

**Citizens Advice Epping
Forest District is a lifeline
for me.**

citizens
advice

Our value to society:
the impact of **Citizens
Advice Epping Forest
District** in 2014/15

Why is Citizens Advice Epping Forest District needed?

Everyone experiences problems – sometimes they can be quickly resolved, other times it's not that simple.

Nearly 3 in 4 Citizens Advice clients experienced negative impacts as a result of their problems:



2 in 3
felt stressed,
depressed or
anxious



Nearly 1 in 3
had less money
or escalating
financial
difficulties



Over 1 in 5
had to move
home or worried
about losing it



Nearly 1 in 3
felt their physical
health had got
worse



Nearly 1 in 5
had difficulties in
relationships
with other
people



1 in 10
struggled to
keep their job or
find a job

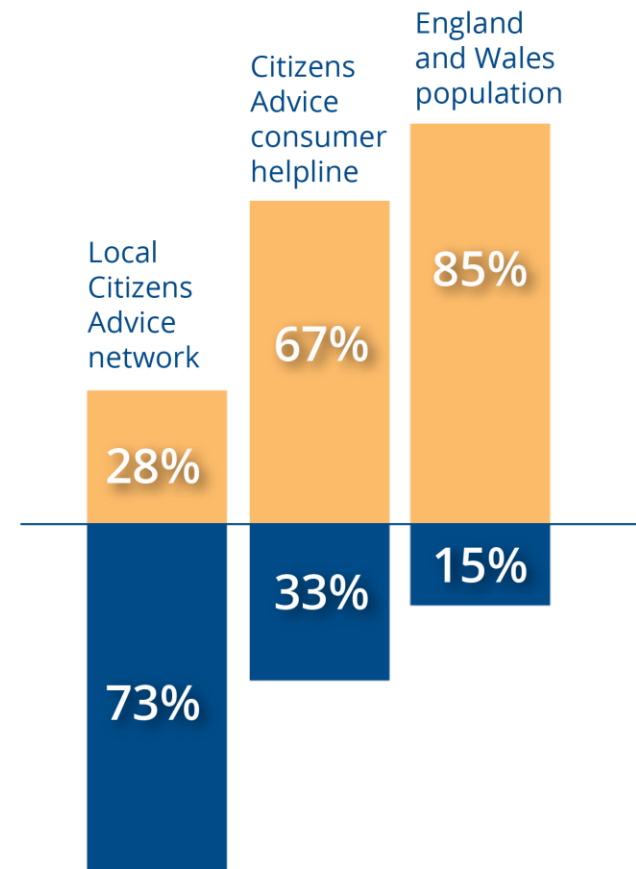
Citizens Advice outcomes and impact research, 2014

We work with some of those most in need

This means inadequate funds to be able to eat healthily, maintain adequate accommodation and participate in society.

2 in every 3 clients get their problems solved.

UK low-income threshold:



We benefit everyone: our value is shared across society

Our value to society in 2014/15

For every £1 invested in **Citizens Advice Epping Forest District** we generate at least:

£1

£3.10

in fiscal benefits

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

Total: £599,548

£15.83

in public value

Wider economic and social benefits
Improvements in health, well-being, participation and productivity for clients and volunteers.

Total: £3.1 million

£19.58

in benefits to individuals

Value to our clients
Income gained through benefits, debts written off and consumer problems resolved.

Total: £3.8 million

Value to our local authority

Reducing cases of homelessness

£96,098 to local authority

This alone gives a return of £0.68 in every pound on local authority funding.

Our value is greater – this is only one fraction of our value to local government.

We create additional value by:

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

Our contribution to this community is unique and valuable

All our activities and the way we work come together to benefit individuals, government and society.

When we put a conservative financial estimate on our value, it exceeds our funding considerably.

Our value can't just be communicated in financial terms: some of the crucial things we can't put a pound sign on.

All of this demonstrates that we are an essential service and strategic partner – both now and in the future.

We help people find a way forward – everything **Citizens Advice Epping Forest District** does shares this aim

Advice and education:

We provide integrated advice to solve individuals' problems. We help people find a way forward, and develop the skills to prevent a similar scenario arising again.

Research and campaigns:

We use our data to understand the impact of policy and regulation, and campaign for changes to solve collective problems. So, one way or another, we're helping everyone - not just those we support directly.

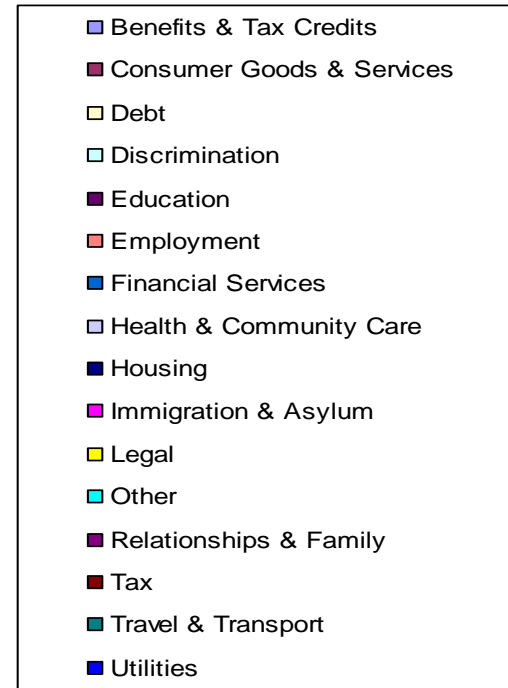
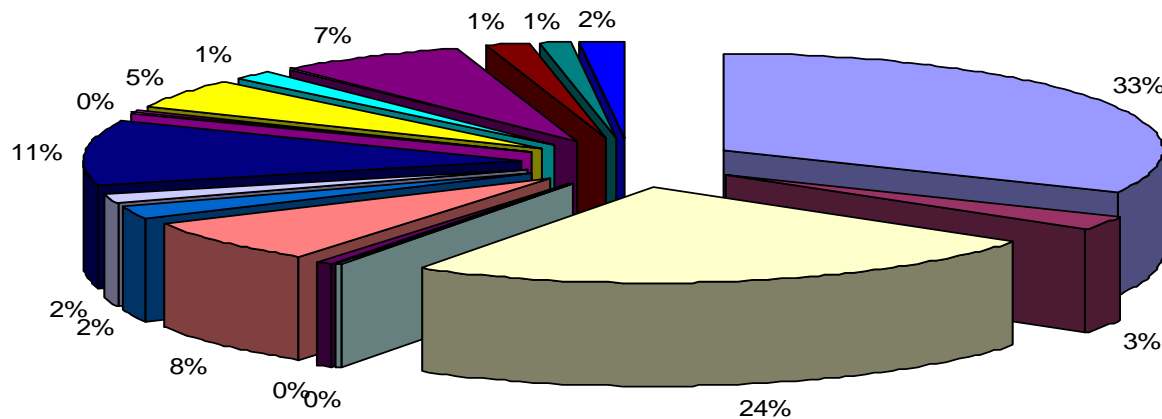
How we work:

We also create benefit to society through the way we deliver our services. This covers the social value of working with 56 volunteers, our role in this community and the benefits of being part of a national network.

We provide advice to local people

We provided advice to **2,497** people in 2014/15 - addressing **8,267** advice issues via **12,582** activities on behalf of clients.

Over 25% of clients report a disability or long-term health problem.



2014/15 % Advice Issues by Type

We provide advice to local people

Number of Clients by EFDC Ward 2014/15

AIC Part 1	Benefits & tax	Debt	Employment	Housing	Relationships	
Broadley Common, Epping Upland and Nazeing	5	2	0	2	3	11
Buckhurst Hill East	28	16	9	16	9	71
Buckhurst Hill West	29	15	4	26	15	98
Chigwell Row	5	4	3	4	1	16
Chigwell Village	8	2	4	8	3	23
Chipping Ongar, Greensted and Marden Ash	5	5	1	3	1	15
Epping Hemmall	34	27	5	13	7	79
Epping Lindsey and Thornwood Common	36	24	9	13	8	82
Grange Hill	52	42	14	34	16	120
Hastingwood, Matching and Sheering Village	3	3	0	0	0	5
High Ongar, Willingale and The Rodings	4	4	0	1	0	8
Lambourne	17	14	2	9	9	38
Loughton Alderton	49	33	21	29	22	130
Loughton Broadway	43	35	20	27	20	135
Loughton Fairmead	55	45	22	13	22	143
Loughton Forest	13	6	8	5	16	48
Loughton Roding	25	31	11	23	13	104
Loughton St John's	17	13	4	7	10	53
Loughton St Mary's	23	21	13	9	6	76
Lower Nazeing	10	4	5	4	6	28
Lower Sheering	1	2	0	2	0	4
Moreton and Fyfield	5	2	1	0	1	9
North Weald Bassett	23	22	6	7	5	59
Passingford	10	2	1	4	2	16
Roydon	1	1	0	0	1	3
Shelley	9	5	2	2	5	23
Theydon Bois	14	4	4	2	3	32
Waltham Abbey High Beach	22	11	5	8	5	46
Waltham Abbey Honey Lane	86	40	29	38	36	176
Waltham Abbey North East	54	32	8	17	19	111
Waltham Abbey Paternoster	61	41	21	27	18	148
Waltham Abbey South West	75	48	18	33	20	161
Column Total	929	632	303	483	370	2497

Why is our advice 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

Our impact on clients' health and wellbeing

We have significant impact where clients' experience greatest need: the most significant is around mental health.

Improvement in mental health



4 in 5 clients felt less stressed, depressed or anxious following advice.

Citizens Advice outcomes and impact research, 2014

Debt advice Apr 2014 – Mar 2015

Having manageable finances is vital, but people can often struggle with financial commitments.

We play a vital role in ensuring people pay their priority bills first (such as rent, council tax and fuel payments), stopping escalation and stabilising people's finances now and in the future.



632
clients
with **1982**
debt problems



£2.1m to
£3.9m
estimated in
total value of
client debts



2 in every 3
clients will have
their debt
problem solved

Debt Mitigation Project

This project funded by EFDC is vital to the local community.

Figures shown here relate to 1st April 2015 to 30th September 2015.

Many of these client also require and receive Benefits and/or Housing advice.



248 client appointments with **726** debt problems



£712,831 estimated debt managed



2 in every 3 clients will have their debt problem solved

What our clients said

“Got all the information I needed quickly over the phone”

“Increased our income and reduced our worries”

“Peace of mind that someone could advise me”

“I cannot read or write. The lady made phone calls and sorted my problems out”

“I could talk to someone confidentially”

“CAB is a lifeline for me. It would have been impossible for me without their help”

“Excellent”

“From totally despondent to light on the horizon”

“Talking to an adviser has given me more confidence in dealing with the situation”

Our Finances

YEAR	TOTAL INCOME	EFDC	EFDC EXTRA	ESSEX CC & TOWNS
2009/10	201,000	113,840	6,250	20,000
2010/11	233,000	113,840	4,300	20,000
2011/12	254,000	113,840		20,000
2012/13	163,000	113,840	4,300	20,000
2013/14	208,000	113,840	33,950 800	20,000
2014/15	194,000	113,840	33,950 4,000	23,000

Accommodation Costs

2009/10	Epping	840
	Loughton	9000
	Waltham Abbey	Free
	Total	9840
2014/15	ReUse	5000
	Loughton	9000
	Waltham Abbey	2180
	Total	16180
2016/17 onwards	Hemnall Street	14000
	Loughton Library	5150
	Waltham Abbey	2180
	Total	21330

Savings made 2014/15 onwards: £14,000 per annum management & supervision costs

Relocation Costs

Loughton Library - Alterations	24720
Loughton Library – Relocation	8836
Epping Hemnall Street - Relocation	9058
TOTAL	42614

Reserves

Relocation Fund	25816
General Fund	44673
Designated Fund	70000

A District Wide Service

- Epping Forest District area is 131 square miles
- The south-west of the District has 3 main towns: Epping, Loughton and Waltham Abbey
There is a rural area to the north-east of the District with poor transport links
- Despite improved access to our advice via Web Chat and Adviceline - 92% of clients prefer a face-to-face service. Due to the complexity of their issues a face-to-face appointment is often necessary
- A large number of our clients are economically or socially deprived and cannot access our services via the Web.
- We aim to expand our Outreach services, this requires an underlying core service to support it
- Despite staff cuts in 2014/15 we have maintained a District wide service open to the public 5 days a week – to do this requires core funding at least at the current level
- We have demonstrated our value to the individual, local community and society
- We consider the maintenance of branches in Epping, Loughton and Waltham Abbey essential so we can delivery a quality service equally to all across the District

Future Plans

- **Relocation of Loughton Branch to Loughton Library**
- **Relocation of Epping Branch to Hemnall Street**
- **Implementation of Frontline (online referral system)**
- **Bid for Outreach Service**
- **Explore Corporate Funding**

Thank You



Presented by: Citizens Advice Epping Forest District

Date: 29th October 2015