in. Client's son stated that he took over half of the mortgage to help his sister out whilst she was in financial difficulty.

The Client wanted to know her options for acquiring accommodation. Both Clients were unsure where this would be, if Client stayed in Doncaster Client's son would want to move to be near her to help with her care needs, so his job would be a consideration. If Client moved to Surrey she would not know what accommodation she could afford. Client stated that she would not be able to get a mortgage and did not want rented accommodation. Client also wanted to know if she was eligible for a blue badge.

I advised the Client that we could look at accommodation options in the Doncaster area together. The Client's son has internet access & said they would like to look together so I wrote down St Leger homes, Gov.uk for social housing & supported housing at Casson Court in Thorne which her son had mentioned may be an option. I also went onto the websites and showed them where to access registering for or just looking for accommodation. I signposted the Client to Age UK if she decided to move to Doncaster & gave her their contact details for possible future help with a benefits check to see what she may be entitled to if she decides to stay in Doncaster. I also gave the Client's son the Gov.uk link to the criteria for a blue badge, we looked at the criteria but determined that she probably wouldn't be eligible for one until she has found accommodation as one of the criteria is proof of address (ideally a council tax bill) which she does not have, advised that was something we could support/apply for if needed. I also advised the Client that until they had both had a conversation about where they were going to reside and all the ramifications surrounding the issues then they could begin an action plan.

The Client was upset & emotional at various times within the appointment so I made sure the Client was listened to & empathized with her situation. My Client had difficulty getting comfortable so I made sure she had a comfy chair & had ease of access around the office to the chair having crutches.

The outcome for this Client will depend solely on what decision she makes with her son. Advised the Client that if she decides to reside in Doncaster and needs any further support she can contact us further.

**"THE CLIENT  
WAS VERY  
EMOTIONAL AND  
FELT MORE ABLE  
TO DEAL WITH  
HER PROBLEMS  
ONCE SHE  
UNDERSTOOD  
HER HOUSING  
OPTIONS IN  
DONCASTER"**



**Sarah Machin**  
**Outreach adviser**

# Case study

## Case Study

adviser: Tony Pell

Issue: Debt - **Council tax arrears £520 and bailiffs enforcement**

The client is a single elderly British male and in receipt of Universal credit and Personal Independence payment (PIP). The client resides at a family and friends property. The Client was living in the flat and because of his health issues, the client's doctor advised him to move closer to his family for extra support. The client left the property in Aug 2020 and he has been charged for council tax from 1 Aug 2020 to 1 Oct 2020. He stated the first time he knew about the arrears was when bailiffs visited his property. The client stated he has provided the council with proof that he did not live there at that time.

The client was advised to make sure his doors are locked and the windows are closed - bailiffs are allowed to come in through unlocked doors.

The client was advised that bailiffs recovering council tax aren't allowed to force entry. This means they aren't allowed to force their way into your home and they can't bring a locksmith to help them get in. The client was given a Fact sheet on bailiff's powers for him to read.

The client would get emotional when discussing his debt problem, we would take breaks to regain the clients composure then I would explain clearly what the client's options were and what we could do to resolve his debt problem. The client stated that he has been trying to resolve his problem for a while and made no progress. I contacted the council and I got the debt put on hold. I informed the council that the client was disabled. Council stopped all bailiff action. I explained the client's situation and the evidence that he had sent to them. I then asked them to investigate this case. The council stated they would investigate the client's case and get back to us.

The council contacted us both and stated that the client did not have any council tax arrears. In contrast the council owed the client £520.

The client was really happy that the bailiff had been stopped and that he did not have any council tax arrears. He thanked me for my help. Client stated he tried to sort this problem out himself and got nowhere.

# £520

## COUNCIL TAX DEBT RESOLVED

**The client was really happy that the bailiff had been stopped and that he did not have any council tax arrears. He thanked me for my help. Client stated he tried to sort this problem out himself and got nowhere.**



Tony Pell  
**Debt Adviser**

# Case study

## Case Study

adviser: Christina O'Donnell

Issue: Benefits

The client is a 64 year old male he lives alone in a property that he owns outright, the client was receiving Contribution based Employment Support Allowance (CBESA,) a Work Capability Assessment was requested by DWP and he was found fit for some work, the client's ESA has been stopped he disagrees with the decision and wants to challenge it. The client has no savings or any other income.

We completed the client's SSCS1 form ensuring supporting information was relevant and supported appeal. Advised client of the process and the likely outcome. The client was given a copy of his Appeal form and further evidence was sent to the tribunal judge to consider. Advised they will assess your case without a hearing.

The client won his appeal on 20th July 2022 and was awarded ESA and placed into the support group-LCWRA. He received a back payment of **£3481**

## Case Study

adviser: Gina Monk

Issue: Consumer - Energy

Client had been trying to resolve a billing dispute with her energy supplier for around 6 months. Bills would be produced not reflecting the energy used, with estimates being used even when bills were generated. Client was being chased for a balance larger than the balance was at the point her payment plan was set up, despite all payments and new usage being paid. Client was in financial difficulties due to excessive bills, and had also had an appointment with a debt adviser at the service due to the impact this was having on her as a self employed person.

We challenged the bills, using financial records provided to prove that the client was being chased for a balance exceeding the total sum of legitimate bills produced, and that this was due to adviser error and a debit balance being applied that did not relate to a bill.

"Debt" has been removed and client no longer owes anything to this creditor, she is now free to move suppliers due to me negotiating an early contract end, and will be discussing a request for financial compensation.

# £3481

RECEIVED BY CLIENT IN  
BACK PAYMENT OF ESA



Christina O'Donnell  
**Welfare rights Specialist**

# £1200

INCORRECTLY BILLED  
ENERGY DEBT WRITTEN OFF  
LEAVING CLIENT IN CREDIT  
OF £355.88

**"Thank you for all  
that you've done".**



Gina Monk  
**General Adviser**



# Acknowledgements

We know it's only by working together that we make a difference to the Doncaster Borough.

We're grateful for the generous support we have received this year. Here are a few who have made our work possible.

- Doncaster Metropolitan Borough Council
- Well Doncaster
- The Henry Smith Charity
- The Money & Pension Service
- Age UK Doncaster
- Food Aware CIC
- The Trussell Trust
- Live Inclusive
- UK Government
- Community Wealth Builder
- Skill Step
- Make your Mark
- Doncaster Deaf Society
- The DWP
- St. Leger Homes
- Doncaster College
- Voluntary Action Doncaster



# Thank You

[citizensadvice.org.uk](https://citizensadvice.org.uk)

# A Special Thank you

## KAREN BOTHAMLEY

Karen Bothamley, CEO, retired from CADB at the end of May 2022.

Having previously worked at the Yorkshire bank, Karen joined Thorne & Moorends Citizens Advice Bureau in April 2000 as a part-time debt administrator and then became full-time admin manager in 2002. The merger of Thorne & Moorends and Stainforth CAs in 2005 saw the formation of North East Doncaster Citizens Advice Bureau (NEDCAB) and in 2006, Karen was appointed as the manager of NEDCAB. In 2017, Mexborough CA and NEDCAB merged and Citizens Advice Doncaster Borough was born with Karen appointed as CEO.

Over the course of the last 22 years, Karen has seen many changes in the delivery of CA services across Doncaster and for 16 of these years she has been responsible for leading the teams delivering these services. In that time, she has experienced 2 visits from Princess Anne, worked with a number of Trustee Board Chairs and ensured that CADB functioned through a pandemic. She led NEDCAB through a time of financial restraint and ensured the continued provision of high-quality advice services.

Since 2017, she has provided the vision and leadership which has enabled CADB to develop into a strong, vibrant and successful organization which is well placed to face the challenges ahead and to continue to provide high quality advice for DMBC residents.

Karen's insight, commitment and hard work will be greatly missed, and we are very grateful to her for the great part she has played in the development of CADB.

We wish her well for the future and hope she enjoys her retirement.

*Colin Smith*  
Chair  
Trustee Board

[citizensadvice.org.uk](https://citizensadvice.org.uk)



# Contact Us



- Civic Office, Waterdale, Doncaster DN1 3BU
- Adwick Road Mexborough S64 0DB
- The Hope Centre Church Road DN7 5NS
- Thorne - The Bridge Centre Bridgestreet, Thorne, Doncaster DN8 5QH Thursday - 10am - 2pm
- Carcroft - Bullcroft Memorial Hall Chestnut Avenue DN6 8AP - Friday- 10am - 2pm
- Edlington -Helping Hands Community centre Edlington Ln, DN12 1PL Wednesday - 10am - 2pm
- Cantley -Neighbourhood Centre, 10 St Wilfrid's Court DN4 7AJ - Tuesdays - 10am to 2pm
- Armthorpe- Community Centre Church Street DN3 3AG Tuesdays - 10am to 2pm
- Rossington - The Family Hub Rossington, Grantham St, New Rossington, Doncaster DN11 0TA - Monday - 10am - 2pm



<http://citizensadvice-doncasterborough.org>



- 01302 243057 - General enquiries / Appointments
- 01302 499330 - Local Debt Advice
- 0800 144 88 48 - National Adviceline
- 0800 144 8 444 - Universal Credit -Freephone
- 0800 240 4420 - Freephone Debt Advice line
- 0808 223 1133 - Citizens Advice consumer helpline



[advice@citizensadvice-doncasterborough.org](mailto:advice@citizensadvice-doncasterborough.org)



<https://attenduk.vc/CADB-waiting-room>



[www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/](http://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/)

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