

The role we play within Epsom & Ewell

# The difference we make in the local community

For everyone,  
for 80  
years



# We are Citizens Advice Epsom & Ewell

Every year over 3000 people come to us for help solving their problems.

This means we're an important part of the community, with a credible understanding of local needs.

The work we do directly impacts not only the lives of those we help, but also provides significant benefits to the local authority.

We do this by:

**Preventing** housing evictions and statutory homelessness

**Achieving** excellent financial outcomes for clients to enable repayments

**Advising** on council tax arrears to facilitate payment

**Improving** mental wellbeing

---

# Our Achievements

- ❑ Awarded highest possible score in Audit (March 2019)
- ❑ Advice Quality Standard accredited
- ❑ Money Advice / Debt Specialists
- ❑ Nearly 100% success rate challenging benefit decisions
- ❑ Year on Year increases in financial outcomes
- ❑ Savings to Local Authority (preventing homelessness)
- ❑ Savings to NHS (reducing use of services & keeping people in work)
- ❑ Significant public value of improving clients' wellbeing
- ❑ Significant public value of volunteering

# Future Plans & Priorities

## CAEE:

- Long term sustainability
- Delivering an efficient service
- Greater partnership working
- Preventative action
- Improving health & wellbeing

## EEBC:

- Budget targets for 2020/21
- Deliver service in sustainable way
- Managing resources
- Helping those at risk of homelessness
- Health & Wellbeing Action Plan

# Our Impact – An Overview

## Key Statistics

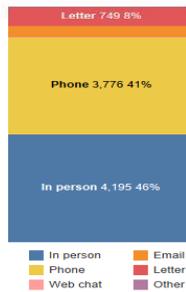
03/04/2018 29/03/2019

citizens advice

### Summary

<b>Clients</b>	<b>3,006</b>
<b>Quick client contacts</b>	<b>122</b>
<b>Issues</b>	<b>9,402</b>
<b>Activities</b>	<b>9,206</b>
<b>Cases</b>	<b>3,670</b>
<b>Outcomes</b>	
Income gain	£1,627,389
Re-imbursments, services, loans	£15,879
Debts written off	£82,876
Repayments rescheduled	£58,218
Other	£60,916

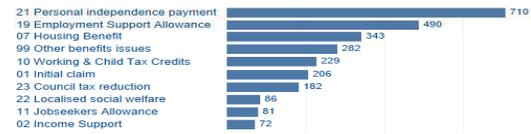
### Channel



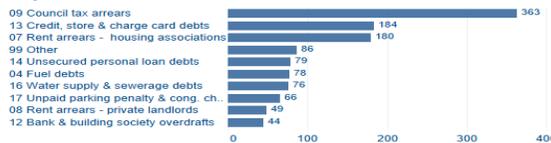
### Issues

Issues	Clients
Benefits & tax credits	1,006
Benefits Universal Credit	192
Consumer goods & services	200
Debt	519
Discrimination & Hate & GVA	47
Education	42
Employment	390
Financial services & capability	106
Health & community care	114
Housing	546
Immigration & asylum	111
Legal	264
Other	229
Relationships & family	392
Tax	86
Travel & transport	135
Utilities & communications	80
<b>Grand Total</b>	<b>9,402</b>

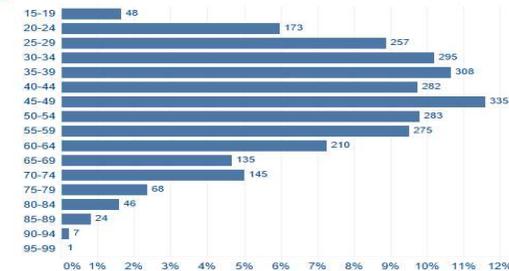
### Top benefit issues



### Top debt issues



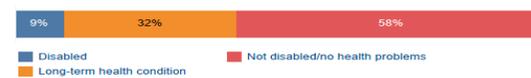
### Age



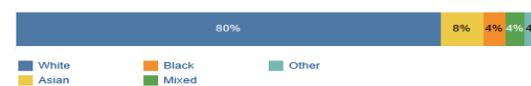
### Gender



### Disability / Long-term health



### Ethnicity



# Our qualitative impact



**8 in 10 people**

felt less stressed,  
depressed or anxious



**8 in 10**

said that their financial  
security had improved



**3 in 5**

had a more secure  
housing situation



**5 in 10**

found it easier to do their  
job or find a job



**Nearly 1 in 2**

felt they had better  
relationships with others



**3 in 5**

found it easier to manage  
day-to-day

---

# Our value to society

£

For every £1 invested in our service in 2018/19, we generated:

**£3.50**

in savings to  
government and  
public services  
(fiscal benefits)

**Total: £951,250**

**£17.57**

in wider economic  
and social benefits  
(public value)

**Total: £4,781,247**

**£17.56**

in financial value to  
the people we help  
(specific outcomes to  
individuals)

**Total: £4,777,907**



# Our value to this community

Our savings to the public purse include:

**£** 126,649  
saved by local government,  
through reducing homelessness

Maximising the income for those we help prevents more costly intervention.

This helps reduce financial difficulty, promotes inclusion and benefits the economy.

This is only one fraction of our true value. We also:

- help clients negotiate local processes, such as welfare reform changes
- help local authority rent and council tax arrears to be rescheduled, and reduce the associated administrative costs

# Working Together

## *"Supporting Our Community"*

### Homelessness Prevention Work:

- Kept people in their homes by assisting with 50 possession orders
- Advised 79 clients re. threatened homelessness
- We secure grants, seek to maximise income, assist with considerations such as downsizing / cheaper housing
- Supported clients to repay nearly £150k in rent; £58k payments rescheduled



Nina was struggling - she was behind in paying her rent.

The threat of being evicted was making her feel very anxious. In working with EEBC, we were able to secure monies for her avoiding possible eviction and the requirement for her being housed in emergency accommodation.

# Working Together

## *"Managing Our Resources"*

- Assisted 363 clients with council tax arrears
- We secure grants, seek to maximise income and work with the EEBC to agree a repayment schedule.
- Supported clients to repay nearly £45k Council Tax



We assisted a family to make a successful application for Universal Credit following the loss of employment. We worked with the client to make a successful application for council tax support and the family are now making regular payments to reduce arrears.

# Going Forward

- ❑ Potential for increased partnership opportunities:
  - ❑ Working with Housing
  - ❑ Working with Council Tax
  - ❑ Proposed plans for Health & Wellbeing Action Plan
  - ❑ Our part in publicising Social Prescribing
  - ❑ Impact of Brexit
- ❑ Money Advice / Debt Support
- ❑ Helping with cost efficiencies
  - ❑ Value for money
  - ❑ Volunteers equate to 12 full time staff
  - ❑ Universal Credit Support – saving officer time

Presented by: Lisa Davis & Peter Edwards  
Date: 9 October 2019

For  
everyone,  
for 80  
years

