



**Doncaster
Borough**

ANNUAL IMPACT REPORT

21/22

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.

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INTRODUCTION

Operating across the Doncaster Borough we provide confidential advice online, over the phone, and in person, for free.

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 organisations - from companies right up to the government - how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

In this challenging year, it was more important than ever to be a strong, clear voice speaking up for those who come to us for help.

This report aims to set out our achievements over the previous year and set some aims for the coming year.

PRIORITIES IN 2021/22

In 2021/22 we have seen an increased client demand in all areas of our work, as we responded to broader client demographics, the impacts of the Pandemic - to the longer term impacts of Brexit.

We have provided targeted advice and support in response to the cost of living crisis and the energy crisis, which have had a significant impact on residents across the borough.

Our major concern is that these issues are only just starting to impact people and that more people across the borough are going to need the advice and support services we offer.

We will continue to work to increase our capacity in innovative ways to improve and diversify the access routes to our services, while maintaining the high quality service we provide.



01 — Town Centre Premises

To secure a long term, affordable base for service provision within the central locality, which is suitable and within budgets.



02 — Increase Funding

Establish new projects and secure funding streams for the medium to long term, so that financial sustainability is ensured. Build into these projects community outreaches and improved community networking.



03 — Open & Accessible

Adapted services to respond to the restrictions of the pandemic, launched new initiatives and approaches to ensure our clients still have access to the advice and support they need.

MAKING THE DIFFERENCE IN DONCASTER

45%

Increase in clients contacting us for Debt advice



9,588

Client contacts in 2020/21

67%

Increase in clients contacting us for Benefits advice



25,208

Separate issues dealt with in 2020/21

136%

Increase in clients with Energy and Utility related problems

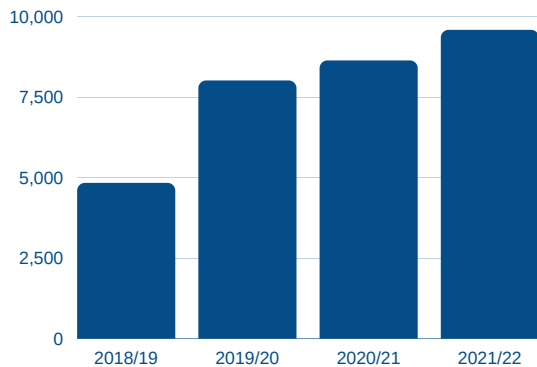


£975,657.00

income gains for our clients

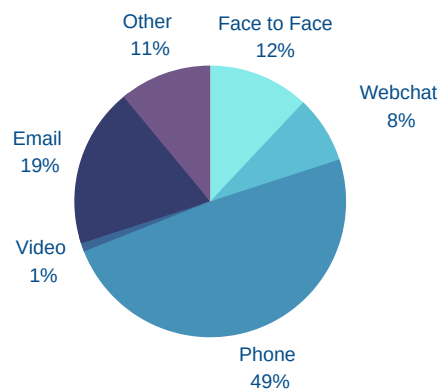
£5,103,384.54

Debts handled in the last 12 months



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

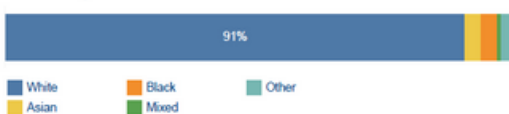
Gender



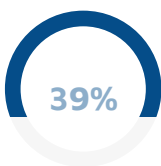
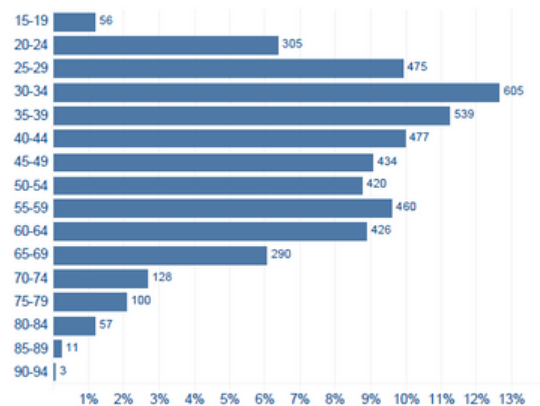
Disability / Long-term health



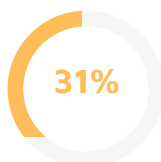
Ethnicity



Age



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.

NATIONAL AWARD WINNERS

Out of the 2540 Citizens Advice locations in England and Wales, Citizens Advice Doncaster Borough were awarded the Innovation Award of the year at their National Citizens Advice conference.

The Award was for the set up and use of remote law students provided by Pro-bono Community to provide welfare rights advice and help clients complete PIP forms via the phone and video portals we set up locally.

CEO 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 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 a partner organisation and arranged for experienced student volunteers to give practical experience and help in completing these forms, without them we would not have managed to respond to the demand for this particularly complex service and we want to say a huge thank you to the 2 students who gave their time up to help the Doncaster Community.

We have contacted these clients and had excellent feedback regarding the service they 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'



Clare Moriarty
Clare Moriarty
Chief Executive

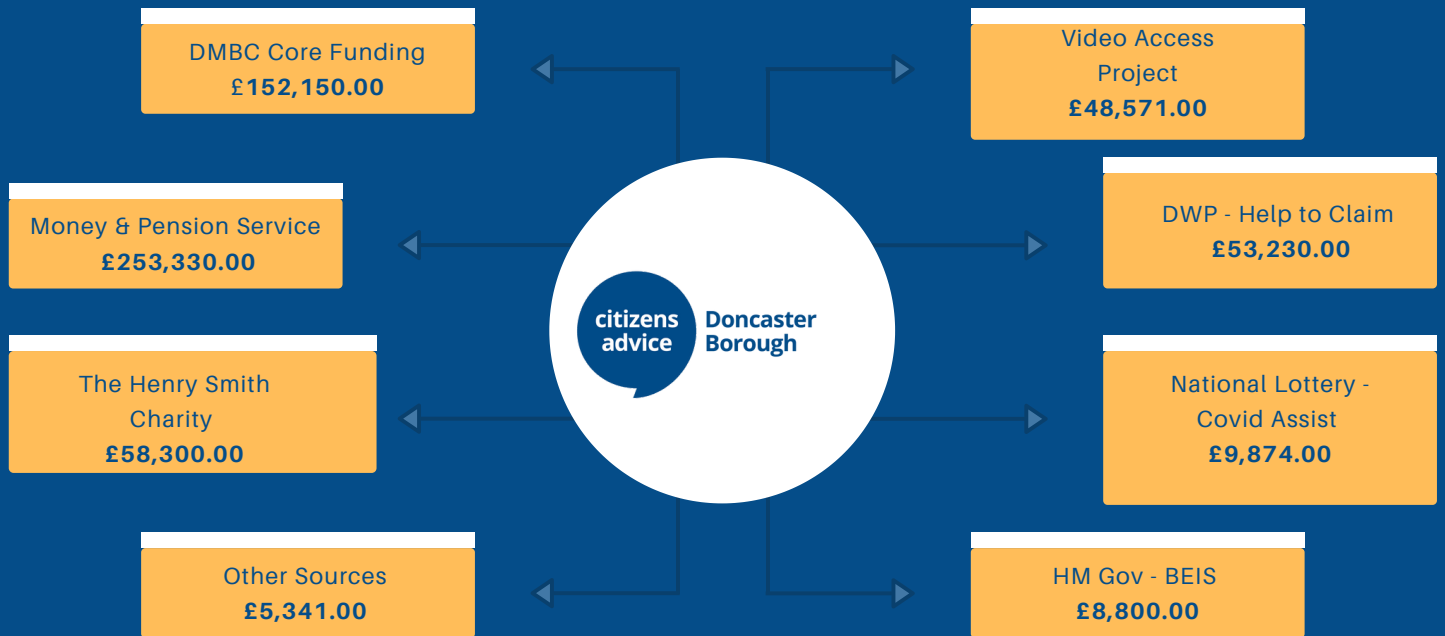
Warren Buckley
Warren Buckley
Chair

ACHIEVEMENTS

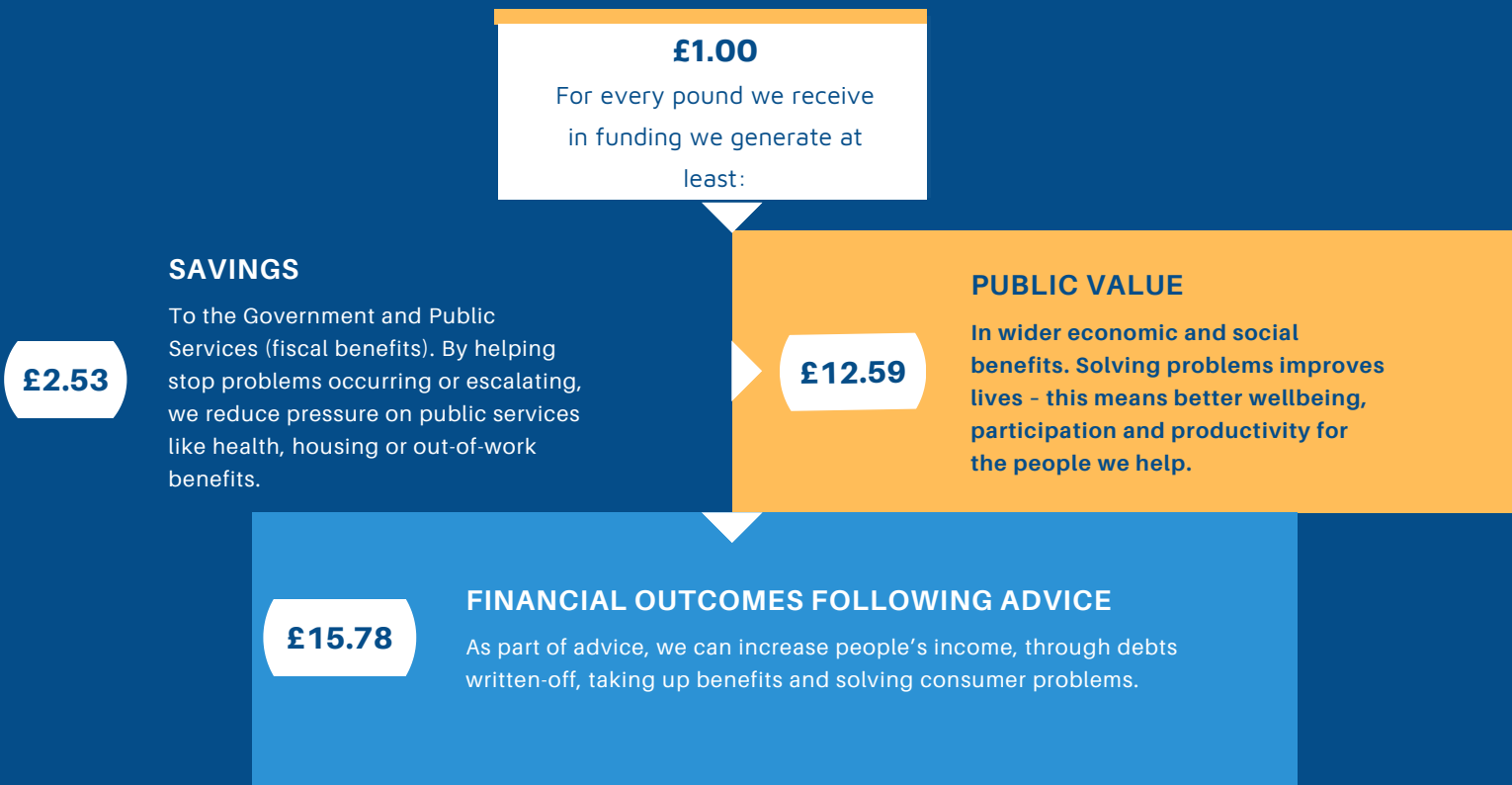
Achievement	Details	Outcome
Awarded AQS Quality Mark	In April 2021 we received confirmation of renewal of our AQS quality marks for general advice and debt casework – and gained a further quality mark for excellence in telephone advice.	Advice of the highest Quality provided to clients through our face to face and phone services
Secured long term Town Centre Premesis	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 £277,966 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 13 Kickstarters, Improving employability and skills	Recruited 5 paid staff from the scheme, and empowered 4 into employment elsewhere
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 2 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.

Funding

At A Glance



Outcomes





"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.



"I dont sleep at night worrying about my debts, I am scared to open the front door incase its 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 upto date with all his essential bills and is able to sleep at night.

NEXT STEPS

The outlook for the coming year is one where demands on our services will continue to rise, reaching record levels. We predict we will speak to over 10,000 Doncaster residents in the next 12 months. With the increased pressures on peoples lives and the a wider demographic of people reaching out to us for advice guidance and support.

Our challange is to react and respond to these increased demands, to look to implement preventative, early action advice and to support and advise people before issues become a crisis.

In order to acheive this we have set out 3 key aims which will allow us to provide a targeted and impactful response to the increased challenges.



01 — Increase Adviser Cohort

To help to service the growing demands on our service we aim to increase the numbers of paid and volunteer advisers we have working for us. We would do this through a recruitment drive and through the upskilling of staff working in communitis across the borough.



02 — Increase Funding

We aim to bring in new projects and new revenue streams to allow us to respond to increased demands on our services. We will look to offer partnership working on projects to benefit our service users. We will look to to offer paid services and projects to local communities.



03 — Increase Community Prescence

We will aim to increase our presence in community locations, adding value and quality of advice to services already doing great work in community settings. By working closer with organisations we can build up community spirit and add resilience to communities to better cope with the challenges they face.

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
- The Henry Smith Charity
- The Money Advice Service
- Well Doncaster
- Helping More People Together
- Doncaster Chamber
- The National Lottery Community Fund
- The DWP
- HM Government
- Age UK Doncaster
- Food Aware CIC
- Armthorpe Community Centre
- Bullcroft Memorial Hall Carcroft
- Edlington Helping Hands
- Rossington Family Hub
- The Neighbourhood Centre Cantley
- The Bridge Street Centre Thorne
- Conisbrough Library
- The Junction Hexthorpe

We thank you for your continued support

Citizens Advice helps people find a way forward. We provide free, confidential and independent advice to help people overcome their problems.

We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



**citizens
advice**

**Doncaster
Borough**

Outcomes

£1.00
For every pound we receive in funding we generate at least:

SAVINGS

To the Government and Public Services (fiscal benefits). By helping stop problems occurring or escalating, we reduce pressure on public services like health, housing or out-of-work benefits.

£2.53

PUBLIC VALUE

In wider economic and social benefits. Solving problems improves lives - this means better wellbeing, participation and productivity for the people we help.

£12.59

£15.78

FINANCIAL OUTCOMES FOLLOWING ADVICE

As part of advice, we can increase people's income, through debts written-off, taking up benefits and solving consumer problems.