

RYEDALE CITIZENS ADVICE BUREAU

Presentation to Ryedale District Council

Janet Sharp – Chair of Trustee Board
David Brown – Treasurer and Trustee
Sue Bywater – Chief Officer

OBJECTIVES

- To inform Members of RDC about the work of Ryedale CAB
- To demonstrate the benefits to RDC our service brings to the community
- To illustrate how we envisage our future

Who We Are

- Ryedale CAB has been established for over 30 years
- We are part of the national Citizens Advice network which sets standards for excellence
- We are primarily staffed by volunteers from the local community with 8 part time paid employees

The Work We Do

- We provide advice free to the citizens of Ryedale District on a wide range of social issues
- We provide specialist advice and advocacy and follow-up appointments for
 - Housing
 - Welfare Benefits
 - Money Advice

Service Delivery

- We offer drop-in sessions at
 - Harrison House, Norton – 3 sessions per week
 - Pickering Library – 1 session per week
- We are part of the Advice Line network via a rota taking calls on a national basis 3 sessions per week
- We offer specialist appointments

Client Numbers

covering period April 2014-March 2015

Key Statistics

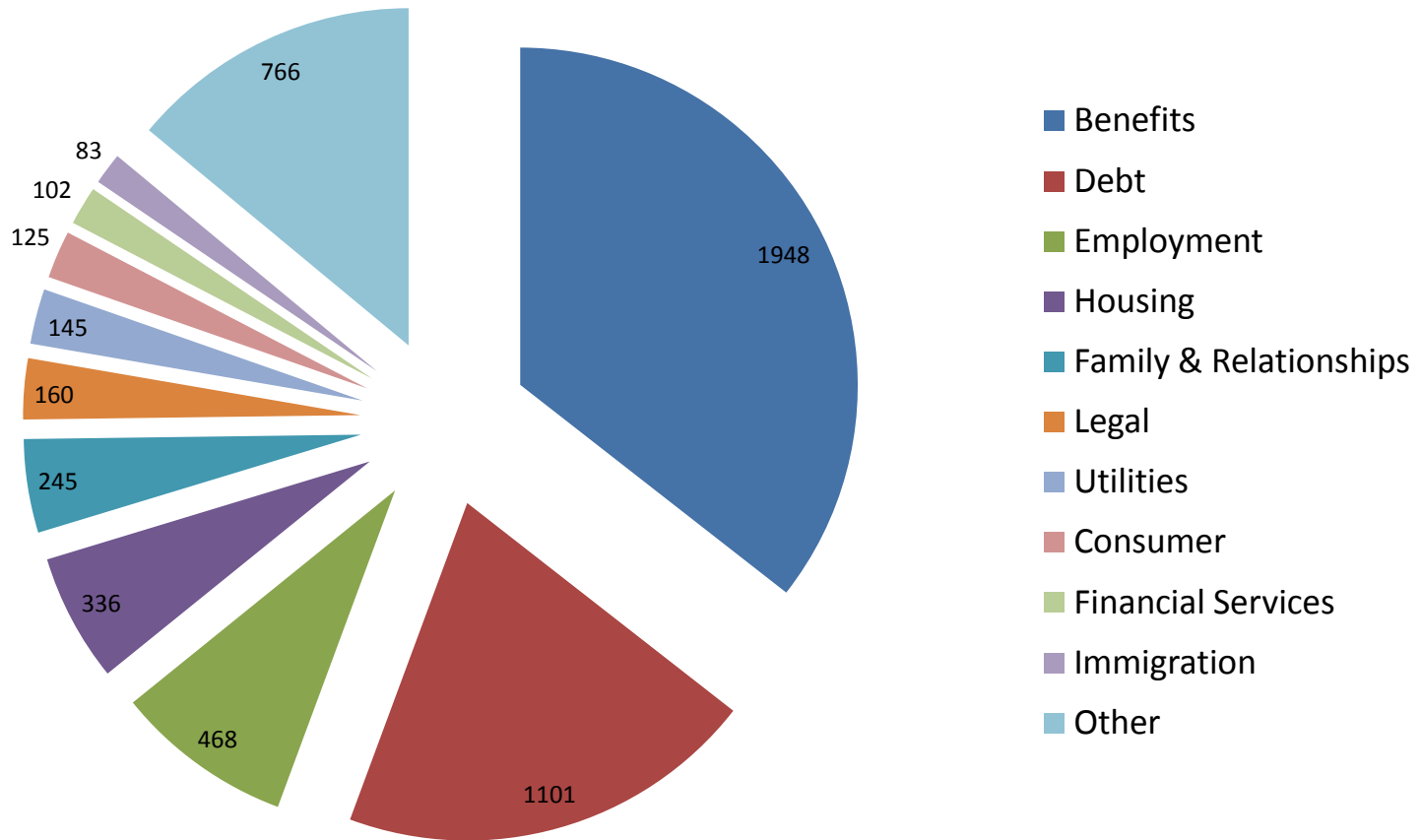
Clients	1,868
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Number of Issues	5,479
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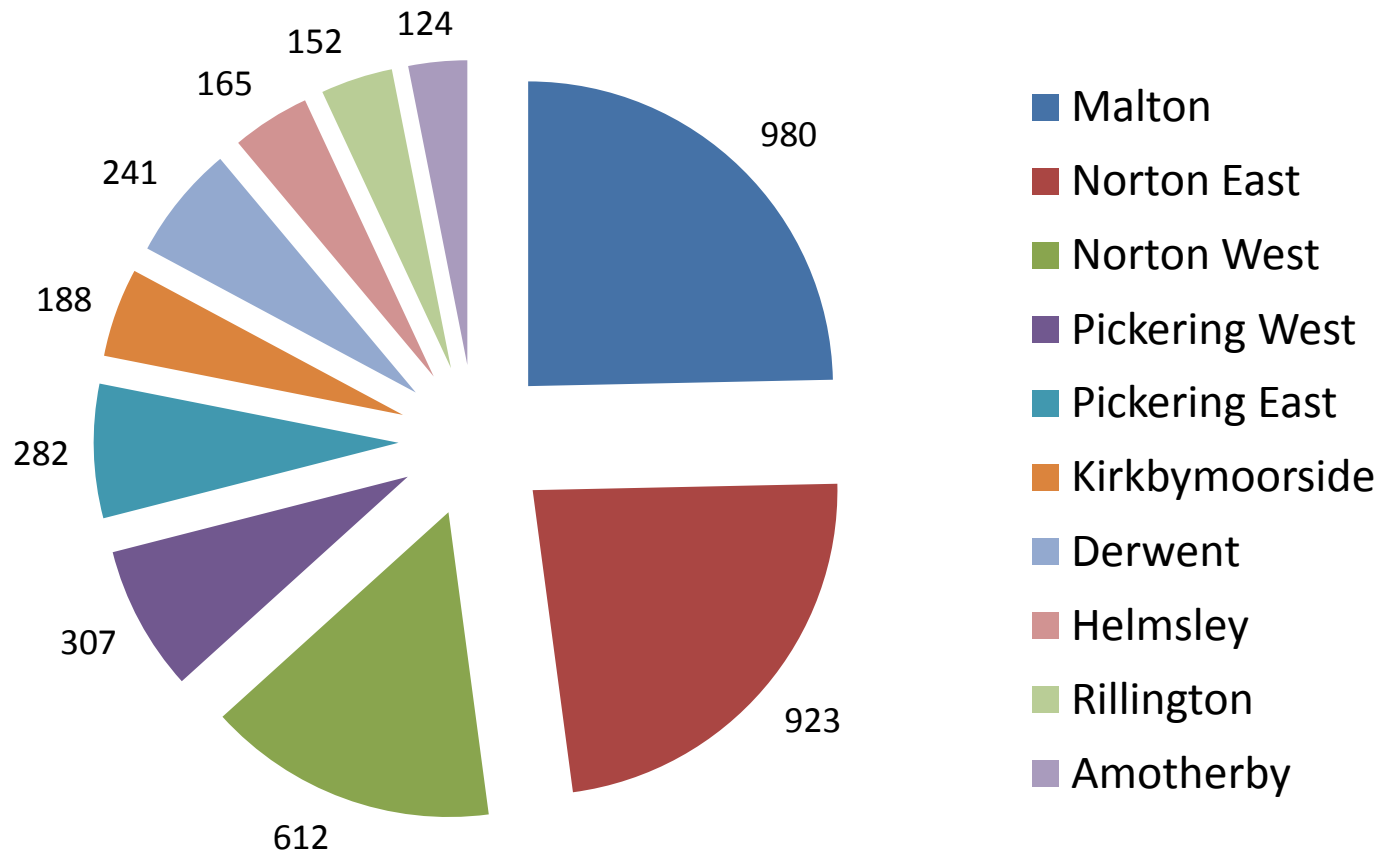
Client Contacts	8,234
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Enquiries	2,121
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Client Issue Breakdown



Client Issues for top 10 Wards



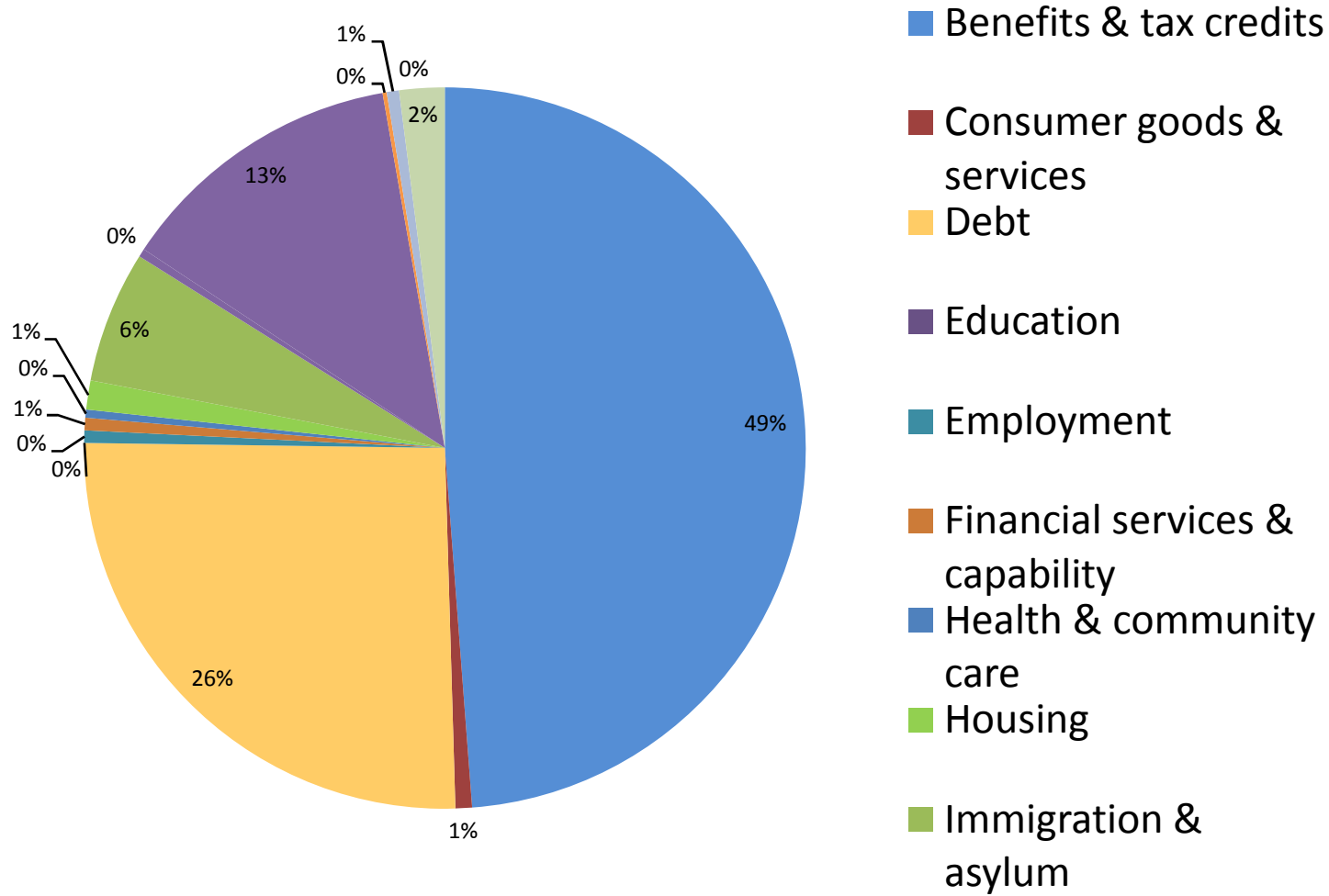
The top ten Wards account for 72% of clients seen

Financial Outcomes

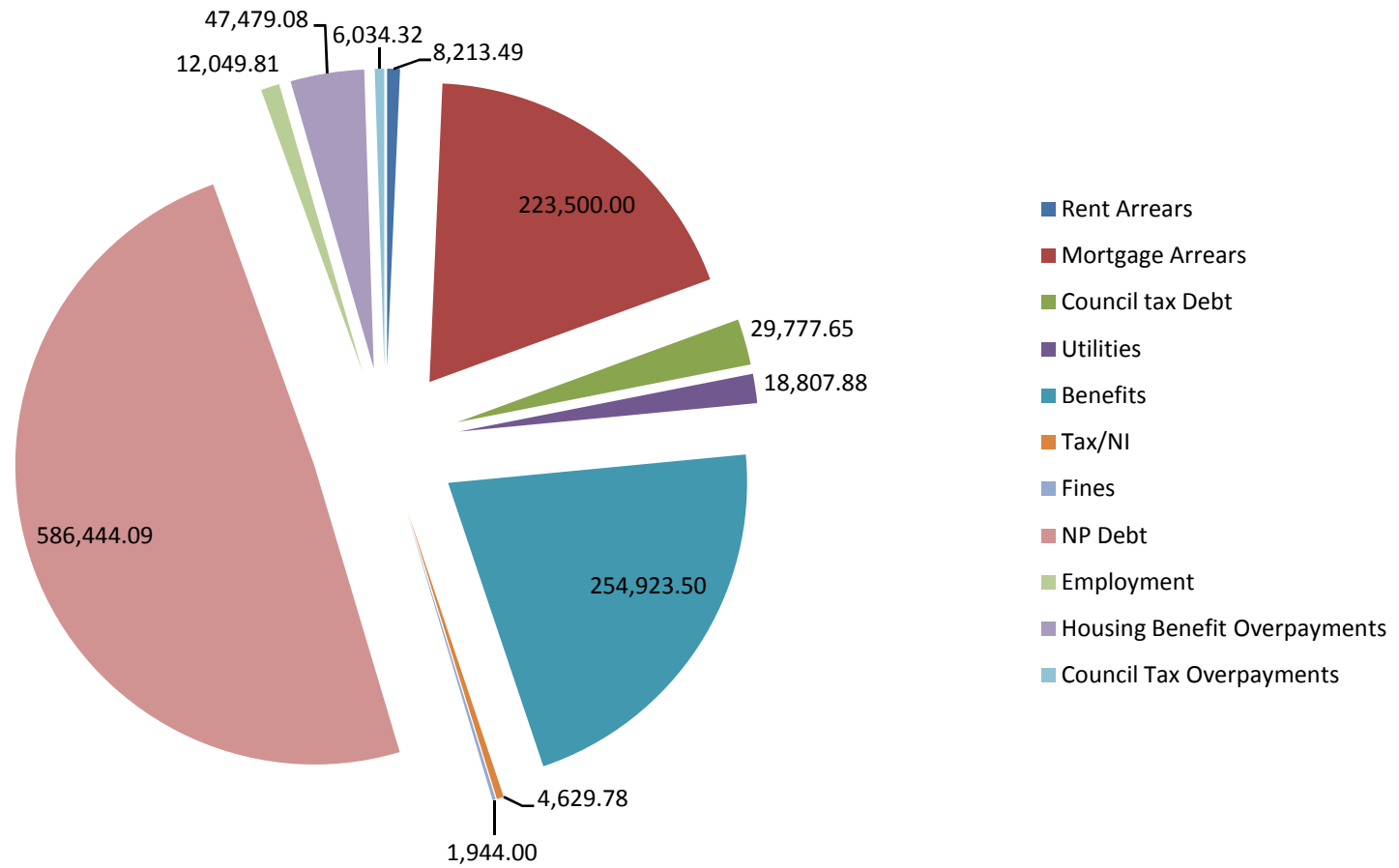
Financial Year 2014-15

- Income Gains £2,4000,00
- Debts Written Off £259,243
- Repayments Rescheduled £5,248

Outcomes



Gains for Clients £s



PARTNERSHIPS

- RDC – Housing options team
- Stonham tenancy support
- Community mental health team
- Children's centre
- Ryedale jobcentre plus
- Ryedale foodbank
- Member of Parliament

Housing

Our success in this area derives from:

- Streamlining emergency housing referrals
- Prioritising emergencies
- Pre-court preparation prior to referral to duty desk
- Priority applications by charity worker to reduce arrear levels prior to court
- Post emergency client care and follow up

Other Activities

Charity Worker

- Funded from Core – cost £8K p/a
- Accesses small sums on behalf of client for
 - Rent Arrears
 - Council Tax Arrears
 - Utilities
 - Small Household items

GAINS 2014-15

£33000

Fighting Chance Project

Funded by Awards for All

£10K over 10 months of project

Improving life chances for 18-24 age group

- CV writing
- Interview techniques
- Gateway to further training

GAINS Oct 14-June 15

£20000

Case Studies

- Alison, rural isolation, mental health problems. Single parent of teenage son, has benefit, housing and ongoing health issues.
- Client, 82 years old, living in a rural isolation. Challenging high and very complex fuel bills. Intervention by MP.

Bureau Income

Financial Year 2014-15

Ryedale District Council	£83000	23%
North Yorkshire County Council	£24000	6.5%
Grants from other sources	£24000	6.5%

VALUE OF VOLUNTEERS
£230,000

Funding Applications

Financial Year -2015/16 (to date)

- Burden Trust - £6k – pending
- Inman Charity - £20k – pending
- Charles and Elsie Sykes Trust - £5k – successful
- Lloyds Invest - £71k – invited to resubmit
- Big Lottery – £350k (5 years)
- Henry Smith Charity – Draft

**Over the last 4 years we have successfully
obtained £149K**

Savings

In order to manage our budget for the current financial year we have:

- Reduced staff hours
- Relet our IT maintenance contract
- Reduced Audit costs

We constantly review our finances to identify further efficiency savings

Going Forward

We envisage that in the future we will be able to sustain services through

- Big Lottery and other sources
- Ryedale CAB and RDC communicate on a regular basis
- Initial provision of £35k to be reduced upon our success at obtaining other funding

Funding for 2015/16

Without the proposed additional funding from RDC for the current financial year we will be unable to survive beyond September of this year

QUESTIONS