

Citizens Advice Telford & the Wrekin IMPACT REPORT 2018-19



Chair's Introduction

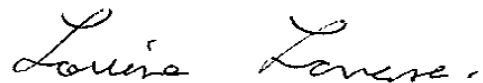
It has been a busy and fulfilling year for Citizens Advice Telford & the Wrekin. We have been able to maintain a good number of projects and services and roll out some exciting new ones. We have helped a wide range of people with ever more complex issues.

We achieve our aims through the use of both volunteer and paid staff, and during the year a total of 89 volunteers contributed 17,408 hours with an estimated value of over £200,000.

Thank you all.

It was also a year of change; Lyn Brayne (Service Director) retired in July 2018 after many years at the helm. Lyn's accomplishments building the service, developing outreach services in local communities and strategic and delivery partnerships, were crucial to the Charity's development. Also, Chris Jones (Advice Manager) retired in September 2018. Chris was regarded as 'go-to' person for any aspect of technical advice and regularly went the extra mile beyond her duties and expectations. Caro Hart (Chief Executive Officer) was appointed in July. Caro has a background in the charity sector .

David Boardman (Honorary Treasurer) finished his fourteen-year service with many accolades at the CAT&W AGM in October 2018. Under his management, the Charity has generated income from a wide variety of sources and has built up a good level of reserves which is key to its sustainability. Paul Clifford (Honorary Treasurer) was already serving as a Trustee and took over as Treasurer in October 2018. Paul formerly worked in local government finance.



Yours sincerely, Louise Lomax, Chair

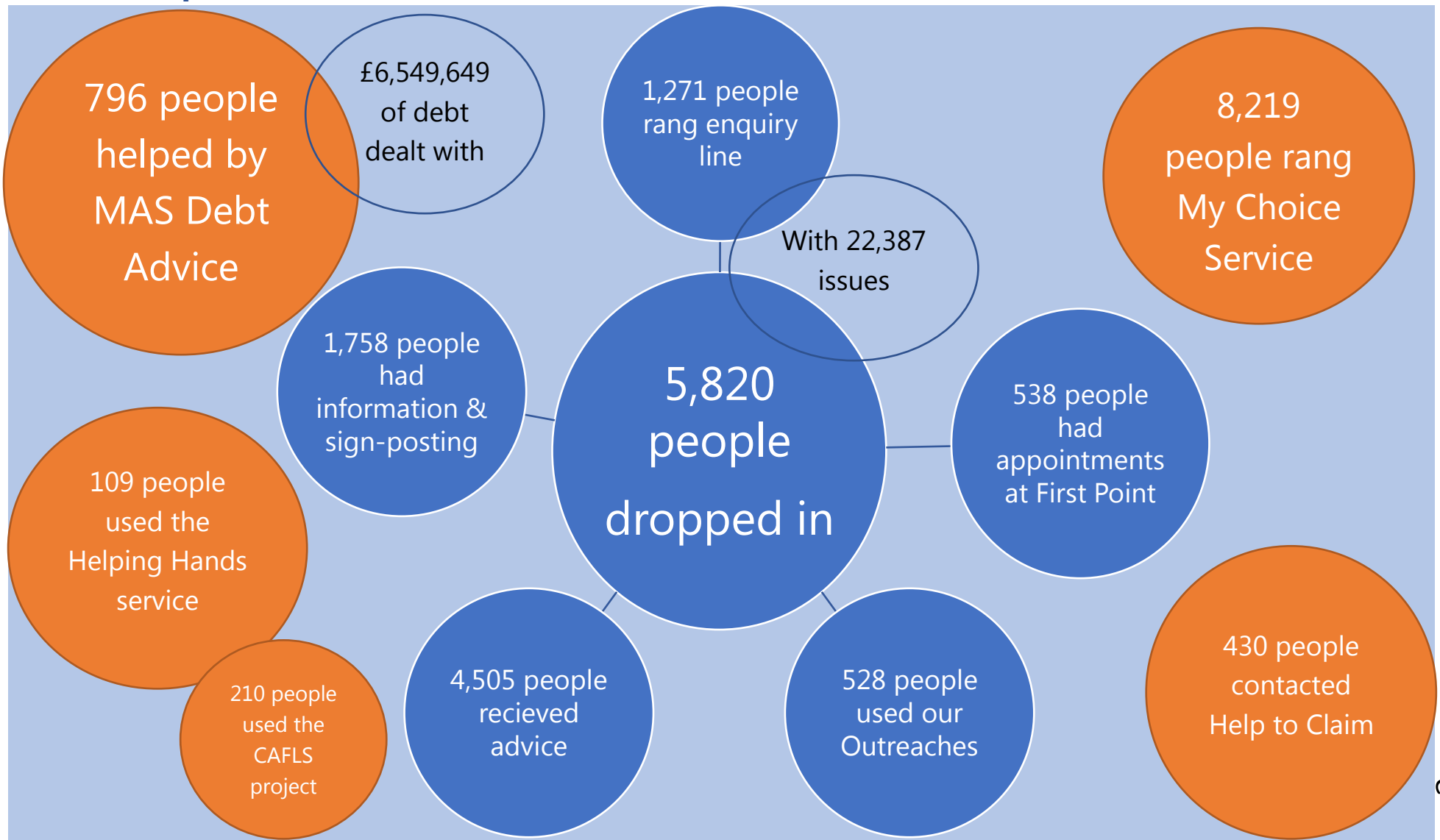


Our Services

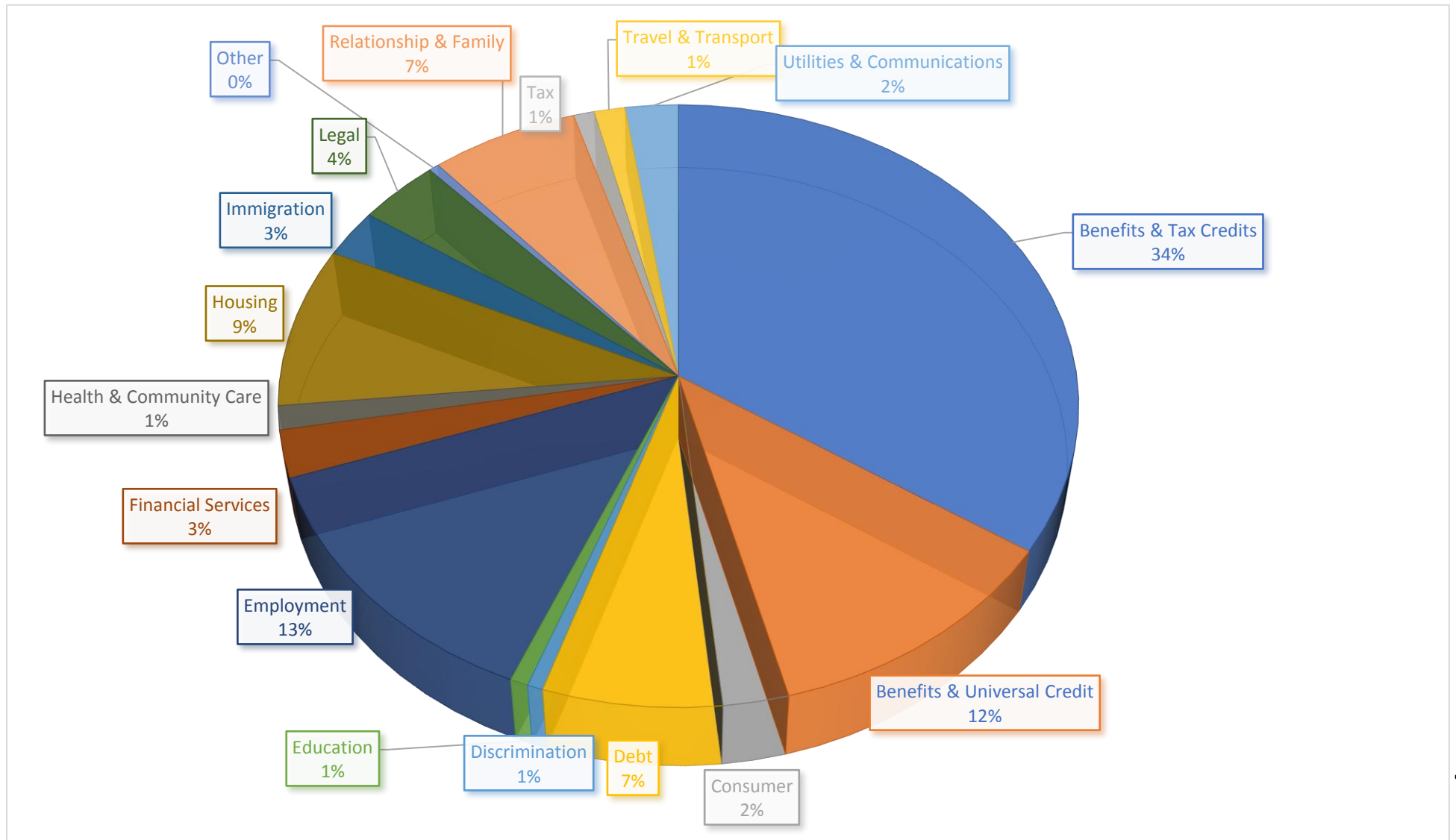
In 2018-19 Citizens Advice Telford and the Wrekin provided:

- ✚ Drop in service every weekday 9am to 5pm (later on a Tuesday) at the Advice Centre in Tan Bank, Wellington
- ✚ Self-help and digital access facilities every weekday in the Hub at Tan Bank
- ✚ General advice by appointment at First Point five days per week
- ✚ Help and advice for people with vulnerabilities in acute financial crisis through the Helping Hands Project which is delivered in partnership with Mind, STAY, Telford Crisis Support and evaluation consultants RHCS
- ✚ Debts advice and casework, especially for vulnerable people, through the Money Advice Service project
- ✚ From November 2018 we implemented a new project, Help to Claim, to assist people to make claims for Universal Credit and access digital support
- ✚ Energy advice for individuals and groups including help to find the best tariff and information on how to switch
- ✚ General advice and information at weekly outreach sessions in Newport, Madeley, Stirchley, Brookside and Dawley
- ✚ Dedicated advice for families with children who have severe and multiple needs – working with Telford & Wrekin Council's Early Intervention Team (CAFLs)
- ✚ Personal Budgeting advice for Universal Credit claimants
- ✚ My Choice first point of contact service and assistive technology drop-in for adults with care needs – this project is delivered in partnership with Age UK, Taking Part, SIAS and Alzheimer's UK.
- ✚ Trusted Assessor service doing assessments in the home for assistive equipment up to £1,000 in value, for both older and working age people, working in partnership with the Shropshire Fire & Rescue Service, Age UK and Taking Part.

Who we helped and how



What we have helped with

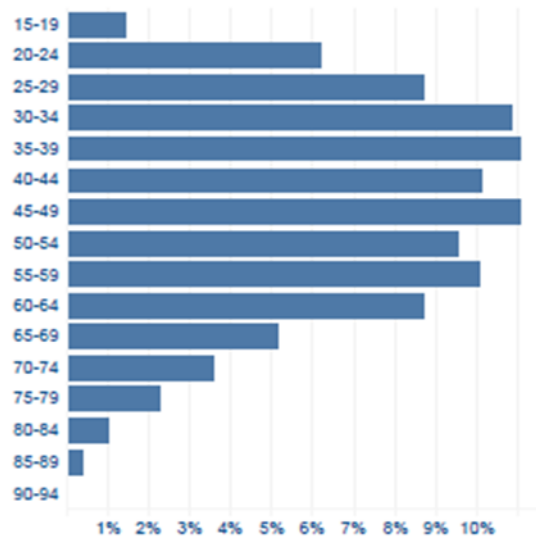


Demographics

Of the people we saw, 57% were female and 43% were male. The majority were working age, and around 14% were over 65 years of age.

We served a diverse group of clients. We see almost twice as many people who identify as having a disability or long-term condition as the average within Telford.

Age



	Telford average	2018-19	2017-18
Young people U18	12% ¹	7%	7%
Older people (50+ years)	35%	42%	44%
People with a disability or long term condition	19%	46%	41%
People who are black, Asian or another ethnic minority	10.5%	14%	14%
People who are lesbian, gay, bisexual or transgender	2%	2%	1%

Similarly, we see slightly more than average older people and more people from a BAME background. We do, however, see fewer young people than average.

¹ Figures used include 10-19 year olds

Citizens Advice Telford & the Wrekin (CAT&W) is a locally funded charity. We are affiliated to the national organisation Citizens Advice.

We are an organisation which provides services which are free, confidential, independent, and impartial.

CAT&W aims:

To provide the advice people need for the problems they face

And equally

To improve the policies and practices that affect people's lives

CAT&W aim to provide a regular and accessible generalist advice service for the people of Telford and Wrekin. The charity provides information and advice on individual's rights and responsibilities, empowering those who can to help themselves to resolve issues and supporting those who need more help.

Financial position

The overall income for Citizens Advice Telford & the Wrekin 2018-19 was £821,478 (a rise from £812,597 in 2017-18). Total expenditure was £814,418 (down from £845,389 in 2017-18) of which £231,123 represented payments to partners. Our accounts are available upon request.

Citizens Advice Telford & the Wrekin would like to thank all of those who have given funding or donated to CAT&W across the last financial year. Our principle funders have been:

- Telford & Wrekin Council
- The Money Advice Service
- The Big Lottery
- The Department of Works & Pensions (DWP)
- Telford & Wrekin CCG
- The Nationwide Trust
- Rotary Clubs of Ironbridge and Wellington
- Newport Town Council, Madeley Town Council, Greater Dawley Parish Council, Stirchley & Brookside Parish Council
- Brookside BIG local
- The Good Things Foundation

Future plans

The Trustee Board have agreed a Strategic Plan for the period from 2019-22. These ambitions have been identified by collective discussion involving staff, trustees and volunteers. They are:

- ✚ **Ensure that people get the help they need;** we will offer a range of channels for people to contact us and by 2022 will have increased the number of people by 25%
- ✚ **Increase outreach services, especially for disadvantaged communities;** by 2021 we will be serving all of the most disadvantaged communities, with drop-in and appointment services. All our projects will offer services in the community.
- ✚ **Improve volunteering offer and numbers;** by 2022 we will have increased the number of people volunteering with us by 100% undertaking a wider range of roles.
- ✚ **Improve our visibility;** by 2022 we want to ensure that more people know what services we offer, that we are seeking volunteers and about our outreaches.
- ✚ **Build stronger partnerships;** by 2022 we will be actively working in funded partnerships with twice the number of local VCSE organisations
- ✚ **Ensure that we prioritise equalities & valuing diversity;** we will ensure accessibility remains a top priority, look at our volunteer offering and ensure our trustee, staff and volunteer make-up reflects the local community
- ✚ **Improve the quality of our monitoring and evaluation;** from 2019 we will ensure that every contact is counted and that we can see the clients' journeys through the services we offer.
- ✚ **Have sustainable income for the next few years;** by 2021 we will have generated additional income to the value of our corporate grant each year. By 2022 we will have secured until at least 2025