

Our annual review 2017/2018



**citizens
advice**

**Winchester
District**

We are Citizens Advice Winchester District

In 2017/18 we helped **5,941** people with **12,702** issues

We are a local, independent charity supporting everyone in our community

We provide free, confidential advice to help people overcome their problems



35%

of clients living with a long-term health condition or disability



62

volunteer advisers work across our service



7
locations where clients can seek face-to-face advice across the District



19

part-time paid staff, equivalent to 8 full-time positions



£983,331

income gain generated for our clients



12,702

issues that we helped our clients resolve



14,832

hours of service volunteered



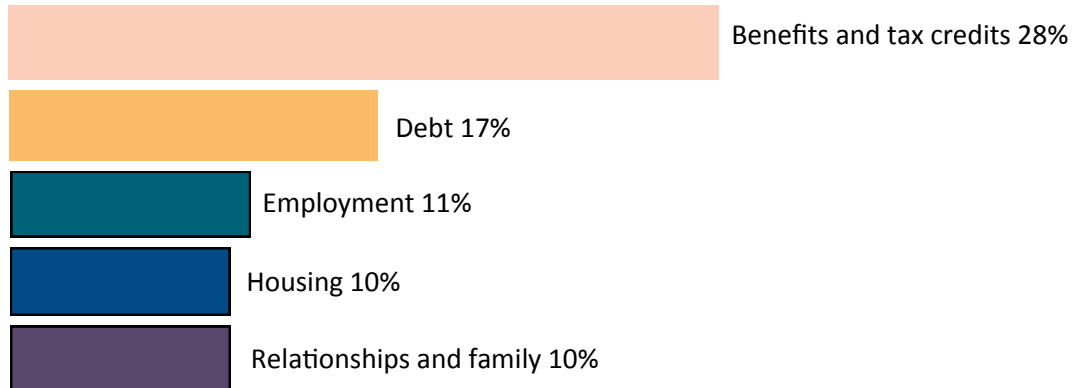
Delivering advice across Winchester District

Citizens Advice Winchester District delivers free, confidential advice across Winchester District, at our offices in Winchester and Bishop's Waltham as well as our outreach services in Alresford, Denmead and Wickham. We also deliver advice at HMP Winchester, in people's homes, at the court desk and through specialist projects.

The service is run by a team of over 70 volunteers and 19 part time paid staff (equivalent to 8 full time staff). Advice is given face-to-face, by phone (AdviceLine) and by webchat or email.

We advise on many issues including benefits, debt, housing, employment, consumer rights, human rights, immigration and family issues.

In 2017/18 the top five issues people came to us with were Benefits and Tax Credits, Debt, Employment, Relationships and Employment.



How people got advice and support from us



Face-to-Face 45%



Phone 41%



Email and webchat 8%

Our outreach services

We know that for some people travelling to one of our service centres in Winchester or Bishop's Waltham can be difficult, particularly for those with mobility problems, health issues or lack of resources. Therefore we continued to offer outreach services at Alresford GP surgery, Wickham's Children Centre and Denmead Community Centre.

In addition we offered free advice to prisoners at HM Prison Winchester, assisting these clients with issues such as money advice and legal rights. We also continued to provide a service at the court desk, helping individuals attending a court hearing understand the court process and terminology.

The impact of our advice service

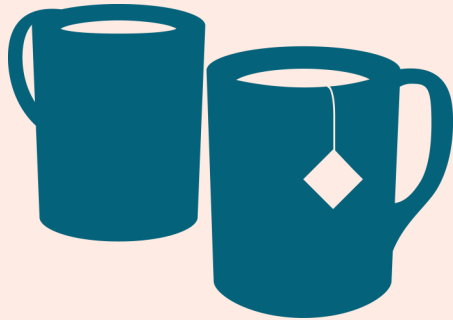
In financial year 2017/18 we generated **£983,331** in income gain for clients and helped to write off **£398,918** of debt

Our advice has an enormous impact on the individuals that we support. When life takes a downward spiral, a loss of income, an illness, a relationship breakdown, a change in benefits, people can quickly find themselves in a crisis situation.

We help these individuals find a way forward - to negotiate the benefits system, manage debt, advise on their rights and what actions they should take to get themselves back on track.

Without our help, some clients simply wouldn't have been able to get the support they need. This is particularly true for the **35% of our clients who have a disability or long-term health condition** which further compounds their ability to deal with their issues alone.

"Your help saved my life. I was desperate, unwell and in debt. Within three years I was debt free and managing my finances much more competently. I will forever be grateful."



"Fantastic, quick service. Lovely advisers who directed me to all the right helplines and website. Very understanding and sympathetic."

"You are amazing! Thank goodness you are there for the little people. Thank you x1,000,000."

"I would not have managed without Citizens Advice, so thank you for that. It all worked out in the end."

"The caseworker was really helpful. Her help with benefits and her recommendation to look at our life insurance for a terminal illness clause was probably some of the best advice I've ever received. As a result I was able to spend valuable time with my wife in the last year of her life"

Specialist projects

Money Advice Service

This project supports Winchester City Council housing tenants who are in rent arrears. The aim of the programme is to help tenants avoid eviction and be better able to deal with their debts and financial situation.

136 clients supported
with **1,027** issues

54% with a disability or
long term health condition

£222,416 unpayable
client debt written off

Macmillan Cancer Support Service

A cancer diagnosis can radically alter a family's or individual's financial circumstances. A loss of income and the potential for extra expenses such as travelling to and from hospital or increased heating bills can have an enormous impact. Our Macmillan support service helps people secure the benefits they need to support them at this difficult time.

975 client contacts

£517,835 secured in financial gain for clients

Debt Relief

Money and benefit issues are our highest area of demand. For some people, the best way to clear their debts and make a fresh start is to apply for a Debt Relief Order (DRO). A DRO is an alternative to bankruptcy if someone has relatively low level debt (£20,000 or less) and they don't have much spare income or many valuable assets. At Citizens Advice we have specialist advisers who can help clients apply for a DRO.

729 people supported with debt

14 DRO's completed

Welfare Benefits Casework

In a situation where an individual has applied for a benefit that has been turned down the decision can be appealed. Appealing a decision is extremely time consuming - gathering evidence, completing paperwork and culminating in a tribunal in front of a judge.

Citizens Advice Winchester District has a specialist Welfare Rights Caseworker who helps clients prepare for and represent them at an appeal tribunal. Often these people are some of the most disadvantaged of society, suffering chronic ill-health or mental health issues.

16 clients supported through appeal tribunal

94% success rate

Healthwatch

Healthwatch is an independent consumer champion created to gather and represent the views of the public on NHS services and experiences. Citizens Advice Winchester District delivers Healthwatch to local people. We help clients tell their health stories to influence positive change to both local and national services.

Big Energy Savings Network

BESN is a national campaign delivered by community groups and organisations to help and advise vulnerable consumers on how best to reduce their energy costs and consumption. In partnership with Winchester Action on Climate Change we provided information and support to over 200 local people to help them switch energy providers/tariffs or apply for grants and charitable discounts.

Health and Wellbeing evidence

Designed to measure the positive impact our advice and support has on the emotional and physical health of our clients, this short-term project used satisfaction surveys to determine how clients felt before and immediately after their conversation with one of our advisers. Nearly 180 clients were involved, 70% of whom felt a bit or a lot more able to move forward than when they arrived. This is a great endorsement of, and strong evidence to support, our view that we do have a positive impact on people's lives and wellbeing .

We provide an excellent service for clients, volunteers and staff

96% of our people would recommend Citizens Advice Winchester District as a place to work or volunteer



Our volunteer prison team was awarded the prestigious Hampshire High Sheriff Award



We received the highest possible score in our audit conducted by national Citizens Advice



Our average feedback score from clients is 4.9 out of 5



We were shortlisted as Charity of the Year in the Winchester Business Excellence Awards



This year, four of our advisers received a Mayor of Winchester Community Award



Chair's report

I've been nine months as Chair and while I'm thoroughly enjoying it, I've discovered so much:



Citizens Advice is an even better organisation that I realised – the more I learn about how we help people, the more worthwhile I know it is to devote time and money to it. I hear (anonymised) stories of ways we have helped clients that move me to tears. We get, amazingly frequently, clients, often the most vulnerable in our community, who say we have transformed their lives.

I've inherited from Andrew Beadle, our last Chair, a **really well-run, outward-facing, and compassionate organisation, with excellent financial governance.**

He is retiring at this year's AGM. My gratitude to him for all his devoted years of service knows no bounds. We owe him so much.

Our staff and volunteers, led superbly by Natalie Webb, exude **competence and professionalism**, and have the much sought-after 'can do' attitude which makes coming into work such a pleasure. Volunteers give their time freely, and staff are not paid as much as they would be in other sectors. They deliver to a very high standard. And they all have one thing in common – **concern for the clients.** They have an unstinting determination to do their absolute best for them.

Natalie has instilled a **'how can we do this even better' culture** in our offices. We are never complacent. We are always looking to do more with less. We are prepared to learn and change as long as clients will always benefit. Our exciting move to new offices in Winchester next year will help with this.

I've also learnt the value of **good trustees** who are also volunteers. I can't do this job on my own and I have great support from my fellow Board members. Sarah Berry, who is also retiring, has been a huge support to me, with her wisdom, experience and cool head.

Lastly it's truly come home to me **how perilous our future finances actually are**. There is a huge gap between what Winchester City Council kindly give us in grant form, and what we need to spend. People think we're wholly government-funded (if only). And advice doesn't tug at the heartstrings. But I return to those stories I mentioned. **We do change lives, we do help desperate people, and we do save the tax-payer money by helping people to solve their problems before local or central government has to step in**. So we are an amazing cause for you to donate to, as an interested individual, company or grant-giving trust. And, believe me, we look after every penny given to us.

That's all from me. Thank you so much for reading this.

Best wishes

Rachel Aron

Our finances in 2017 /18

Winchester District Citizens Advice Bureau (a company limited by guarantee) Statement of Financial Activities (incorporating Income and Expenditure Account) for the year ended March 2018

	Unrestricted 2018	Restricted 2018	Total funds 2018	<i>Total funds 2017</i>
INCOME				
Core grant—Winchester City Council	168,000		168,000	168,000
Other income including grants, donations and fundraising	103,519	55,819	159,338	105,695
Investment income	417		417	1,290
TOTAL INCOME	271,936	55,819	327,755	274,985
EXPENDITURE				
Costs of income generation	19,700		19,700	11,650
Charitable activities	234,081	57,299	291,380	285,196
Governance	1,635		1,635	1,742
TOTAL EXPENDITURE	255,416	57,299	312,715	298,588
NET INCOME/(EXPENDITURE)	16,520	(1,480)	15,040	(23,603)
Net movement in funds	16,520	(1,480)	15,040	(23,603)
RECONCILIATION OF FUNDS				
Total funds brought forward	210,931	9,618	220,549	244,152
TOTAL FUNDS CARRIED FORWARD	227,451	8,138	235,589	220,549

All activities relate to the continuing operations. The statement of financial activities complies with the requirements for income and expenditure account as outlined in the Companies Act 2006. This statement includes all gains and losses in the year and all incoming resources and resources expended that derive from continuing activities. For a full copy of our financial accounts please contact us.

Our thanks to all our partners, funders and supporters, including:

Winchester City Council

Macmillan Cancer Support

Citizens Advice Hampshire

The many Parish Councils who support us

Alresford GP Surgery

Citizens Advice

Denmead Community Association

Shentons

Tim Gibbons

Dutton Gregory Solicitors

Simplyhealth

Bishop's Waltham Rotary

Winchester and District Round Table

Our regular donors

Our many voluntary sector partners



Support us

Our service is reliant on the good-will of all our amazing volunteers and local funders who provide us with essential financial support. Without these people our service simply wouldn't exist.

Volunteer with us

We are always in need of volunteers to become trained **ADVISERS** or work as **RECEPTIONISTS** and we also need people to lead our service by volunteering as **TRUSTEES**. If you'd like to find out more about our volunteer opportunities, please email admin@cabwinchesterdistrict.org.uk

Raise money for us

Easyfundraising

Support us every time you shop online with no extra cost to you. Sign up now.
www.easyfundraising.org.uk/causes/cabwinchester

Online fundraising

Find us on BT MyDonate to set up a regular donation or give us a one-off gift. You can also create a sponsorship page for any events and challenges you're taking part in.
<https://mydonate.bt.com/charities/citizensadvicewinchesterdistrict>

Leave us a legacy

Speak to your solicitor about the different options for leaving a legacy to a charity such as Citizens Advice Winchester District in your will.

Standing Order Form



Your details

Title First Name

Surname

Address

Postcode

Email

Tel:

The information you give will be stored by Citizens Advice Winchester District to process your donation. We may like to contact you from time to time about other news and events relating to Citizens Advice. If you would prefer not to receive this information please tick here.

Citizens Advice Winchester District. Charity number 1144965. Company registration number 7799341

giftaid it

If you are a UK taxpayer, you can boost your donation by 25p for every £1 you donate

I am a UK Taxpayer and would like Citizens Advice Winchester District to treat all donations that I have made in the past 4 years and all donation I make from now on to be treated as Gift Aid donations.

Date of declaration

I understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. Please notify us if you want to cancel this declaration, change your name or address or no longer pay sufficient tax. If you pay Income Tax at the higher rate, you can claim further tax relief in your Self Assessment tax return.



I wish to make a regular gift via Standing Order to Citizens Advice Winchester District of:

£5 £10 £20 Other _____ monthly

Please debit the above amount from my account on or around the

1st 15th 28th of the month starting _____ (month)

Instruction to your bank or building society

To: The Manager
Address:
Post code:

Name(s) of account holder(s)

Account number

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Sort Code

--	--	--	--	--	--

Signature(s) _____ Date _____

And thereafter the same sum instalments to Winchester District Citizens Advice Bureau,
Sort Code 40-52-40 Account No. 00096706

PLEASE DO NOT SEND THIS FORM TO YOUR BANK. Complete and return to the address below:
Citizens Advice Winchester District, The Winchester Centre, 68 St George's St, Winchester SO23 8AH

Citizens Advice Winchester District

Winchester City Office

The Winchester Centre, 68 St George's Street,
Winchester SO23 8AH

Monday 10:00 - 16:00

Tuesday 10:00 - 13:00

Wednesday 10:00 - 16:00

Thursday 10:00 - 16:00 and alternate Thursdays 16:00 - 19:00 (appointments only)

Friday 10:00 - 13:00

Bishop's Waltham Office

Well House, 2 Brook Street, SO32 1AX

Monday 10:00 - 14:00

Wednesday 10:00 - 14:00

Alternate Thursday 16:00 - 19:00 (appointments only)

Friday 10.00 - 14.00

Outreach services

Alresford GP Surgery, Monday 13:00 –15:00

Denmead Community Centre, Tuesday 09.30-11:30

The Wickham Centre, Tuesday 12:30-14:30

Other services

HM Prison, Monday 14:00 - 16:00

(for offenders only)

Combined Court Centre, Winchester

Alternate Tuesday 10:30 for housing possession cases



03444 111306



advice@winchesterdistrictcab.org.uk



citizensadvice.org.uk





**Winchester
District**

Supported by



Winchester
City Council

Designated Partner Organisation 2015 - 2018