



**Scarborough
& District**

Annual Report 2019-20

**Serving the people of Scarborough
for over 80 years**

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Chair's report

Andy Hudson

Every year, Citizens Advice Scarborough & District helps thousands of people to find a way through the issues they are facing this year has been no different.

Although in 2019-20 we have faced our own troubles and had to say farewell forever to two very long-serving and dedicated staff members who both passed away: Ken, our Advice Service Manager and staff member for over 25 years; and Jamie, our volunteer receptionist of almost 20 years.

The efforts of our staff and volunteers to keep the service running through these difficult times was nothing short of heroic.

And then just as things seemed to be turning a corner, a small virus started in China and was to grow and spread and turn everything upside down.

It is not an underestimation to say that everything that our staff and volunteers have faced this year has been phenomenal. However, they have met the challenge head on, continuing to help as many clients as possible, to pull together and keep each other going.

Thank you so much for all your time and hard work.

Chief Executive's report

Anne-Marie Benson

2019-20 we celebrated 80 years of service to the people of Scarborough. We first opened our doors in September 1939 and have not stopped helping local residents since.

In 2019-20 we helped **3,390** people with **3,692** cases, a **14%** increase on the number of people helped last year. A large proportion of this was our work helping people to claim Universal credit for the first time.

During the year we put **£7.6m** of additional money into clients' pockets and into the local economy.

As it became clear that Covid-19 was going to impact the UK, we prepared in advance and swiftly changed our model of working when lockdown started. In March alone, we helped 407 people as we moved to a telephone only system; a 25% increase on previous months.

Due to our ongoing hard work responding to the Covid crisis, out of necessity this is a scaled back annual report. However, we hope to provide a fuller annual report again next year in 2020-21.

Key Facts about Citizens Advice Scarborough & District 2019-20



14,609

advice issues dealt with directly



3,390

clients advised



43 Volunteers

working **258** hours per week



4,030 hours of advice service across **4** locations



£7.6m of financial gain obtained for clients



60% of clients said our advice reduced their stress, depression or anxiety



94% of clients would recommend our service



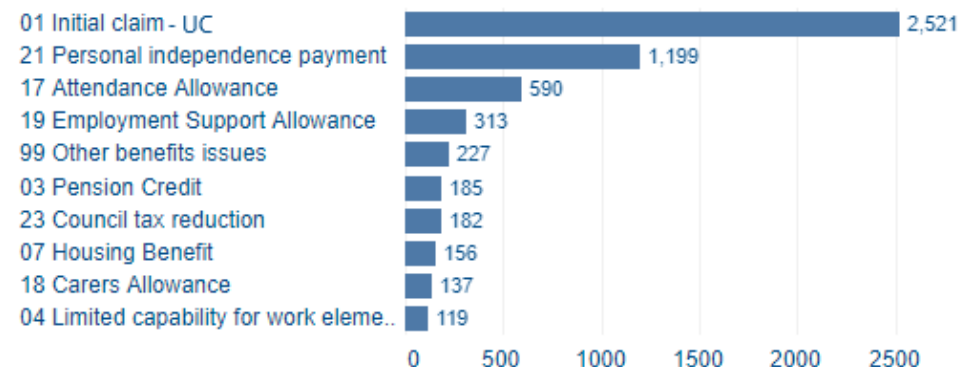
93% of clients said we helped them find a way forward through their issues

Key Statistics 2019-20

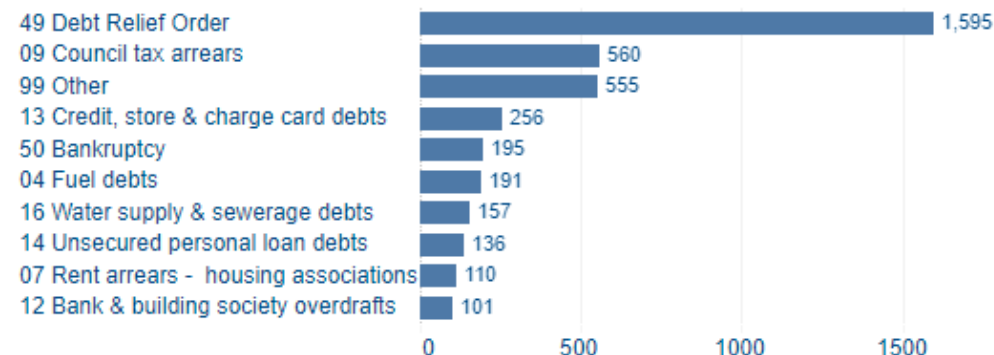
Issues

Type of enquiry	Issues	Clients
UC, Benefits & tax credits	6,394	1,711
Debt	4,787	603
Employment	566	225
Charitable Grants, Food & Other	518	339
Housing	498	273
Relationships & family	429	221
Legal	266	161
Financial services & capability	228	157
Utilities & communications	198	90
Health & community care	151	93
Discrimination & Hate & GVA	139	67
Consumer goods & services	136	73
Immigration & asylum	105	49
Travel & transport	97	64
Tax	74	44
Education	23	16
Grand Total	14,609	

Top benefit issues



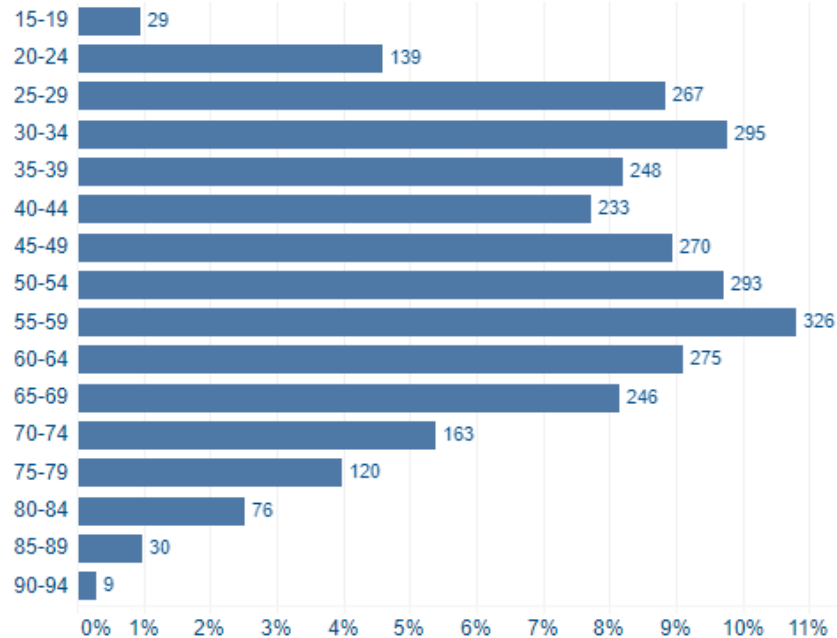
Top debt issues



Changes - there has been a significant increase in the number of benefits cases we have dealt with this year - up by 44%. This increase was due to additional funding from Help to Claim and Access to Justice. Utilities issues have dropped after our energy advice funding ceased, but most other categories have roughly stayed the same from last year.

Clients

Age



Gender



Female
Male
Prefer different t...

Disability / Long-term health



Disabled
Long-term health condition
Not disabled/no health problems

Ethnicity



White
Black
Other
Asian
Mixed

Changes - there have been no significant changes in our client demographic in this year compared to last, apart from we are helping more people aged 25-34, and 65-94. We continue to help a significant proportion of people (52% of clients) who have a disability or long-term health condition.

Why our advice is unique



We provide impartial, confidential and non-judgmental advice to everyone on any topic



Our advice services can be accessed in different ways



We understand the complexity of issues that affect people's lives



We understand that experiencing a problem affects self-confidence



We provide the right level of advice and support to resolve problems



We help redress the power balance

Throughout 2019-20, provided these advice services:

Scarborough

3 days per week drop-in service.

Funded by Scarborough Borough Council & North Yorkshire County Council

Whitby

2 days per week drop-in advice.

Funded as above

Scarborough Hospital

Advice for those diagnosed with cancer, and families.

Funded by York Against Cancer

Mental Health Project

Advice and Support for those with mental ill health.

Funded by Henry Smith

Eastfield Outreach

1 day a week drop.

Funded by Eastfield Town Council

Specialist Debt casework

Debt & Money Advice.

Funded by Money Advice Service

Specialist Benefits casework

Benefits Advice and Casework.

Funded by North Yorkshire County Council & Access to Justice Foundation

Help to Claim Appointments

Advice and support in setting up Universal Credit claim. *Funded by DWP*

MoneyWatch

Money Advice Service for Veterans & Emergency Service Personnel.

Funded by Libor Fund

Free Legal Advice Clinic

Offering free half-hour appointments with local solicitors.



Our impact



93% of people

said we helped them find a way forward with their problem



60% of people

felt less stressed, depressed or anxious after our advice



80% of people

said their problem was resolved after our advice



41% felt their physical health had improved



60% couldn't have solved their problem without us



94% would recommend our service

Our value to society in 2019-20

In 2019/20, for every £1 invested in Citizens Advice Scarborough & District we generated at least:

£3.04

in fiscal benefits

Savings to government

Reduction in health service demand, local authority homelessness services, and out-of-work benefits for our clients and volunteers.

Total: £1,140,411

£21.59

in public value

Wider economic and social benefits

Improvements in participation and productivity for clients and volunteers.

Total: £8,099,689

£20.27

in benefits to individuals

Value to our clients

Income gained through benefits gained, debts written off and consumer problems resolved.

Total: £7,603,151

HM Treasury approved social value model

Client Satisfaction

These are comments taken from our Client Surveys in 2019-20.

"Without your help my husband would not have been awarded the benefits he was entitled to. Citizens Advice is a vital and important service long may it continue. Thank You!"

"Very helpful friendly staff."

"All of my past experience with citizens advice staff have gone above and beyond expectations."

"I can't thank them enough for the help"

"Thank you, you helped me see things clearer and gave me confidence knowing where I stand and what action to take moving forward."

"I had a cancer operation and needed advice the support team made an appointment, and the lady we saw was a mine of information and so nice. Thank you"

"The adviser gave me 100% help I needed and extra and I can't thank her enough for the help I received thank you so much for your help, thanks 100%."

"Friendly and very honest with the help given"

Our Volunteers and Training



Our **43** highly trained volunteers are vital to the way we deliver our service, and are at the heart of what we do

If our volunteers were paid staff, it would cost us **£209,800** to provide the **258** hours per week they spent delivering our service in 2019-20



The demands on our volunteers are high as we help clients with tougher, more complex problems, whilst still maintaining a high quality of service

However, we continue to get new requests from people to volunteer with us and last year we recruited and trained 9 new volunteers



Thank you very much to all our amazing volunteers for their continued contribution to our service and to the people of Scarborough and District this year.

Some comments from our Volunteer survey



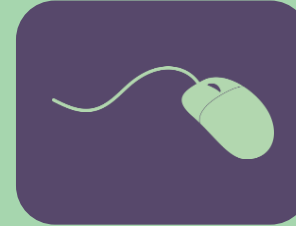
I love helping people who are struggling, to solve their problems

I like the variety of interesting work, and the sense of achievement you get

I like being part of a team and all working together to help people

I love the friendliness and helpfulness of workers here

Contact details



Location of Services during 2019-20

Scarborough:

4 Elders Street, Scarborough, YO11 1DZ

Whitby:

Church House, Flowergate, Whitby, YO21 3BA

Outreach locations:

Eastfield Community Centre, High St, Eastfield,
Scarborough, YO11 3LJ

Cancer Information Support Service,
Scarborough Hospital, Woodlands Drive,
Scarborough, YO12 6QL

Telephone

Advice and Admin **01723 368 710**

Universal Credit **0800 144 8 444**

Online

www.citizensadviceScarborough.org.uk

www.citizensadvice.org.uk

Social media



[@ScarCAB](https://twitter.com/ScarCAB)



<https://www.facebook.com/SCARCAB/>



[@citizens_advice_scarborough](https://www.instagram.com/citizens_advice_scarborough)