

Citizens Advice Tandridge District :

Making a Difference



**citizens
advice**

**Tandridge
District**

**IMPACT REPORT
2023-2024**

Our impact



**Nearly 1
in 2**
had more
Money or
control of
their finances



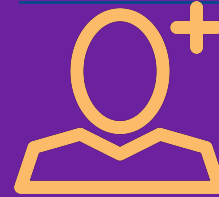
2 in 5
Had a more
secure
housing
situation



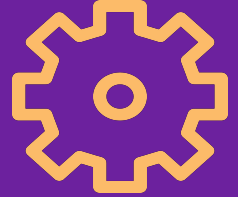
**Nearly 1
in 2**
felt their
physical
health had
improved



3 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 impact in numbers



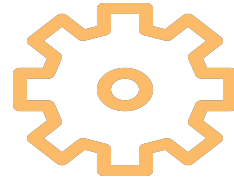
2,153

Clients supported



7,790

Issues dealt with



10,352

Activities



£1,145,754

Recorded income gain

How we help

People access us in different ways:



20%
face-to-face



33%
by telephone



37%
by email

Supporting people through the cost-of-living crisis

The cost-of-living crisis has driven unprecedented demand for our services. The soaring energy prices, increases in interest rates, mortgage and rental costs have meant that we're seeing more people with urgent and complex problems and it's getting harder for us to find solutions for people.

It hasn't been easy. We have built on the changes we made as we responded to the pandemic and our merger, adapting and aligning our services to support as many people as possible while still giving one to one, and often much needed face to face advice.

Sarah Henke – Monti CEO

"They have been amazing. I don't know what I would do without them. Thank you so much for all your help and support."

"The person I spoke to was very helpful and did their utmost to help me find a solution."

"I am not British however I have got the same support, which is for everyone, no matter which race you are, religion, nationality, etc. Thank you."

"The people were very friendly and most helpful in resolving our problem."

We've helped record numbers of people in crisis, this year we saw a 153% rise in applications for food vouchers and emergency charitable support and a staggering 302% rise in people coming to us for help with problems around utilities and fuel poverty.

With spiralling costs and shortfalls in income, more and more people coming to us for support with debt are already in negative budgets, with their income unable to cover essential costs like food, housing and heating. People are living on empty. That's why we continue to forge new partnerships, develop our projects and services and advocate for much needed change, to help as many people as effectively as possible.

We are talking to people who literally don't know where else to turn and that is why I am so incredibly proud of our team of volunteers and staff who work tirelessly to support their local community.

Sarah Henke-Monti CEO

"It was a very informative experience. My concerns were accommodated and dealt with in a timely manner. I was given options that is suited to me. The adviser Selwyn was very helpful, I was less worried and stressed after speaking to him. Just to say you're very helpful."

"Very helpful. I would not have been able to sort it out myself."

"The adviser was extremely helpful and helped me understand the parameters of my problem in order to take action to solve it."

Key stats 2023/24 in more detail

Key Statistics

Hampshire Macmillan (member)
Tandridge District (member)

03/04/2023 28/03/2024

citizens
advice

Summary

Clients **1,868**

Quick client contacts **285**

Issues **7,790**

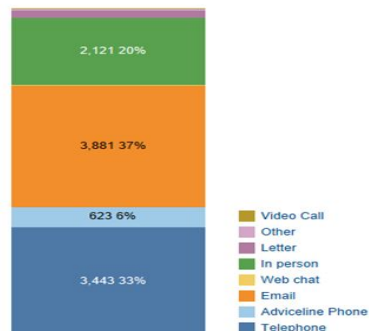
Activities **10,352**

Cases **2,417**

Outcomes

Income gain	£807,655
Re-imbursments, services, loans	£75,748
Debts written off	£16,032
Repayments rescheduled	£66,757
Other	£246,319

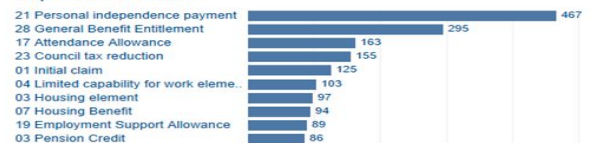
Channel



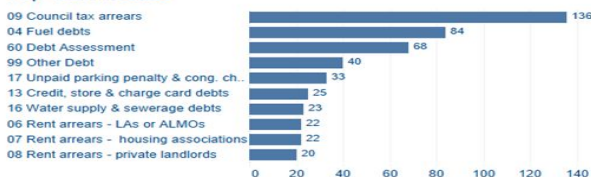
Issues

Issues	Clients
Benefits & tax credits	1,728
Benefits Universal Credit	545
Charitable Support & Food Ban..	1,579
Consumer goods & services	182
Debt	685
Education	37
Employment	248
Financial services & capability	148
GVA & Hate Crime	33
Health & community care	131
Housing	990
Immigration & asylum	123
Legal	218
Other	45
Relationships & family	321
Tax	79
Travel & transport	161
Utilities & communications	537
Grand Total	7,790

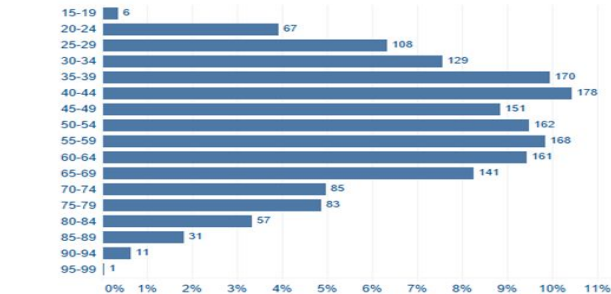
Top benefit issues



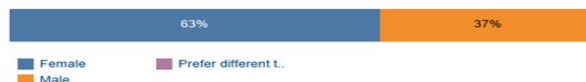
Top debt issues



Age



Gender



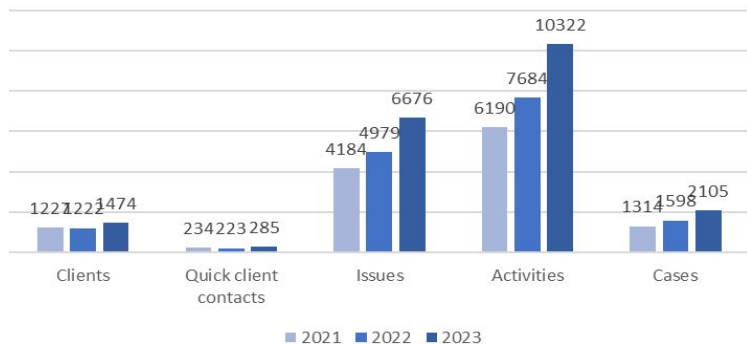
Disability / Long-term health



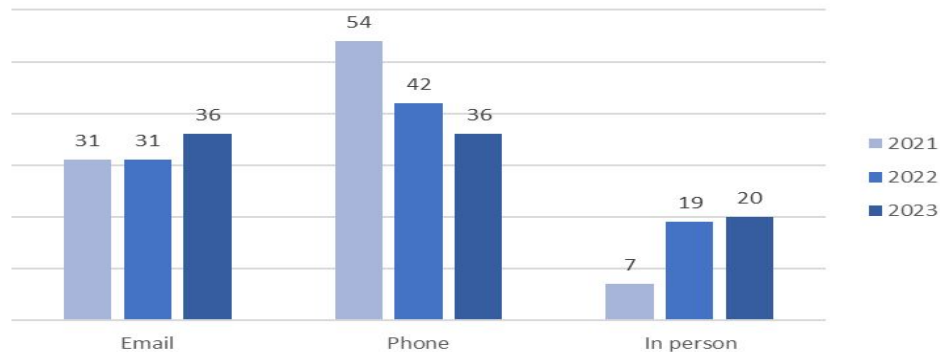
Ethnicity



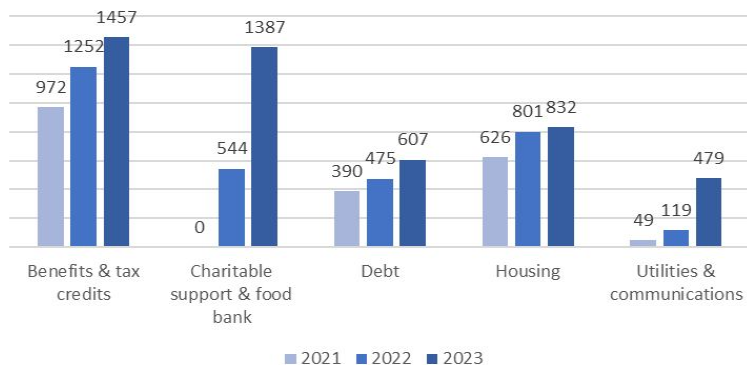
Summary



Channel



Key issue trends



Outcomes



Our Team

We have an amazing team made up of :

35 fabulous volunteers

8 Volunteer Trustees

5 Core paid staff

6 Paid project workers



Lucy's story

Hi, my name is Lucy and I started volunteering at Tandridge CAB nine months ago. There is a lot of training and information to absorb before getting signed off as a General Advisor. However, I have been able to work with clients during my training period and feel I am making a difference already! The team is very supportive too, with the odd chocolate office treat to help us on our way...



Richard's story

Hello, I am Richard and a volunteer housing and generalist Adviser at Tandridge Citizens Advice. I joined twelve years ago and work two days a week at the bureau. The initial training was excellent and gave me the confidence to help our clients with a range of problems and issues. This is the best job I have ever had, even if it does not pay anything. There is great satisfaction to be gained from helping our clients to navigate the complexities of modern life and the support from my colleagues in the bureau is superb.

Our Service

Our Core Service

Delivered by our fantastic team of volunteers and a small team of paid core staff located in our Caterham and Oxted offices

Open 48 hours per week over 5 days across 2 offices

Telephone, email and in person advice, tailored to the people who need it

Advice across a very wide range of enquiry areas from benefits, debt, housing and employment to bereavement, consumer and health & community care

Our Projects

Trussell Trust – delivered from Caterham Foodbanks for people in financial crisis

Specialist energy advice – income maximisation energy use reduction and managing bills

Surrey Macmillan – working with people affected by cancer

Surrey Adviceline – shared telephone advice service throughout Surrey

No One Left Behind – advice and support for harder to reach clients through partner referrals and outreach

Free, Independent, Confidential, Impartial

Our value to Society



£480,000

In savings to government and public services (fiscal benefits).

By helping stop problems occurring or escalating, we reduce pressure on public services like health, housing or out of work benefits

For every £1 spent on our service, government and public services save £1.13



£3.7 million

In wider economic and social benefits (public benefits).

Solving problems improves lives and this means better wellbeing, participation and productivity for the people we help.

For every £1 spent on our service, government and public services save £8.71



£1.95 million

In value to people we help (financial outcomes following advice).

As part of our advice we can increase people's income, through debts written off, taking up benefits and solving consumer problems

For every £1 spent on our service, people we help are better off by £4.48

It's impossible to put a financial value on everything we do – but where we can, we have. We've used a Treasury-approved model to do this. From our robust management information, we've also separately considered the financial benefits to the people we help.



Amy

(please note not real name)

Amy approached us at her local Community Centre. She had been managing her finances well using her income from State Retirement Pension and savings, until her savings ran out. She was struggling to pay for necessities such as food and heating, made worse by the increase in the cost of living. She was very worried about how she could find the money to pay for the service charges on her home.

Amy told us that friends had spoken to her about claiming 'benefits' but she did not have a clue how to go about it. With no access to the internet, she did not have the means to find out what help was available to her.

We worked with Amy from an outreach location she was familiar with to identify what financial help she could get and found that she could get around £10,000 per year extra income through benefits. She would also be eligible for Government Cost of Living payments and other free help.

Whilst she was waiting for her claims to be processed, vouchers for the local food bank were provided as well as fuel vouchers to tide her over.

Without the advice, help and support of our advisers, Amy's finances would have spiralled out of control and would have led to significant debts and threatened homelessness.

Riley received an eviction notice for his studio flat. He is of traveller origin and neither reads nor writes. He relies heavily on friends and neighbours to help him although he is very independent. He is an intermittent alcohol and substance user and when in this state he becomes aggressive and challenging. He had a long spell of being clean but relapsed when the eviction notice came and two of his brother died within a short time period. He also has heart and liver problems.

We helped Riley to make a successful PIP application. Although the client has not yet been housed, we have helped him to work closely with Housing officer and charities to find accommodation.

We helped Riley to establish a relationship with I-access again and prevented his GP from removing him from the list for failure to keep appointments (because he couldn't read them).

We applied to Riley's bank to renew his lost bank card and helped him to apply for and obtain a Citizenship card, proving ID for the client. We negotiated rent repayments for him.

Client now has more income and more housing options. He has ID. He is no longer drinking and has attended an AA meeting.





Mike

(please note not real name)

Mike contacted us because he was struggling financially. He is unable to work because of the combination of physical disabilities and poor literacy. He received a Court Summons for Council Tax arrears and needs ongoing support from his local foodbank.

We established that, after moving home, the client needed to make a new application for Council tax benefit. Council Tax arrears of £700 had built up and the Local Authority made a Court claim for a liability order.

We supported him in making a new application for Council Tax Benefit, in order to pay on-going Council Tax. We have helped him put together a budget, and a repayment plan has been agreed with the Local Authority to stop any further Court action.

It was established that the client is eligible for PIP, however, this was turned down by the DWP. We supported the client in making a request for Mandatory Reconsideration, however, this was also unsuccessful. We are now supporting him through an independent appeal and have every reason to believe that this will be successful, having spent time with the client establishing what his needs and limitations are.

We have provided ongoing support by way of food vouchers whilst awaiting the outcome of his disability benefit appeal.

Thank you to all our supporters!



Caterham on the Hill



Parish Council



Cllr Becky Rush
Cllr Jeffrey Gray

