

## Impact Report 2018– 2019

**What is Citizens Advice in Dorset?** Citizens Advice in Dorset [‘CAiD’] is a consortium of the local Citizens Advice offices based in Dorset; we also work closely with Citizens Advice Bournemouth Christchurch and Poole. CAiD’s aim is to ensure that the people of Dorset, Bournemouth and Poole have access to the best possible advice services by promoting the work of the Citizens Advice service, and by supporting the development and growth of advice services. All our services are provided by Advice Quality Standard accredited offices. In summary we are:

**A voice for the service and for our clients, highlighting key issues**

**An organisation which brings in additional funding for advice**

**A problem solver, supporting more effective working across Citizens Advice and other agencies**

**A key player in partnerships with others to develop services**

**Well-informed on external developments, and able to keep others up-to-date**

### The Headlines: during 2018 - 19 we have.....

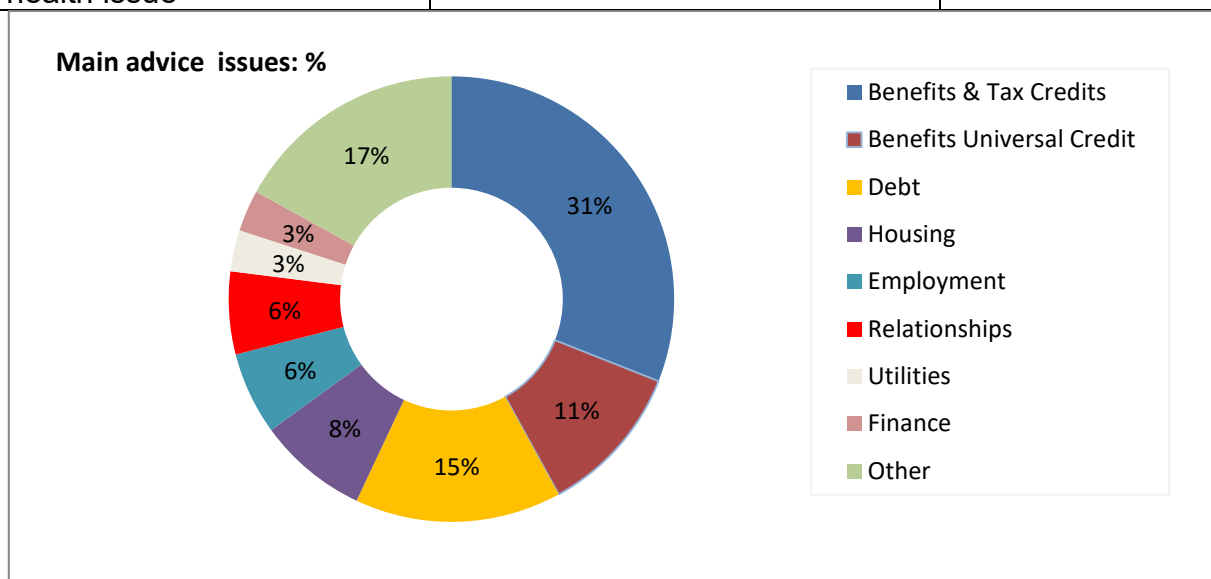
- Led the Advice Dorset Partnership, a grouping of over 40 organisation working together to improve the effectiveness of the advice sector and ensure our clients’ voices are heard. CAiD provides support, regular information updates, training and events.
- Provided training and support to our network of local Citizens Advice offices.
- Co-ordinated research and campaigns work across the local Citizens Advice network.
- Secured additional funding for new services and projects, including:
  - Advisers for the Syrian Resettlement Programme.
  - Research for Dorset Council on how people get information on care needs and options.
- Supported the full roll-out of Universal Credit by:
  - Working with local authorities and DWP partners to deliver briefings including two well-attended *Universal Credit – Let’s Talk* events.
  - Delivering in-depth advice through our Income Maximisation projects (funded by Stour Valley & Poole Partnership, Westwey Partnership).
  - Providing specialist training sessions.
  - Producing reports and *Snapshots*.
  - Getting ready to launch the new Help to Claim service from 1 April 2019
- Worked with Dorset Race Equality Council to support the advice needs of black and minority ethnic communities, including delivering briefings for EU migrants. .

## What are the results of this activity?

- ✓ People have been able to access the advice and support they need, especially for new developments such as Universal Credit.
- ✓ People have accessed increased support: for example, 200 vulnerable people, aged over 50 and in fuel poverty, were each awarded a £200 'Surviving Winter' grant.
- ✓ The advice sector is better informed and kept up to date.
- ✓ Staff are trained and supported to provide in-depth specialist advice.
- ✓ Links are made between organisations to improve referrals and avoid duplication.
- ✓ Action is taken on issues of common concern.
- ✓ Intelligence, data, case studies and feedback are shared with statutory partners.

## Our local Citizens Advice offices have had a busy year:

	Citizens Advice offices in the Dorset Council area*	
<b>Clients helped</b>	<b>15,661</b>	* Our combined totals, working with the offices serving Bournemouth Christchurch and Poole are: 27,236 clients helped with 80,980 issues.
<b>Issues dealt with</b>	<b>51,232</b>	
<b>Income gained</b>	<b>£8,232,747</b>	
<b>Income re-imbursed</b>	<b>£125,679</b>	
<b>Debts written off</b>	<b>£1,718,146</b>	
Clients with a disability or long-term health issue	<b>48%</b>	



## Value for money:

- ✓ **Every £1 of district, borough and county funding was matched by £1 of project funding brought in to provide additional and specialist services.**
- ✓ **£14.18 gained per client for every £1 of district, borough and county funding invested in the service.**

For more information about **Citizens Advice in Dorset** go to [www.citizensadvisedorset.org.uk](http://www.citizensadvisedorset.org.uk)

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