

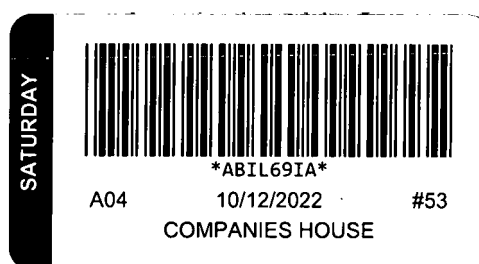
COMPANY REGISTRATION NUMBER 10860886

**CITIZENS ADVICE DONCASTER BOROUGH
COMPANY LIMITED BY GUARANTEE**

**TRUSTEES' REPORT AND FINANCIAL
STATEMENTS**

31 MARCH 2022

CHARITY NUMBER: 1174228



Community Benefit Additions Limited
Workhere, 3 Cavendish Court
South Parade
Doncaster
DN1 2DJ

Citizens Advice Doncaster Borough
(Registered charity, number 1174228)
(Registered company, number 10860886)
Financial statements
for the period ended 31 March 2022

Page	Contents
2	Statutory Information
3 - 10	Trustees' annual report
11	Independent examiner's report
12	Statement of financial activities
13	Balance sheet
14 - 21	Notes to the accounts

Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022

The trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements for the period ended 31 March 2022. The Board have adopted the provisions of the Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the UK accounting standards (FRS 102) (effective 1st January 2015), the Companies Act 2006 and the Charities Act 2011.

Reference and administrative details

Citizens Advice Doncaster Borough
The Hope Centre, Stainforth Methodist Church
Church Road, Stainforth Doncaster DN7 5NS
Charity Registration Number 1174228
Company limited by guarantee number 10860886
Authorised and regulated by the Financial Conduct Authority No. 7868 25

Honorary President: Elizabeth Brenda Willis

Trustees (Directors):

Chair: Colin Smith

Vice-Chair: Malcolm Jevons

Treasurer: Andrew Wignall

Oliver Head (resigned 6/4/2022)

Christine Marshall (appointed 2/11/2021)

Irene McLaughlin (resigned 2/11/2021)

Anne Rutherford (resigned 21/6/2021)

Oyenike Sogbein (appointed 2/11/2021)

Chief Officer: Karen Bothamley (Retired 31/5/2022)

James Woods (appointed 1/6/2022)

Bankers: Yorkshire Bank Plc, 19 St Sepulchre Gate, Doncaster, DN1 1TD
CAF Bank, 25 Kings Hill Ave, Kings Hill, West Malling ME19 4JQ
Shawbrook Bank Limited, Lutea House, The Drive, Brentwood, CM13 3BE

Independent Examiner: Meshach Adelowokan FAIA, FCIE, CASDon, C/o Workhere, 3 Cavendish Court, South Parade, Doncaster DN1 2DJ

The trustees of the charity have complied with section 4 of the Charities Act 2006 in fulfilling their duty to have due regard to public benefit guidance published by the Charity Commission.

Structure, Governance and Management Information:

Citizens Advice Doncaster Borough (CADB) – henceforth referred to as “the organisation” - is governed by Articles of Association and is a member of Citizens Advice. CADB was incorporated on 11th July 2017 when the old charity, North East Doncaster CAB (NEDCAB), transferred across to the new organisation awaiting merger with Mexborough CAB. This merger finally took place on 19th April 2018. NEDCAB was dissolved in July 2018 and Mexborough CAB in April 2019.

Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022

At an ordinary Trustee Board meeting prior to the AGM, consideration is given to recruiting new members to the Board to fill any gaps in skills or diversity identified during appraisal of the board. Once agreement has been reached, a targeted and fully documented recruitment exercise takes place in accordance with our Citizens Advice membership agreement. If recruitment is in direct response to identification of a skills gap, it may be practical to dispense with an open recruitment process in order to best fulfil a specific need at a particular time. The written procedure states that in an open recruitment process, candidates are shortlisted and interviewed following application in response to advertisement – and successful candidate/s are invited to attend the next Board meeting as a guest prior to proposal for election at the next AGM. Induction takes the form of an induction pack and all Trustees receive training which is appropriate to their role and in compliance with Citizens Advice membership requirements. It is possible from time to time to invite DMBC and/or Thorne/Moorends Town Council to nominate 2 representatives each on the Board – the names of which are supplied by the relevant Council from time to time, and acceptance is voted on by the Board. Trustees accepted representation from DMBC following the local authority AGM in May 2019 and representation will be reviewed again during 2023. All members of the Trustee Board give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity would be set out in Notes to the Accounts – there have been none.

The organisation is managed by its Trustee Board, which is drawn from the local community. The members are charity trustees who have legal responsibility for the general control and management of the organisation, including financial management and control. Decisions are made by way of proposal, seconding, and minuting the result. The Executive Sub-Committee and various sub-committees as required from time to time exist to deal with particular areas of governance. A full risk assessment is scheduled to be carried out by the Trustees (may delegate to a sub-committee) in May annually, with results reported to the full Trustee Board.

The Trustee Board is responsible for ensuring that the organisation complies with the CitA Membership Scheme and charity legislation.

In practice day-to-day management is delegated to the Chief Officer.

Objects and aims:

Our charity's objects as set out in the company's articles of association are:

- to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the borough of Doncaster and surrounding areas.

Our aims are:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives
- to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

We value diversity, promote equality and challenge discrimination.

Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022

Ensuring our work delivers our aims:

We review our activities and progress against our aims each year. This review, alongside review of our Business and Development Plan, looks at what we achieved and the outcomes of our work in the previous twelve months. We look at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aims objectives and activities remain focussed on our stated purposes.

Achievements and Performance:

Our main areas of charitable activity for the public benefit are provision of advice and information –both generalist and specialist – and improvement of policies and practices that affect people's lives. In this challenging year, it was more important than ever to be a strong, clear voice speaking up for those who come to us for help.

2021-2022 has been another successful and productive year for our service but a difficult and challenging one too. We have seen the impacts of the cost of living and energy crisis impact clients locally and vastly increased demands on Services we offer. We have continued our close working relationship with DMBC by responding quickly and positively to their requests for help in addressing the energy and cost of living crisis, setting up additional service outlets for clients across the Borough. We have continued positive working relationships – in both a practical and advisory capacity – with partner organisations such as Age UK Doncaster, FoodAware CIC, The Trussell Trust and the Yorkshire Building Society.

We have also continued our strong working relationship with other Local Citizens Advice across South Yorkshire.

In 2021-2022 we have seen an increased client demand in all areas of our work, as we responded to broader client demographics, the impacts of the Pandemic - to the longer term impacts of Brexit.

We have provided targeted advice and support in response to the cost of living crisis and the energy crisis, which have had a significant impact on residents across the borough.

Our major concern is that these issues are only just starting to impact people and that more people across the borough are going to need the advice and support services we offer.

We will continue to work to increase our capacity in innovative ways to improve and diversify the access routes to our services, while maintaining the high quality service we provide.

During the last annual year we have very successfully consolidated our services and position in the wider Doncaster community through our provision of an omni-channel approach to advice delivery. We have continued to adopt a community based approach to advice service provision. Delivering advice and support to our clients through additional (and free) telephone advice, advice via Webchat, email and video link via the Attend Anywhere platform.

We have continued to offer digital advice through our "Debt Pods" in community venues across Doncaster. As venues have reopened post the pandemic we have adopted a face to face presence in a growing number of community locations across the Borough, moving forward we will look to grow this reach embedding us as an essential service throughout the borough.

We have been successful in adding benefits and generalist advice projects to our service offer in addition to our main services operating from offices in Stainforth, Mexborough and Doncaster town centre.

Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022

Achievements and Performance continued:

We have seen an increase in demand for services since the reopening of the face to face advice service in 2021. We expect demands to continue to rise as clients deal with greater strains on their personal finance as a result of the cost of living crisis and rising energy bills. As an organisation we will continue to strive to react to these demands through innovative working practices and funded projects targeting those most vulnerable or in need of our support.

In February 2022 we moved into the DMBC Civic building which will become a hub for service provision in central Doncaster, we will retain our offices in Stainforth and Mexborough in addition to our community outreach services. Our registered office was moved to Stainforth at the end of March 2022.

For the last 12 months we have been part of the DWP Kickstart employment programme which gives young people the opportunity to work in organisations like ours to gain employability skills and experience. We have recruited some of these young people to paid roles within our service and a number have moved on to obtain paid work elsewhere.

We have continued to be successful in attracting new volunteers to our expanding team which will enhance service provision, and a new management structure will ensure we are able to make the most of this rich resource for the benefit of our clients.

We were successful in being selected as the lead organisation for South Yorkshire to provide the new look Universal Credit Help to Claim service, This started in March 2022, To be selected as the lead is a remarkable achievement and recognises our work in terms of quality of advice and surpassing targets set by funders for client numbers.

We continue to offer specialist and generalist advice via our full range of access methods five days per week: the generalist sessions are mainly staffed by volunteer advisers. We are keen to provide equal access to our services within the constraints of our funding, and have assisted clients from a wide geographical area across the Borough of Doncaster – and beyond via our expanded telephone advice service through Adviceline.

Volunteers are the foundations of the services we offer contributing to the administration side of the organisation's work as well as to the advice service, and we expect that our expanded team of volunteers will, over the next year, contribute in excess of 8,424 hours This year our volunteers gave up 8,424 hours of volunteering to help deliver our services.

We couldn't help as many people as we do without them. The monetary value of volunteered hours over the year came to £131,000 - a substantial contribution.

We continually look for ways to raise our profile and reach across the Doncaster borough and wider into South Yorkshire. This year we have launched a digital newsletter for us to share stories and news about the service that has a reach of over 250 stakeholders and organisations. We have continued to publish regular articles in local publications such as the free press which allows us to reach more than 30000 households via these free publications. We, this year, made our Television debut with a member of the team being interviewed live on BBC Look North about the impacts the cost of living crisis was having on Doncaster residents.

We are still trying to expand our social media presence to engage with more people, we have tried to produce more engaging and informative content promoting knowledge of our services and including people who might not otherwise have been as aware of what we do. We also use this platform to champion equality and to raise issues around equality and diversity.

Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022

Achievements and Performance continued:

We have a growing following of general public, local authority, MPs and councillors as well as potential partner organisations across the Borough of Doncaster.

We have tried to refocus our Research & Campaigns work over the last 12 months to ensure the voice of our service users is really heard and real measurable impact can be achieved.

We have worked on a number of campaigns this year, including cost of living, energy crisis, the Keep the uplift campaign. We have continued to champion the problems related to illegal money lending, and were approached by the centre for social justice to contribute to their work in this area. Our input formed part of the Swimming with sharks: tackling illegal money lending in England report.

On the subjects of the cost of living and energy crisis we held meetings with Ed Miliband MP to discuss this issue in detail and followed this up by arranging a discussion between the MP and clients suffering because of both the energy and cost of living crisis.

Our new management structure has enabled us to plan a restructure of our research and campaigns work for the next 12 months with the aim of instigating and running local campaigns to better deal with local issues facing our clients. This new work will run alongside our participation in national CitA initiatives and will ensure increased effectiveness in this area of our work.

During the year, across our team of both volunteers and paid staff, have been in contact with 9,712 clients we have dealt with 25,511 separate issues. 10,459 of these were debt and 7,030 benefits issues. (It is worth noting that had we had the funding and resources to provide additional welfare rights casework, the split between these two subject areas would have been roughly equal.) We have generated in excess of £1.0million of financial gains for our clients through benefit and tax credit gains and better-off calculations and assistance. We got £2.1million of debt written off and handled more than £5.1million of debt for our clients. It is thanks to our unique team that our clients receive a first class service.

This year we celebrated winning a National Award for innovation. Out of the 2540 Citizens Advice locations in England and Wales, Citizens Advice Doncaster Borough were awarded the Innovation Award of the year at their National Citizens Advice conference.

The Award was for the set up and use of remote law students provided by Pro-bono Community to provide welfare rights advice and help clients complete PIP forms via the phone and video portals we set up locally.

National CEO Dame Claire Moriarty - " Their innovative support has helped and supported 19 clients with their Personal Independent Payment forms, the service has received great feedback from those who've used it and helped some of Doncaster's most marginalised clients access the benefits they're entitled to, a huge well done to Citizens Advice Doncaster Borough"

We are incredibly proud to have been able to support our clients via telephone and video channels, with one of the most complex and stressful benefit forms. Throughout lockdown we worked with a partner organisation and arranged for experienced student volunteers to give practical experience and help in completing these forms, without them we would not have managed to respond to the demand for this particularly complex service and we want to say a huge thank you to the 2 students who gave their time up to help the Doncaster Community.

We have contacted these clients and had excellent feedback regarding the service they received and how this helped them through such a difficult year. 'Sympathetic and not patronising', 'Lots of help, very understanding', 'Helped fill it in and helped add details that were missed'.

Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022

Achievements and Performance continued:

Activity and achievements relating to our specific projects are detailed in our Annual Review document, and our 3-year Business and Development Plan is reviewed in March and September annually. This details objectives and strategies as well as noting our progress against last year's plan.

Following the retirement of the Chief Executive Officer Karen Bothamley in May 2022 James Woods was appointed as her successor. His previous role of Operations Manager was assumed by Deborah Murray.

Our core funding comes from DMBC and they have announced they are moving from annually funding our service to a 3 year funding cycle starting in 2022, this is fantastic for us as it gives us a greater stability in a challenging time for funding. DMBC has also provided us with additional funding for our Pod and outreach service throughout the year and we will make proposals for these services to continue moving forward.

We remain aware that it is possible that DMBC may look to commission core services at some stage in the future – a process to which we would be eager and ready to contribute. Our debt project funded by Money Advice and Pensions Service provided full end-to-end debt casework to clients and this contract has been extended until the end of January 2023.

Our specialist welfare rights work was funded from a partnership with Age UK through a DMBC commissioned project and this has been a great success. The search for external welfare rights advice funding continues.

We are pleased to report we set up a project with the help of National CA to provide advice services in the Yorkshire building society, this award winning project allows us to work closely with them to provide advice and support services to their customers.

We have also been successful in obtaining funding from FoodAware CIC to have advisers located in the Mexborough food bank to support clients with problems they face and to reduce dependency on food bank usage, this project will be used as a pilot and results will be used to approach The Trussell trust for a similar project should it be successful.

Financial Review:

Our end-of-year figures are produced by the Chief Officer, checked by the Treasurer and scrutinised and accepted by firstly the Finance Sub-Committee and then our Trustee Board. Our accounts are then examined annually and presented at our Annual General Meeting. Our Reserves Policy (as detailed below) is reviewed from time to time by the Finance Sub-committee and adjusted as deemed necessary. This is important to ensure continuation of our service to clients until other arrangements could be made for their care if all other funding were withdrawn. Designated amounts within these figures will also allow for any possible redundancies in the future, and regular reviews of the amount of our liability in this area will be carried out as part of the organisation's Risk Assessment policy.

Our principal funders over the past year have been Money Advice Service, Henry Smith Charity, DWP and DMBC which has enabled us to run projects contributing to our objectives shown above and to achieve the results detailed in our Annual Review.

Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022

Reserves Policy:

CADB trustees recognise that although it is prudent to build up funds for specific purposes and to have a safety net to protect CADB if unexpected events occur they accept that having too much in reserves may impact future funding applications and core funding amounts. It is accepted that in the next 12 months we would review reserves and look at strategically using some to progress aspects of the service for the benefit of service users, like investing in a more accessible and responsive website.

In light of CitA Membership Agreement from 1st April 2017 and its associated Financial Health Monitoring procedures - and taking into account best practice and assessment of risk facing CADB – the trustees have carried out a review of our reserves policy.

Trustees have decided in the current environment holding reserves equivalent to 4-months' running costs would be our policy. That decision moving forward will be made about making best use of reserves in terms of improving our infrastructure (such as replacing new equipment or essential building maintenance improvement to Business support and training) to reflect the growth we have experienced.

According to the level of budgeted expenditure in the financial year April 2021 to March 2022 our reserves were **£569,615**.

When considering the right level of reserves, trustees have taken into account the following:

1. forecasts of future income, the reliability and sustainability of each source of income and prospects for obtaining income from new sources
2. forecasts of future expenditure, based on planned activity
3. analysis of future requirements, opportunities, contingencies (e.g. redundancy and other contractual obligations such as maternity leave) or risks which are unlikely to be covered by income if and when they arise
4. likelihood of losing premises from which to provide services
5. analysis of the likelihood of such risks arising and the consequences to the charity if they cannot be dealt with
6. The need to invest in improving infrastructure to reflect growth.

Following review and consideration of all the above factors, trustees have agreed the following should constitute CADB's reserves policy:

Unrestricted reserves

The trustees believe that the organisation should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising.

The trustees consider that it would be prudent to set aside an amount equivalent to Four months' operating expenditure – **£238,771**

Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022

Designated reserves

Of the above unrestricted funds, **£119,271 designated** for the following purposes:

- ❖ Contractual commitment reserve - a reserve to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.
- ❖ Trustees, having taken into account relevant service provision needs, will endeavour to put aside some level of unrestricted funds each April in an attempt to work towards and maintain the above figures.
- ❖ This policy will be reviewed by March annually by the Trustee Board to coincide with setting budgets for the forthcoming year, before ratification by the full board using information provided by management staff.

Plans for Future Periods:

During the period covered by this report we have further consolidated our position and reputation in the community and ensured continuation and expansion of the highest quality advice services to people across the whole borough of Doncaster. We expanded the use of social media for publicity and client contacts. We have decided to adopt a more community based approach to advice provision, this is because it reflects the stance of our main funder but also as this approach has proven popular with our client base. We aim to integrate our services in community locations through the borough increasing our presences and expanding our stakeholder base, this in turn will lead to closer working and future funded partnerships.

We will continue to bid for larger regional projects through Citizens Advice as we have with Universal Credit Help To Claim project, If through our quality and ability to hit targets we are able to meet project requirements, we will continue to expand our scope and look for projects needed locally that we may have not had in the past. We predict we will need to increase our capacity to deal with the scale of issues people face moving forward. Issues such as debt, employment and housing tenure will be vital over the next twelve months and we will seek to increase the number of paid hours available for this work through increased funding from relevant sources.

We have fully reinstated safe face-to-face services and are increasing our community presence for the clients unable to access help remotely, as well as continuing to adapt our services to make best use of technology solutions available to us. We recognise the importance of ensuring our services are accessible to all sections of the community and will look to make the most of this opportunity by embedding varied advice-delivery methods into training for new volunteers who could potentially deliver advice out of normal office hours from home.

In the coming year we will continue to pursue sustainable funding opportunities to consolidate service provision and increase availability of debt benefits and housing appointments and will continue to monitor and react to external influences which affect our clients and/or our service in order to provide targeted support on specific issues.

We see partnership working as being advantageous in providing a stable and sustainable base for the organisation and we look forward particularly to strengthening our relationships with the local authority and reaffirming our position as the principal advice provider for the Doncaster Borough

Citizens Advice Doncaster Borough Trustees' annual report for the period ended 31 March 2022

Trustees' responsibilities

Company and charity law require the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including the net income or expenditure, during the period. In preparing those financial statements, the trustees are required to:

- * select suitable accounting policies and then apply them consistently;
- * make judgements and estimates that are reasonable and prudent;
- * state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements;
- * prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees of the charity who served during the year and up to the date of this report are set out on page 1.

So far as the trustees are aware, there is no relevant information (as defined by Section 418 of the Companies Act 2006) of which the company's independent examiner is unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant information and to establish that the company's independent examiner is aware of that information.

Fixed assets


The movements in fixed assets during the period are reflected in note 8 in the accounts.

Events since the balance sheet date

No events have occurred since the balance sheet date, which affect the charity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2005).

Signed on behalf of the Trustee Board by Colin Smith – Chair of Trustees



Colin Smith – Chair of Trustees

Date 18 October 2022

Independent examiner's report to the trustees of Citizens Advice Doncaster Borough for the period ended 31 March 2022

I report on the accounts of the company, which are set out on pages 12 to 21.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified fellow member of the Association of Charity Independent Examiners.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general directions given by the Charity Commissioners under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.


Basis of independent examiner's report

My examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed 
Meshach Adelowokan, FAIA, FCIE
Director, Community Benefit Additions Limited,
for CASDon

Date 21/10/2022

Citizens Advice Doncaster Borough
Statement of financial activities
(incorporating an income and expenditure account)
for the period ended 31 March 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	2021 £
Income (and endowments) from:					
Donations and legacies	2	51	-	51	10
Charitable activities	3	290437	538308	828745	582543
Investments	4	301	-	301	39
Other	5	6385	-	6385	1046
Total income		297174	538308	835482	583638
Expenditure on:					
Central administration expenses	7	11710	360	12070	9546
Charitable activities	6	216104	488186	704290	492893
Total expenditure		227814	488546	716360	502439
Net income/expenditure		69360	49762	119122	81199
Transfers between funds		49762	(49762)	-	-
Net movement in funds		119122	0	119122	81199
Reconciliation of funds					
11 Total funds brought forward		569615	-	569615	488416
Total funds carried forward		688737	-	688737	569615

All the activities of the charitable company are classed as continuing. The company had no recognised gains or losses other than the net income for the period.

Citizens Advice Doncaster Borough
Balance sheet
at 31 March 2022
Company Number: 10860886

	Note	£	2022 £	£	2021 £
Fixed assets					
Tangible assets	8	329020		337057	
<i>Total fixed assets</i>			329020		337057
Current assets					
Debtors	9	52390		8365	
Cash at bank and in hand		495692		321725	
<i>Total current assets</i>		548082		330090	
Liabilities					
Creditors:					
amounts falling due within one year	10	(188365)		(97532)	
Net current assets			359717		232558
Total net assets			688737		569615
The funds of the charity	11,13				
Unrestricted income funds					
Designated			119271		78000
General			569466		491615
			688737		569615
Restricted income funds			-		-
<i>Total charity funds</i>			688737		569615

For the period ending 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements on pages 12 to 21 were approved by the Board on 26 September 2022 and signed on its behalf by:

Signed 
Colin Smith, Chair of Trustees

Dated 18 October 2022

The notes on pages 14 to 21 form part of these financial statements

Citizens Advice Doncaster Borough
Notes to the accounts
for the period ended 31 March 2022

1. Accounting policies

Basis of the preparation of the accounts

These financial statements have been prepared under the historical cost convention and in accordance with Accounting and Reporting by Charities - Statement of Recommended Practice (SORP revised 2005), applicable UK accounting standards (FRS 102) (effective 1st January 2015), and the Companies Act 2006. The principal accounting policies adopted in the preparation of the financial statements are as follows:

Depreciation:

The Trustees resolved to increase the threshold for capitalising assets in current depreciation accounting policy from £500 to £2000.

Fixed assets are stated at cost less accumulated depreciation. Individual fixed assets costing more than £2000 are capitalised at cost.

Depreciation is provided on tangible assets at the following annual rates calculated in order to write off the cost less estimated residual value over their useful economic lives.

1. Freehold buildings 2% on cost
2. Leasehold improvements over the life of the lease
3. Computer equipment 33% on cost
4. Furniture fixtures and fitting 25% on cost

Incoming Resources

All material incoming resources have been included on a receivable basis – i.e. they are included if the date receivable falls within the period covered by these accounts.

Grants

Grants receivable funding the general activities of the company are included in the year in which they are receivable, except where the funders specify that they must be used in future accounting periods or funders conditions have not been fulfilled; then the income is deferred.

Charitable Expenditure

Charitable expenditure is recognised in the financial statements on an accruals basis and inclusive of irrecoverable VAT.

Expenditure which is directly attributable to specific activities has been included in these cost categories. Where costs are attributable to more than one activity, they have been apportioned across the cost categories on a basis consistent with the use of these resources. In the opinion of the trustees, the proportion of indirect costs relating to management and administration of the charity is not material and has therefore not been disclosed separately.

Citizens Advice Doncaster Borough
Notes to the accounts
for the period ended 31 March 2022

1. Accounting policies - continued

Pension Costs

The charity participates in a group personal pension arrangement. The pension charge represents the amounts payable by the charity to the fund in respect of the year.

Leasing Commitments

Rentals paid under operating leases are charged in the SoFA as incurred.

Restricted and Unrestricted Funds

Restricted funds are funds received from donors which are subject to restrictions on the purposes for which they may be used. Unrestricted funds are those where there are no externally imposed restrictions. These include funds freely available to the charity for expenditure or appropriation to reserves for internally designated purposes.

Designated Funds

The charity's designated funds are established as a result of regular review of its ongoing needs by the Board of Trustees, and are intended to fully cover significant identifiable financial commitments.

Taxation

As a registered charity, the company is exempt from income and capital taxes on its charitable activities.

2. Donations and legacies

	Unrestricted funds	Restricted funds	Total funds	2021
	£	£	£	£
Grants & donations	51	-	51	10
Legacies	-	-	-	-
	<u>51</u>	<u>-</u>	<u>51</u>	<u>10</u>

3. Income from charitable activities

	Unrestricted funds	Restricted funds	Total funds	2021
	£	£	£	£
Grants and contracts	290437	538308	828745	582543
Primary purpose trading	-	-	-	-
	<u>290437</u>	<u>538308</u>	<u>828745</u>	<u>582543</u>

Citizens Advice Doncaster Borough
Notes to the accounts
for the period ended 31 March 2022

4. Investment income

	Unrestricted funds	Restricted funds	Total funds	2021
	£	£	£	£
Bank Interest	301	-	301	39
	<u>301</u>	<u>-</u>	<u>301</u>	<u>39</u>

5. Other income

	Unrestricted funds	Restricted funds	Total funds	2021
	£	£	£	£
Transferred on incorporation	-	-	-	-
Other income	6385	-	6385	1046
	<u>6385</u>	<u>-</u>	<u>6385</u>	<u>1046</u>

6. Charitable expenditure

	Unrestricted funds	Restricted funds	Total funds	2022	2021
	£	£	£	£	£
Direct staff costs	203988	414764	618752		400043
Travel and subsistence	4129	176	4305		1409
Premises costs	31810	120	31930		30121
Depreciation of owned assets	8037	-	8037		8038
Partner payments	-	6500	6500		-
Other support costs	30831	3935	34766		53282
Central recharges (note 20)	(62691)	62691	-		-
	<u>216104</u>	<u>488186</u>	<u>704290</u>		<u>492893</u>

7. Central administration expenses

	Unrestricted funds	Restricted funds	Total funds	2022	2021
	£	£	£	£	£
AGM expense	60	-	60		60
Independent examination, Payroll, Consultancy e	11074	-	11074		9199
Miscellaneous costs	576	360	936		287
	<u>11710</u>	<u>360</u>	<u>12070</u>		<u>9546</u>

Citizens Advice Doncaster Borough
Notes to the accounts
for the period ended 31 March 2022

8. Tangible assets (analysis of opening & closing carrying amounts)

Cost or valuation	Building extension & improvement £	Furniture Fixtures & fittings £	Computer & Office equipment £	Total £
At beginning of the period	379528	679	1108	381315
Additions	-	-	-	-
Disposals	-	-	-	-
Valuations	-	-	-	-
Transfer - (Mexborough)	-	-	-	-
	379528	679	1108	381315
Depreciation and impairments				
At beginning of the period	43364	340	554	44258
Disposals	-	-	-	-
Depreciation (& impairment)	7590	170	277	8037
	50954	510	831	52295
Net book value				
At beginning of the period	336164	339	554	337057
At end of the period	328574	169	277	329020

9. Debtors

	2022 £	2021 £
Trade debtors	31326	5135
Prepayments	21064	3230
Other debtors and accrued income	-	-
	52390	8365

10. Creditors – amounts falling due within 1 year

	2022 £	2021 £
Trade creditors (Deferred Income)	156120	77121
Other creditors	5586	5684
Other creditors (HMRC + Pension)	19643	9155
Accruals	7016	5572
	188365	97532

Citizens Advice Doncaster Borough
Notes to the accounts
for the period ended 31 March 2022

11. Movements in funds

	Balances brought forward £	Income £	Expenditure £	Transfers £	Balances carried forward £
Unrestricted Funds					
Designated:					
Contractual					
commitment reserve	78000	-	-	41271	119271
	78000	-	-	41271	119271
General	491615	297174	(227814)	8491	569466
	569615	297174	(227814)	49762	688737
Restricted Funds					
MASDAP	-	251407	(219255)	(32152)	-
MAPS Trainee	-	48837	(32390)	(16447)	-
Henry Smith Charity	-	60040	(60040)	-	-
CADB Tier Three	-	107074	(107076)	2	-
DEFRA	-	3271	(3272)	1	-
HMPT	-	1168	0	(1168)	-
COMMUNITY HUB	-	13086	(13087)	1	-
FOOD AWARE	-	1092	(1092)	-	-
Help to Claim	-	52333	(52334)	1	-
	-	538308	(488546)	(49762)	-

The purpose of each of the funds is detailed as follows:

Unrestricted Funds

Contractual commitment reserve - a reserve designated by the Trustee Board, to ensure that the bureau is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

DMBC – Denaby – to assist in providing weekly outreach advice sessions at the Denaby Springhill Centre.

Restricted Funds

- **MASDAP** (Money Advice Service Debt Advice Project) – provides funds in partnership with Citizens Advice to provide face to face debt advice services...
- **Energy Best Deal** is a grant to provide fuel advice sessions to groups of frontline workers and consumers.
- **Henry Smith Charity** – a project providing free advice and support on debt, benefits, housing and employment to people across the Borough of Doncaster.
- **DEFRA** – In conjunction with DMBC, a project to provide community based "advice access pods" across Doncaster Borough.
- **HMPT** (Helping More People Together) In conjunction with national Citizens Advice to provide increased telephone, email and Webchat advice via Adviceline for clients.

Citizens Advice Doncaster Borough
Notes to the accounts
for the period ended 31 March 2022

12. Staff costs and numbers

Staff costs were as follows:

	2022	2021
	£	£
Wages and salaries	574573	374007
Social security costs	37914	22773
Pension	<u>6265</u>	<u>3263</u>
	<u>618752</u>	<u>400043</u>

No employee received emoluments of more than £60,000.

The average weekly number of employees during the year was 48 (2021 22). The full time equivalent was 40(2021 21).

At the period end pension charges of £nil had not been remitted.

13. Analysis of net assets by fund

	Unrestricted funds £	Restricted funds £	Total funds £	2021 £
Fixed assets	329020	-	329020	337057
Net current assets	<u>359717</u>	<u>-</u>	<u>359717</u>	<u>232558</u>
	<u>688737</u>	<u>-</u>	<u>688737</u>	<u>569615</u>

14. Fees payable to independent examiner

During the period, the fees payable (excluding VAT) to the charity's independent examiner CASDon (Community Accountancy Services Doncaster) are analysed as follows:

	2022	2021
	£	£
Independent examination	3060	2560
Tax advisory services	-	-
Other financial services	<u>260</u>	<u>260</u>
	<u>3320</u>	<u>2820</u>

15. The Trustees' remuneration, benefits and expenses

None of the trustees have been paid any remuneration or received any other benefits from an employment with the charity or a related entity. No trustee expenses have been incurred.

Citizens Advice Doncaster Borough
Notes to the accounts
for the period ended 31 March 2022

16. Related party transactions

There have been no related party transactions during the period under review.

17. Pension commitments

The Charity operates a defined contribution pension scheme, during the period the Charity made contributions to the scheme of £6,265.44 (2021 £3,263.22). At 31st March 2022 there was no outstanding liability.

18. Annual commitments under operating leases

The company had no commitments under operating leases at the balance sheet date.

19. Share Capital

The company is registered as a company limited by guarantee and has no share capital. The current members are guarantors in the sum of £1 each.

20. Central recharges

	Management Salaries	Overheads	Total
	£	£	£
Henry Smith Charity	0	717	717
Money Advice Service	0	28874	28874
MAPS Trainee	0	6363	6363
DEFRA	-7	504	497
CADB Tier Three	0	15414	15414
FOOD AWARE	0	172	172
COMMUNITY HUB	0	974	974
Help to Claim	0	9680	9680
	<u>-7</u>	<u>62698</u>	<u>62691</u>

Central recharges are those costs which are not allocated directly to a cost centre as they are incurred but are charged annually on the basis consistent with the use of resources to a formula agreed by the trustees. Overheads consist of premises and office costs.

21. Comparative information

For comparison purpose, the Statement of financial activities for the year-ended 31/03/2021 is presented as below:

(see next page)

Citizens Advice Doncaster Borough
Statement of financial activities
(incorporating an income and expenditure account)
for the period ended 31 March 2021

	Unrestricted Funds	Restricted Funds	Total 2021
Note	£	£	£
Income (and endowments) from:			
Donations and legacies	2 10	-	10
Charitable activities	3 153570	428973	582543
Investments	4 39	-	39
Other	5 1046	-	1046
Total income	154665	428973	583638
Expenditure on:			
Central administration expenses	7 (23795)	33341	9546
Charitable activities	6 96427	396466	492893
Total expenditure	72632	429807	502439
Net income/expenditure	82033	(834)	81199
Transfers between funds	(331)	331	-
Net movement in funds	81702	(503)	81199
Reconciliation of funds			
11 Total funds brought forward	487913	503	488416
Total funds carried forward	569615	-	569615

**citizens
advice**

**Doncaster
Borough**

ANNUAL REPORT 2021/22

**We give people the knowledge and
the confidence they need to find their
way forward, whoever they are,
whatever their problem.**



Citizens Advice
Proud to support the
LGBTQ+ community



Table of Contents

- Introduction
- Message from Chair
- Introducing our new CEO
- Our Vision
- Moving forward with the service
- Kelly's Story
- Our Projects
- Community Outreach
- Partnership Working
- Key Achievements this year
- Robbie's Story
- Making the difference in Doncaster
- Our Funding
- Trustees
- Structure
- Advice teams, support staff and volunteers
- Volunteers
- Wider impact of volunteering
- Volunteer Feedback
- Kickstart Scheme
- Research & Campaigns

- This year's Campaigns
- Raising Awareness
- Digital Engagement
- Digital Reach
- Service Endorsements
- Client Satisfaction
- Quality of Advice
- Mental Health & Wellbeing
- Support us
- Case study - Debt - Paula
- Case study - Housing - Sarah
- Case study - Debt - Tony
- Case study - General - Christina & Gina
- Acknowledgements
- A special thank you to Karen Bothamley
- Contact us

Introduction

We are Citizens Advice Doncaster Borough

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

The Citizens Advice service offers free, confidential advice online, over the phone and in person. When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial. No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations—from companies right up to the government—how they can make things better for people.

We aim to be the go-to charity, making a positive and lasting difference to the lives of people living and/or working in Doncaster Borough. We are a helping hand for people who need help navigating through life, helping them find a way forward with their problems.

By 2023 we aim to

- Enhance our structure and processes, so that high quality advice continues to be delivered consistently across the organisation.
- Further develop and embed Research and Campaigns work across the whole organisation.
- Establish new projects focusing on the health benefits of advice, so that clients benefit from a holistic approach. Secure a range of funding streams for the medium to long term, ensuring financial sustainability.
- Stay abreast of technologies and how these can positively impact advice. Use technology to maximise our availability and productivity so that clients have a choice of ways to get in touch. To be a presence locally and nationally for change through social media campaigns and activity.
- Support and develop our paid staff and volunteers through improved communication so that they can best meet clients' needs.
- Ensure Equality, Diversity and Inclusion are embedded across our organisation.

Message from our Chair

2021/2022 was a year when life began to return to some sort of normality. Masks began to disappear, people moved around more freely and some even braved going on holiday.

Karen Bothamley, our long serving CEO, announced her retirement. Karen has been a tremendous servant of Citizens Advice and she has led the development of CADB with commitment and insightful hard work. We are very grateful to her. Alongside this, CADB moved premises within Doncaster and our new city centre offices are now within the Council Building.

As detailed in this report, it was another extremely busy year for CADB. The demand from DMBC residents for advice and support continues to increase. Whilst very demanding, it was also a highly successful year. Our committed and skilful staff helped many people. I never cease to be amazed at the staff's ability to continually rise to increasing challenges. Their expertise and dedication benefit many people across Doncaster and I want to thank them for their hard work and commitment. I also want to thank our financial backers, particularly DMBC. Without their ongoing support we would struggle to exist.

This report details much of CADB's work during the past 12 months and it is with humility and pride that I commend it to you.

Colin Smith

Chair of Trustees

citizensadvice.org.uk



***I never cease
to be amazed
at the staff's
ability to
continually
rise to
increasing
challenges.***

Introducing our new Chief Officer



I am looking forward to what lies in store for Citizens Advice Doncaster borough in the coming months.

I feel a sense of pride in what we have achieved this past year and excitement about what lies ahead in the coming months.

As of June 2022 our existing CEO Karen Bothamley retired, firstly I would like to thank her for her tenure in that role and the progress the organisation made under her guidance.

I am delighted and honoured to announce I have been appointed Chief Executive of Citizens Advice Doncaster Borough.

I have a vision to extend our presence regionally and nationally, become even more community based and even more accessible, making it easier for people to get the help and advice they need by moving forwards whilst also adapting to the rapidly changing environment and the increased demands for digital access.

I am acutely aware of how many people are struggling with issues, how the cost of living and energy crisis is only getting worse and the help that Citizens Advice offers will be more valuable than ever as we move forward.

I am passionate about our Research & Campaigns work. I believe now more than ever it's important to be a strong, clear voice speaking up for our clients and their communities. The service we offer gives us the unique ability to channel these voices and experiences. Through this we are able to influence and impact policies and practices to make things better for people.

I've lived in Doncaster most of my life, studied Criminology & Social policy at The University of Hull. I was drawn to working for Citizens Advice through my passion for a fairer and more inclusive society for all, we have a wonderful diverse team of staff and volunteers who share my passion that everyone should be treated equitably.

It's a privilege to hold the position of Chief Executive and I look forward to bringing my passion for equality and inclusion to this role.

James Woods

Our Vision

While our work in previous years was focused on the Covid-19 pandemic, it didn't change our longer-term aims. We want to help more people across the Doncaster Borough by delivering seamless, multi-channel services that keep pace with changing client needs and preferences, both digitally and in person, at locations within communities in Doncaster but also contributing nationally to the increases in demand for services we face.

Citizens Advice Doncaster Borough exists to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We offer the advice people need for the problems they face today.

We also seek to improve the policies and practices that affect people's lives through research and campaigning. We work both on local issues and as part of a wider national network.

We value diversity, promote equality and challenge discrimination.

We have set ourselves some objectives moving forward to improve our services offered.



You won't struggle to get help from us

You won't struggle to get help from us - our services will be available when you need them, we will work to develop infrastructure and services to make it easier to get the help you need.



We'll help you find a way forward, whatever your problem

We'll offer you the resources, tools and expertise to solve your problem. If we can't help you directly, we'll signpost you or make a smooth referral to a trusted partner who can give you the advice you need.



You'll get the level of support you need

If you're at higher risk of disadvantage, detriment or harm, we'll take extra steps to make sure you have the appropriate level of support. Whatever situation you're in, you'll be informed about the different ways of accessing support and be able to choose the one that works best for you.



You know that we'll speak up for you

We'll advocate for changes to government policy and industry practices that are making life harder for you.

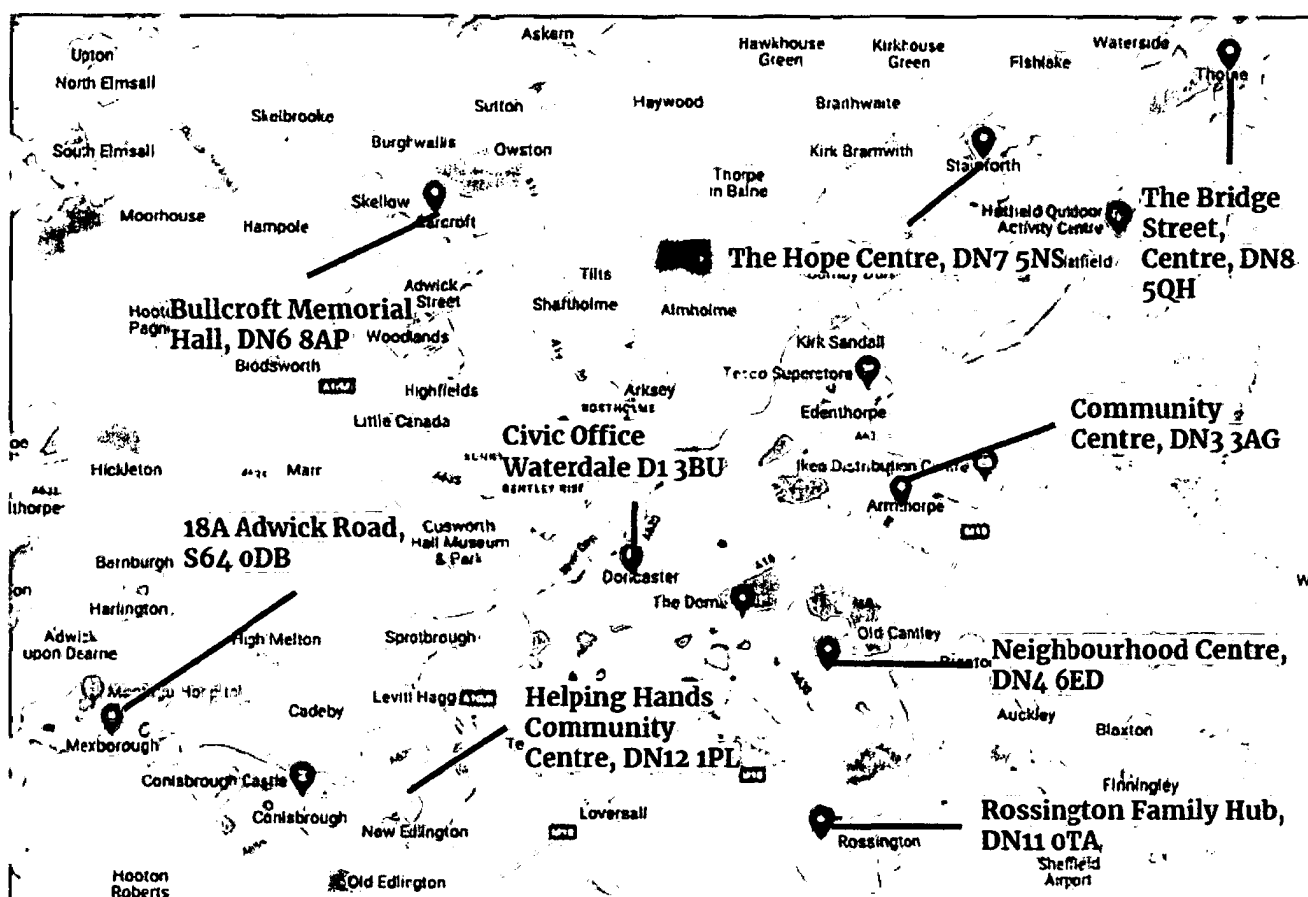
Moving forward with our service

The pandemic changed the way we responded to advice almost overnight. We shifted our face-to-face services to helping people on the phone and via email and webchat. It allowed us to establish infrastructure and policies which now allow us to respond to calls for our advice services over a wider spectrum of channels to best suit the needs of each individual client.

As well as continuing with our now established digital access channels we have made a conscious effort to gradually re-introduce the Face-to-face services we offer. We see this as an essential and unique part of our service offer which benefits the most vulnerable and socially excluded members of the borough. We will endeavour to further establish our community presence moving forward.

Where we are

We have 3 of our own offices, as well as 6 community outreach locations, all with video capability across the borough where clients can access Face-to-face services. We also offer advice via email, video and webchat options for clients.



9

Advice locations across the borough

39

Advisers across the borough (staff & volunteers)

93

Face-to-face Appointments available per week across the borough

5

Remote Pro-Bono Law students advising clients remotely through digital channels



"Losing my job and my home was horrible. I was shaking and crying because I thought I might end up sleeping rough"

HOW OUR ADVICE HELPED KELLY *

Kelly, 33, lost her job as a hairdresser in March and applied for Universal Credit. She was a lodger in a shared house and, with no savings to fall back on, she quickly fell into rent arrears and was evicted.

Citizens Advice Doncaster Borough supported her to access an emergency grant while she waited for her Universal Credit application to be approved. She found a new flat and received an advance to tide her over until she received the first full payment, but the experience left her shaken.

Our Projects

Activity / Project	What it funds	Key Outcomes
MAPS Debt Project	Our debt team consists of 6 specialist advisers and 4 support staff	<ul style="list-style-type: none"> • 1,712 clients Advised. • £2,161,094 Debt written off • £54, 833 payments rescheduled • Received National award for recognition of performance.
DWP Help To Claim	Our Help to claim team consists of 2 full time advisers	<ul style="list-style-type: none"> ◦ Selected as the sole project provider for South Yorkshire in 2022/23 ◦ 657 clients assisted with making a claim for UC
Well Doncaster -Pod & Outreach Project	This project funds 5 video advice pod locations across the borough 3 Community Outreach advisers across 6 community locations	<ul style="list-style-type: none"> • Advised 1583 clients with 2,744 issues • Stronger links with communities • Increased interest in volunteering • improved referrals from community groups
Yorkshire Building Society project	This award winning project places an adviser in the town centre branch Started March 2022	<ul style="list-style-type: none"> ◦ Increased capacity by 6 appointments a week ◦ Improves early response to issues clients face
Henry Smith Charity	This project contributes to our overall running of the service with a number of advice and back office roles.	<ul style="list-style-type: none"> • Gave us the financial stability to develop services and look for further grant funding
Well Doncaster - Local Solutions Food aware partnership	This innovative project allowed us to provide advice within food bank locations run by Food Aware CIC Started Jan 2021	<ul style="list-style-type: none"> ◦ Improved access to vital advice services at crisis points in people's lives ◦ Improved partnership working
Well Doncaster - Local Solutions Age UK Partnerships	This great partnership project allowed us to jointly provide welfare rights advice and support across the borough. Started Jan 2021	<ul style="list-style-type: none"> • £393,948 Income gains for clients • 296 Cases opened advising and supporting 181 clients with 844 issues

Community Outreach

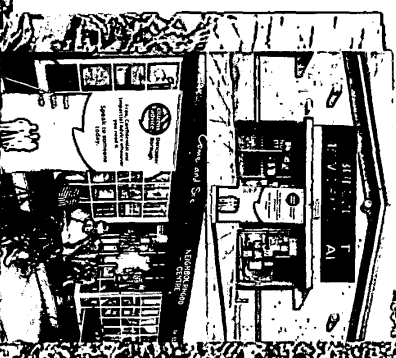
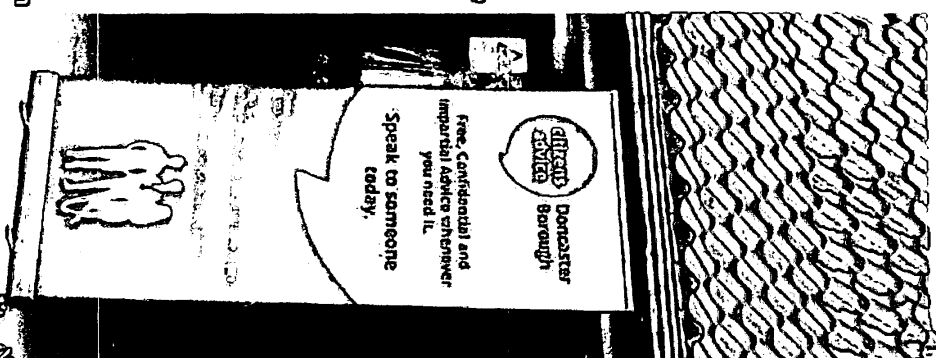
Over the last year we have established our presence locally, by increasing the number of community locations we provide advice from as well as continuing to embrace technological steps in digital access.

We have increased engagement with local groups and charities working closer with them to offer advice and support to service users on a range of issues. The strategy behind this is to increase the access and availability of high quality advice and support from within communities; empowering them to act on issues they face, reshaping local economy and transforming communities by facilitating income gains for clients which directly improve local finances and positively impact wellbeing.

We have established the following Advice Outreach locations at all of which we provide General & Welfare rights advice from.

- Armthorpe - Community Centre, Church Street, DN3 3AG
- Gantley - Neighbourhood Centre, 10 St Wilfrid's Court, DN4 7AJ
- Garcroft - Bullcroft Memorial Hall, Chestnut Avenue, DN6 8AP
- Edlington - Helping Hands Community centre, Edlington Lane, DN12 1PL
- Rossington - The Family Hub Rossington, Grantham St, New Rossington, Doncaster DN11 0ZA
- Thorne - The Bridge Centre, Bridge Street, Thorne, Doncaster DN8 5QH

We are excited by this development of our service and hope to evidence that a community based approach will benefit more people and allow us to build skills and resilience in these areas. If successful we will look to expand this offer to more communities across the borough.



Partnership Working

This year has given us the opportunity to expand our partnerships locally, with the introduction of two fantastic projects with two high profile local organisations. This partnership working was supported and facilitated by Well Doncaster. These projects both expand our reach and capacity to offer support and advice to more clients.

We are looking forward to working and developing services with both Foodaware and Age UK Doncaster.



This project looks to support Foodaware service users by providing advice and support on issues they face which are causing them to need to use a food bank.

The project looks to reduce food bank dependency by supporting clients with benefit checks, budgeting, income maximisation and debt advice.



This project looks to provide all age benefits advice and support to clients with all issues relating to welfare rights from benefits check to form filling and appealing decisions. Its aim is to provide high quality advice across the borough on the subject of benefits.

The project is shared with Age UK to allow us to maximise the resources of each team's services.

Key Achievements

National Innovation Award

Out of the 2540 locations in England and Wales, we were awarded "The Innovation Award of the Year" at the National Citizens Advice conference.

We are incredibly proud to have been able to support our clients via telephone and video channels, with one of the most complex and stressful benefit forms. Throughout lockdown we worked with the Pro-Bono Community Charity, as a partner organisation and arranged for experienced student volunteers to give practical help to our clients with completing these forms. Without our student volunteers we would not have managed to respond to the demand for this particularly complex service. We want to say a huge thank you to the 2 students who gave their time up to help the Doncaster Community.

The demand for welfare rights advice and in particular help with the completion of Benefits forms is on the increase. Some of the forms are very complex and require experienced advice and support therefore the demand for this service presently far outweighs our capacity. This has caused undue stress to clients who are desperate for our help.

Citizens Advice National CEO - Dame Claire Moriarty

" Their innovative support has helped and supported 19 clients with their Personal Independent Payment forms, the service has received great feedback from those who've used it and helped some of Doncaster's most marginalised clients access the benefits they're entitled to, a huge well done to Citizens Advice Doncaster Borough"

We received excellent feedback regarding the service received and how this helped them through such a difficult year.

'Sympathetic and not patronizing', 'Lots of help, very understanding', 'Helped fill it in and helped add details that were missed'



Clare Moriarty
Clare Moriarty
Chief Executive

Warren Buckley
Warren Buckley
Chair

National Certificate of recognition

Citizens Advice National awarded us a national certificate of recognition for the performance against target and for the quality scores we had achieved over the last 12 months. Debt team members, Paula, Nigel, Linda, Caroline, Tony and Brandon along with James and Colin met with Gareth Pye to discuss the project over 2021-22 and receive the certificate.



Our Yorkshire Building Society project won a national award.

We are delighted to have joined this award winning project and to be working with the YBS team at the Doncaster branch, their commitment to helping customers mirrors our own and we look forward to working closer with them in the coming months.

Adviser Ian Hatley with the YBS Doncaster team.

We are excited about the achievements we have accomplished over the last 12 months and look forward to more success in the coming year.

ACHIEVEMENTS

Achievement	Details	Outcome
Awarded AQS Quality Mark	In April 2021 we received confirmation of renewal of our AQS quality marks for general advice and debt casework – and gained a further quality mark for excellence in telephone advice.	Advice of the highest quality provided to clients through our Face-to-face and phone services
Secured long term Town Centre Premises	We moved town centre operations into the Civic building in Waterdale	Secure long term premises, which is affordable, and provides fantastic networking opportunities
Increase Funding and capacity	Successfully bid/gained funding and set up 4 new paid projects, adding capacity to our advice services	Increased Income from non core projects by £280,000 Core funding will run on a 3 year cycle rather than an annual one
Open & Accessible	Increase our community presence setting up Face-to-face outreach sites in 6 locations and 4 Video advice Pods access points	Increase in client contacts Greater partnership working within communities
Leadership Assessment Passed	Passed our National Citizens Advice Management and finance audit	We scored our highest LSA score to date. We exceeded previous audit scores.
Participated in the Government Kickstart Scheme	Trained and upskilled 25 colleagues from the age of 16-24 Improving employability and skills	Recruited 5 paid staff from the scheme, and empowered 4 into employment elsewhere, 8 currently still on placement and 3 volunteering
Improved Wellbeing awareness for Staff, volunteers and clients	We set up a well being champion with Doncaster Mind - promoted wellbeing courses to staff, improved awareness on how to deal with Mental Health issues	We now have 3 Mental Health First Aiders trained to Level 2 We also have an organisation well being champion.
Improved borough wide reach through joined up digital engagement initiatives	Joint campaigns with DMBC, St Leger Homes Age UK & Live Inclusive	Jointly campaigned during talk money week, increased contacts by 65% part of a borough wide advice network of like minded organisations
New Joint Projects	Set up new projects with partners Age UK Doncaster & Food Aware	Increases ability to respond to clients needs. Targeted advice to reduce impacts on other services. Improved partner working.



"I don't sleep at night worrying about my debts, I am scared to open the front door in case it's a bailiff coming to take my belongings"

HOW OUR ADVICE HELPED ROBBIE *

Robbie, 56, was in arrears with Council Tax and other debts after a relationship breakdown.

He had over £15,000 in credit debts and was in arrears of £2,000 with his Council Tax who had instructed an enforcement agent to collect the outstanding balance.

Citizens Advice supported him to access specialist debt advice, they undertook a benefits check to ensure he was receiving the benefits he was entitled to.

We supported him with food and fuel vouchers and budgeting advice until his Debt Relief Order was approved

Robbie is now debt free and receiving the appropriate benefits, he is now up to date with all his essential bills and is able to sleep at night.

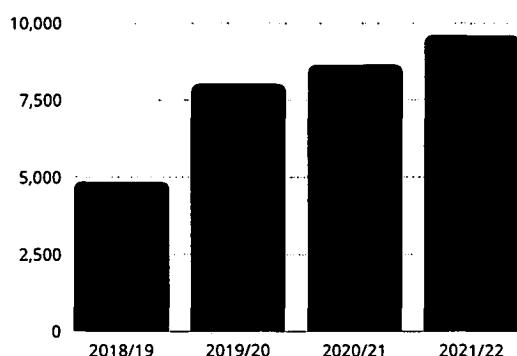
Making the Difference

Last year saw another increase in demand for advice across all areas of our service and all areas of the Borough. This year our focus has been on improving our accessibility by increasing the channel options for clients and increasing our presence in local communities.

To achieve this we are adopting a new strategy of advice provision which encompasses a greater focus on community advice across the borough, our aim is to embed our services in local communities so people know who to turn to and where to go for advice and support. Over the next 12 months our focus will be to expand our community presence further, working with more grass roots community organisations to maximise our capacity and reach throughout Doncaster.

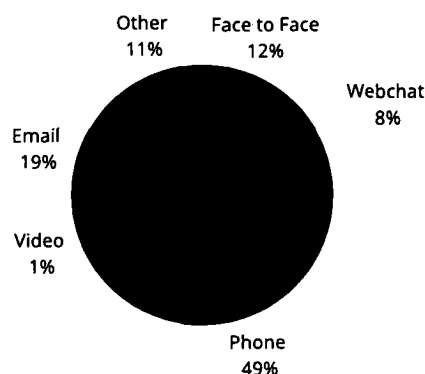
YEAR ON YEAR INCREASES IN DEMAND

Bar chart outlining the yearly increases in demand for our services.



CLIENT CONTACT CHANNEL

Pie chart featuring our channel options to clients



£5.1 MILLION

In debt handled in
2021/22



9,712

Client contacts in
2021/22



25,511

Separate issues dealt with
in 2021/22

Increase in clients contacting us
for welfare Rights advice

67%

Increase in clients contacting us
for Energy and Utility related
problems

136%

Number of clients contacting us
for debt advice

45%

Almost £1.0 million financial gains

Financial gains for clients in 2021/22

Issues

	Issues	Clients
Benefits & tax credits	3,991	1,528
Benefits Universal Credit	3,039	927
Consumer goods & services	660	275
Debt	10,459	1,712
Education	59	25
Employment	1,141	605
Financial services & capability	541	244
GVA & Hate Crime	55	39
Health & community care	207	105
Housing	1,622	904
Immigration & asylum	381	203
Legal	644	257
Other	1,047	493
Relationships & family	814	446
Tax	81	44
Travel & transport	148	92
Utilities & communications	622	101
Grand Total	25,511	

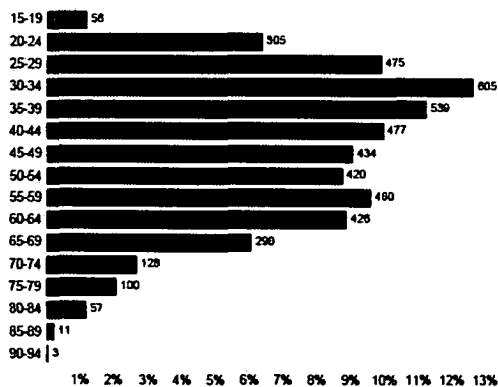
Top benefit issues

21 Personal independence payment	1,582
01 Initial claim	1,537
28 General Benefit Entitlement	488
99 Other benefits issues	414
04 Limited capability for work element	339
02 Standard element	308
03 Housing element	242
19 Employment Support Allowance	229
17 Attendance Allowance	152
08 Calculation of income, earnings a	148

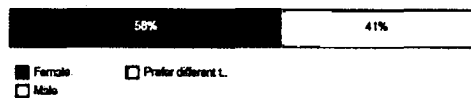
Top debt issues

49 Debt Relief Order	2,719
99 Other Debt	831
09 Council tax arrears	773
60 Debt Assessment	694
14 Unsecured personal loan debts	626
13 Credit, store & charge card debts	572
04 Fuel debts	562
16 Water supply & sewerage debts	425
52 Breathing Space Moratorium	353
30 Mobile phone debt	348

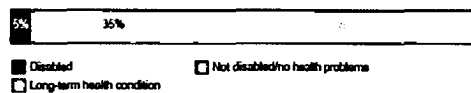
Age



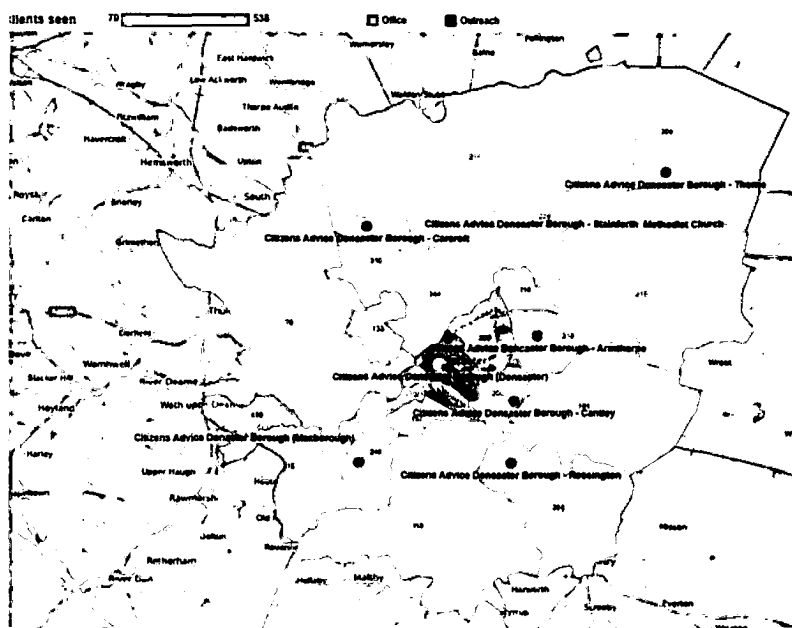
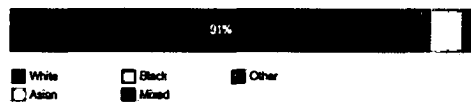
Gender



Disability / Long-term health



Ethnicity



Top Wards

Local Authority Ward	Clients	Issues all
Adwick to Street & Carrville	310	1,672
Ambletop	218	982
Bally South	187	712
Burley	344	1,587
Breskallan	200	733
Conkerbrough	318	1,458
Edlington & Kirk Sandall	113	480
Edlington & Womblesworth	345	1,146
Flemingley	161	728
Hallfield	210	1,075
Heathcote & Bally North	384	2,123
Meckborough	416	2,147
Norton & Aiskam	211	1,008
Renton Ridge	133	615
Rossington & Bawtry	258	1,403
Sparthbrough	78	300
Stainforth & Barmby Duns	229	1,328
Thorne & Moorlands	309	1,556
Tickle & Wickerhill	113	580
Town	386	2,387
Wheatley Hills & Intake	389	1,822



of our clients had debts.



of our clients had problems with Benefits or Universal Credit.

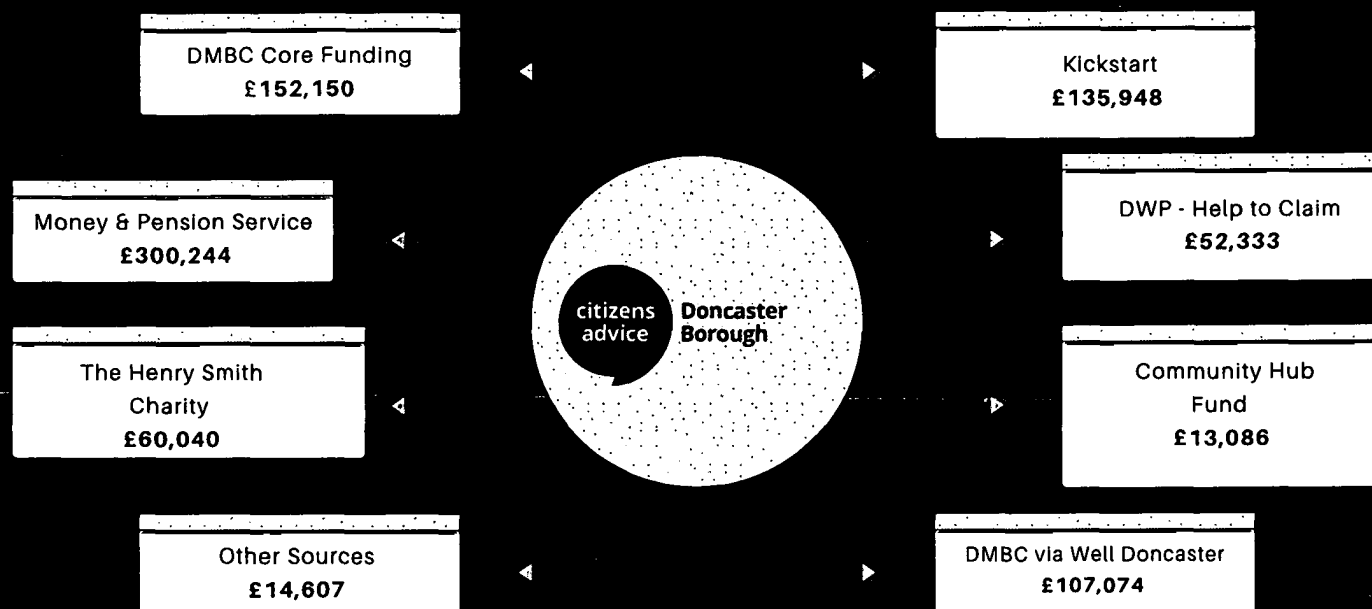


of our clients had issues with employment or their employers.

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Funding

At A Glance



Outcomes

£1.00

For every pound we receive in funding we generate at least:

SAVINGS

£2.53

To the 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.

PUBLIC VALUE

£12.59

In wider economic and social benefits. Solving problems improves lives - this means better wellbeing, participation and productivity for the people we help.

FINANCIAL OUTCOMES FOLLOWING ADVICE

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

£15.78

***"There comes a point
where we need to stop
just pulling people out of
the river. We need to go
upstream and find out
why they're falling in"***

Desmond Tutu

**We must
keep on protecting
each other**



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Trustees During The Year.

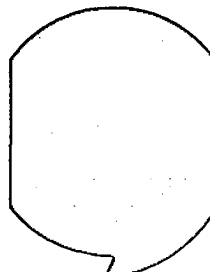
Trustees



Colin Smith
Chair



Malcolm Jevons
Vice Chair



Irene McLaughlin
Treasurer



Andrew Wignall
Trustee



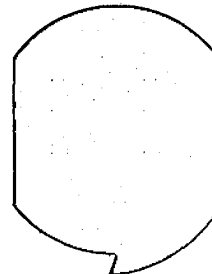
Nikki Sogbein
Trustee



Christine Marshall
Trustee



Oliver Head
Trustee



Anne Rutherford
Trustee

Our trustees are volunteers who use their skills, knowledge and experience to help guide and govern our charity. We welcome Christine Marshall and Oyenike Sogbein to the board, both of whom joined last year and we are grateful for their work so far. We want to thank all our trustees for their direction, governance and support.

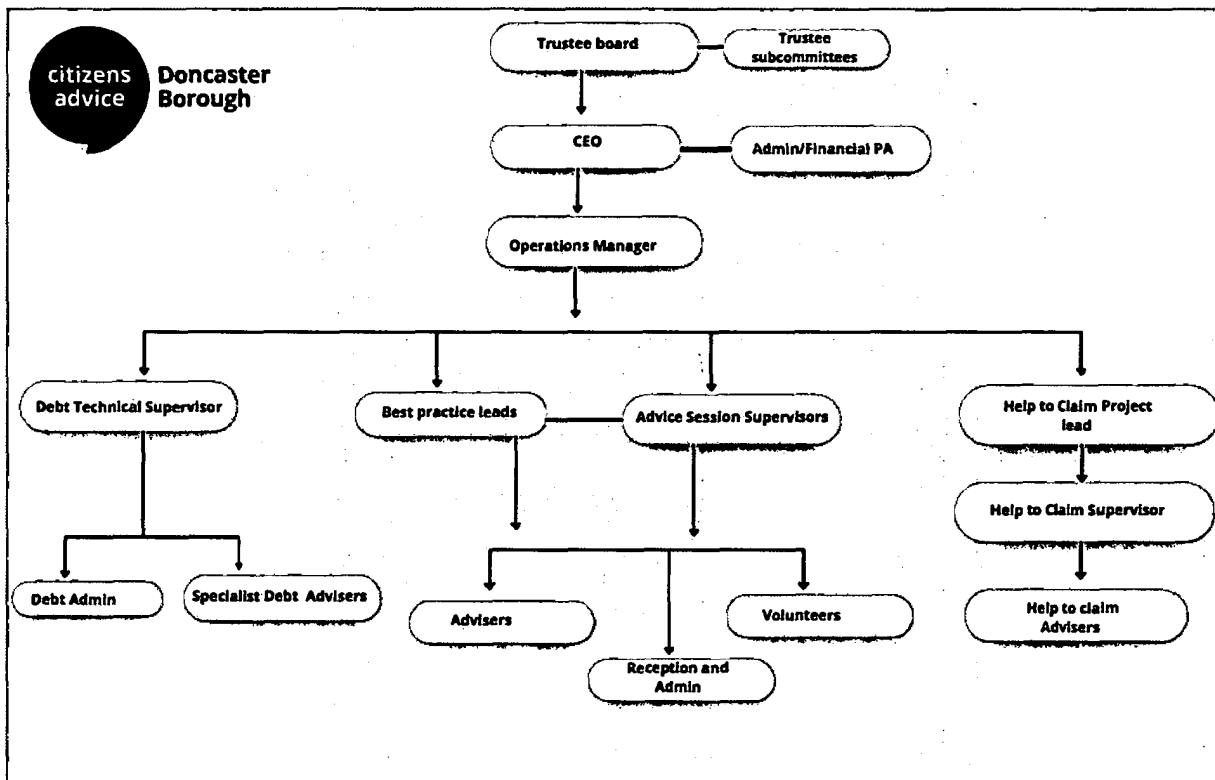
During 2021-22 some of our trustees retired and we would like to offer a special thank you to Irene McLaughlin, Oliver Head and Anne Rutherford for your time and support, it is much appreciated.

Thank you

Structure

Our trustee board sets the vision and gives strategic direction to Citizens Advice Doncaster Borough.

There are 4 formal trustee board meetings each year, along with other meetings and events, to help trustees shape the organisation's strategic direction and develop as a team. Our Chief Executive, working with the Operations Manager, is responsible for delivering the strategy and for day-to-day operations. The trustee board is committed to high standards of corporate governance and complies with the principles and practices set out in the Charity Governance Code.



Management



James Woods
CEO



Deborah Murray
Operations
Manager



Karen Bothamley
CEO (Retired May
2022)

Advice teams, support staff and volunteers

Our team of dedicated, hardworking and passionate staff and volunteers are an asset to the service. Here are a few of the people who have supported our service provision over the last 12 months.



Sarah Machin



John Murphy



Ian Hatelly



Stuart Tovell



Daniel Beevers



Uche Okoli



Jo Flowers



Sharon Alderson



James Bacon



**Callum
Norman**



Sarah Robinson



Paula Lowther



Tony Pell



**Sharon
Capper**



**Christina
O'Donnell**



Nigel Friend



Liz Ramage



**Caroline
Woffenden**



**Georgina
Monk**



**Christine
Jones**



**Natalia
Jozwiak**



Billie-Jo Haigh



**Thomas
Gilling**



**Charlotte
Dobson**



**Marilyn
Vause**



**John Mark
Rose**



Rosie Coles



**Brandon
Greenall**



Elle Hirst



**Brandon
Goulding**



**Beata
Walkowicz**



**Susan
Hodges**



Hilary White



**Brad
Barrass**



**Alan
Parkinson**



**Rebecca
Woodruff**

Volunteers

Our volunteers are critical to our success and provide tremendous value to our funders and to the community. At any one time we have around 15 - 20 volunteers in the organisation, however this number is trending upwards due to additional recruitment support from paid staff.



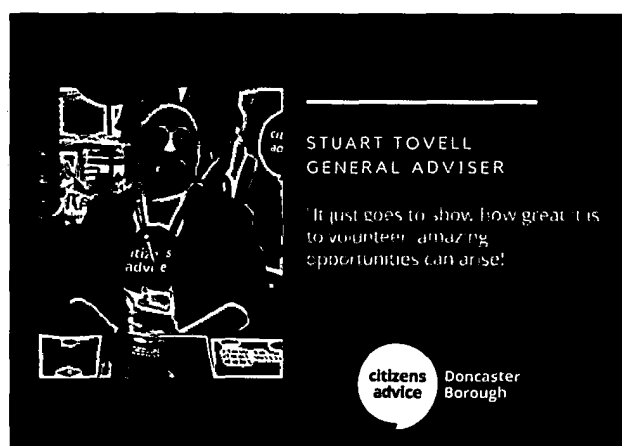
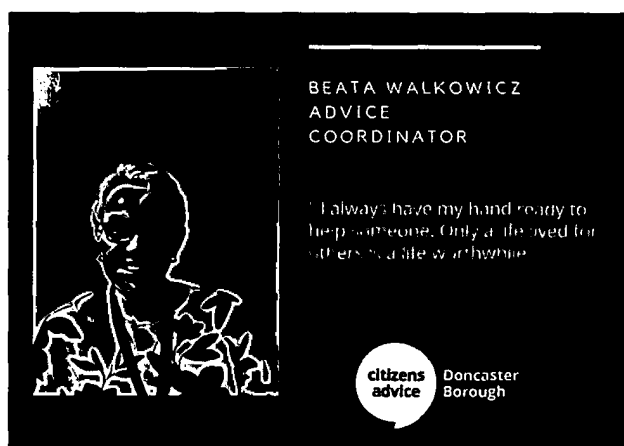
Our team of volunteers go through high quality training ranging from academic study packs and e-learning to practical training such as shadowing experienced staff and volunteers. Our service relies on the commitment and hard work of our volunteers who make up a large part of the team. We currently have volunteer advisers, assessors and admin support staff. All our volunteers contribute to the organisation's work on research and campaigns.



The diversity in the background of our volunteers contributes to the efficiency and success of our team. Volunteers look to join us for a range of different reasons including gaining skills, experience and confidence to help them into employment and retired members of the community wishing to remain active and put something back into the community. It is as a result of the commitment, loyalty, hard work and professionalism of our volunteers that the service provided is of such a high quality.



Our volunteer roles are varied, challenging and rewarding and our volunteers really enjoy being able to make a valuable contribution and a positive impact on people's lives.



Wider impact of volunteering

One of the areas where we're only able to partially demonstrate our savings to public services is volunteering. Volunteering also benefits our volunteers - they improve their skills, resilience, health and well-being, while strengthening community engagement.

80%

of our unemployed volunteers believe they are overcoming barriers to employment

15

Volunteers found work internally and externally in the last year



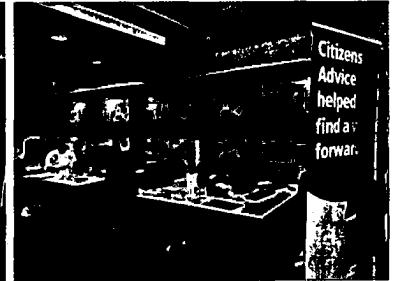
54%

of our employed volunteers state that they are using it to change or evaluate their career.

9 out of 10 readers appreciate accurate information

97%

would recommend volunteering at Citizens Advice Doncaster Borough



We would like to take a moment to congratulate our volunteers over the past year who managed to gain employment with us either short or long term. These people include:

- Uche Okoli
- James Bacon
- Brad Barass
- Shaista Mumtaz
- Stuart Tovell
- Ian Hatelly
- Aaisha Amin
- Callum Norman
- Natalia Jozwiak

- Sarah Machin
- Thomas Gilling

Additionally, we'd like to congratulate the people who gained employment elsewhere while volunteering with us. These include:

- (Nikki) Oyenike Sogbein
- Rachael Murray
- Sophie Wheeler
- Kealy Guest

£131,000

The monetary value of volunteered hours over the year

Volunteer Feedback



ANDREW WIGNALL
TREASURER

"I first joined CAB when I retired some 12 years ago. Personally I am learning many new skills and feel privileged to be part of a fantastic local and National team striving to make life easier for countless people."

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Borough



BRAD BARRASS
VOLUNTEER ADVISER

"Being able to help those in the community that I myself have grown up in is a privilege."

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Doncaster
Borough



CHRISTINE MARSHALL
TRUSTEE

"I'm a special needs teacher who lives and works in Doncaster - I'm very proud to be involved with the CADB as it helps people from across our town to access crucial services and support."

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advice**

Doncaster
Borough



ELLE HIRST
VOLUNTEER ADVISER

"I have volunteered for Citizens advice as I am passionate about helping those that need it. It is so rewarding to help others. Being kind and helpful makes society a better place."

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HILARY WHITE
VOLUNTEER ADVISER

"Being able to offer people advice and information, sometimes at vulnerable times in their lives, is hopefully both invaluable for them but rewarding personally too."

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Borough



NIKE SOGBEIN
TRUSTEE

"I am a qualified Lawyer, currently re-qualifying in UK law. Being a Trustee gives me the opportunity to help overcome the issues people face. When they are happy, we are happy and society becomes better."

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Borough



ROSIE COLES
REMOTE VOLUNTEER
ADVISED

"I enjoy volunteering at Doncaster Citizens Advice because the clients are always so grateful for our help which makes everything worth it!"

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TANVEER HUSSAIN
VOLUNTEER ADVISER

"Being a volunteer, I am feeling a great satisfaction for my soul."

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KICKSTART SCHEME

The Kickstart Scheme is a government funded programme that Citizens Advice Doncaster Borough have participated in. The first CA contract under this scheme began on in June 2021 and the last contract ends in September 2022.

The scheme enabled individuals who are looking for work to get a leg up on the employment ladder as it paid for their time there. As well as Kickstarters working in their respective roles and contributing to the organisation; the scheme was also very development-focused, training Kickstarters in employability and transferable skills.

Citizens Advice Doncaster Borough Involvement

Kickstarters at CA have been given a wide range of roles that they were able to contribute to. These mainly fall under general adviser, administration, reception/advice support and social media. Kickstarters were given the opportunity to try out these roles and focus on what suited them best. This furthered our goal of developing the transferable skills that will be most relevant to them based on their desired career path.

Many of the Kickstarters have contributed a lot to the organisation. The ones that were the most proactive and gave the best impression were even able to secure employment with CA beyond their original Kickstarter contract and become longer-term members of the team. This was a natural choice as these employees already came with a lot of experience working at CA. Out of the 26 Kickstarters that were originally recruited, 7 of them (so far) gained additional employment and 2 past Kickstarters are also currently volunteering with us.

We're very happy to have taken part in this scheme.



Research & Campaigns

We believe that it's important not just to help people find a way forward, but also to understand what led to the difficulties in the first place and to do something about those underlying issues.

We can help address the fundamental issues that exist in society by collecting evidence and by using our huge volume of data, case studies and local surveys. This leads to local, regional and national campaigns.

Over the last 12 months we have further developed our research and campaigns (R&C) work by;

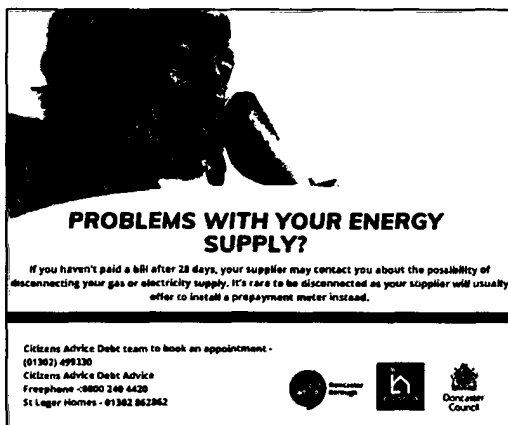
- Developing social media campaigns on issues impacting clients with leading partners.
- Meeting with local groups, councillors and local MPs to discuss issues faced by our clients.
- Being a respected voice on social media for our community locally and nationally, by engaging in campaigns and raising awareness of issues faced by residents of the Doncaster Borough.

We continually strive to;

- Increase local awareness of our campaigns.
- Be involved in regional and national campaigns challenging discrimination and inequality.
- Share best practice about research and campaigns with other local Citizens Advice.
- Actively develop local campaigns about the issues that are really relevant to our residents.
- Engage with local partners and people of influence, including our MPs, on key national campaigns.

The current climate has given rise to a number of campaigning opportunities which are a result of the amount of advice work we have needed to do this year to support those who need it.

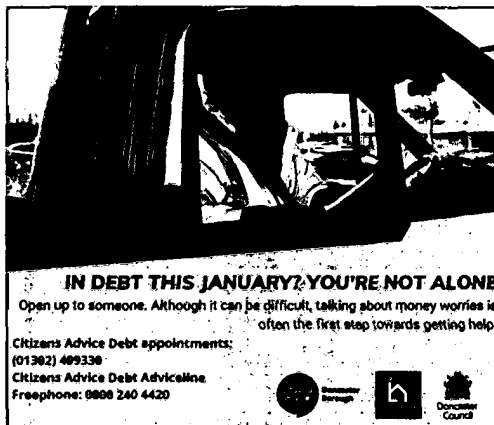

However, this has provided us with a wealth of issues we want to take action on in the coming year, to ensure we all recover from the pandemic and are braced for the challenges ahead, so no one is left behind.



PROBLEMS WITH YOUR ENERGY SUPPLY?

If you haven't paid a bill after 28 days, your supplier may contact you about the possibility of disconnecting your gas or electricity supply. It's rare to be disconnected as your supplier will usually offer to install a prepayment meter instead.


Citizens Advice Debt team to book an appointment -
(01302) 499330
Citizens Advice Debt Advice
Freephone - 0800 240 4420
St Leger Homes - 01302 862862



IN DEBT THIS JANUARY? YOU'RE NOT ALONE

Open up to someone. Although it can be difficult, talking about money worries is often the first step towards getting help.

Citizens Advice Debt appointments:
(01302) 499330
Citizens Advice Debt AdviceLine
Freephone: 0800 240 4420



talk money week

talk Money with us...

 **Money & Pensions Service**

 **citizens advice**

 **Doncaster Borough**

 **St Leger Homes**

 **Doncaster Council**

citizensadvice.org.uk

This year's Campaigns

Energy Market Meltdown Campaign

In response to many energy suppliers going bust in 2021, we campaigned for energy market reform in favour of consumers. We warned about the impact that widespread price hikes would have on the public.

We began sharing information and advice to help people manage their energy bills.

We met with MP Ed Miliband and Doncaster North Councillors to discuss our worries about the energy market and the consequences locally for energy price rises.

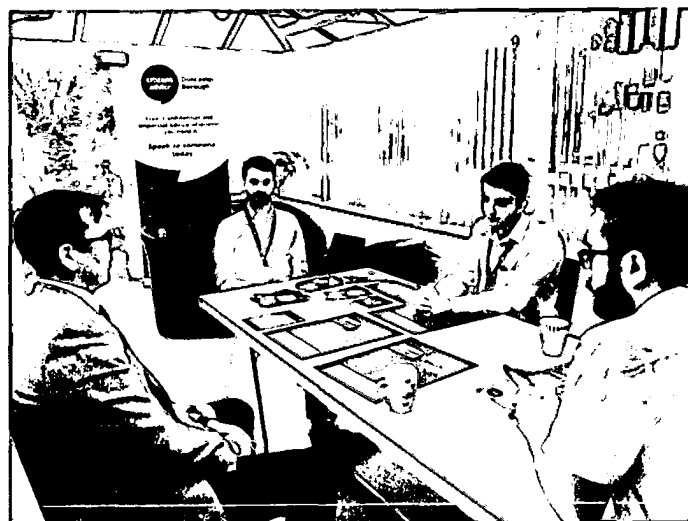


Keep the Uplift Campaign

The government's plan to cut universal credit and working tax credit by £20 a week in October 2021 was a key campaigning focus this year.

We campaigned that this money has been a lifeline for families across Doncaster and the country. It was brought in at the start of the pandemic because the government recognised that families need more to live on. It was true then and it's still true now. It's wrong for the government to take this support away.

We met with Local MP Nick Fletcher to explain why the MPs and the government should vote to #KeepTheLifeline for children and families in Doncaster.



Way to Work Campaign

We looked to support the government in their way to work campaign which looked to increase people's employability.

We met the Councillor Lani-Mae Ball to discuss our participation in the Kickstart scheme and the work we already did in upskilling our volunteers.

We discussed barriers to work and how people could be supported with advice to understand their rights and make more informed decisions.

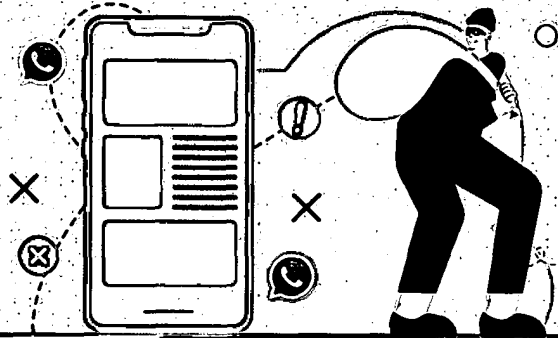
We also outlined the positive wellbeing outcomes people achieve through receiving advice and support.



Raising Awareness

We worked to raise awareness on the following issues through our campaigns during 2021/2022

BEWARE OF WHATSAPP "HI MUM" SCAMS!



Protect yourself from scams.

- Keep your personal information safe
- Don't share your password with anyone
- Don't share Family contact details with anyone
- Don't click on suspicious links
- Don't Send Money to anyone without checking who you are speaking to

citizens advice
Doncaster Borough

Supporting the Afghan Refugees this Christmas

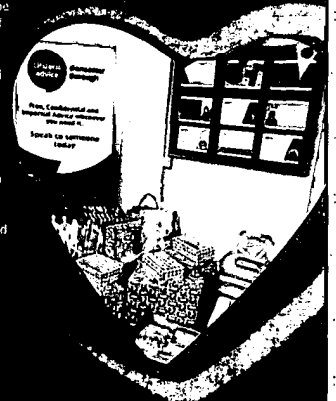
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The Home Office has placed a number of Afghan Families in the Danum Hotel, these families are fleeing the humanitarian crisis, and will reside at the hotel whilst permanent accommodation is found. They currently have no right to be in the country and are unable to leave the hotel until their immigration applications are processed which could be months. The ages of these families range from 2 - 70yrs.

We cannot imagine how traumatising and difficult it must be to move your family to another country because of fear of violence or repression and decided we would like us to support these families at this difficult time. As it's Christmas, our Season of Goodwill, our team has donated and collected things like unwanted gifts, toiletries, books and toys. We will be taking these to the Danum Hotel to hopefully bring a smile to people's faces who have had to leave everything behind.

This is not at the expense of people in Doncaster Borough who are struggling, as we continue to support them whoever they are, whatever their problems and we will assist them in obtaining support from charities, schools and the local authority which the refugees will not have.



citizens advice

• PRICE OF BLACK MONTH

“

Citizens Advice Doncaster Borough will, through its campaigns and advice provision, increase public awareness and raise concerns on issues of racial equality and injustice.

This increase in awareness, hopefully, will result in greater action and ultimately, in a fairer and more just society.

VICKE OKOLA

Citizens Advice Doncaster Borough
Advice Support Officer



FINANCIAL WELLBEING

citizens advice

Doncaster Borough

NEED HELP WITH MONEY OR BUDGETING

We've got everything you need to know. Stay tuned on Twitter, Instagram and Facebook for advice, guidance and tips on all 'things' money & banking.

To speak to an Adviser contact us

- 01302 243057
- advice@citizensadvice-doncasterborough.org



citizens advice

Doncaster Borough

MONEY MANAGEMENT & DEBT PREVENTION

November 2021



talk money.
week

Welcome

citizensadvice.org.uk



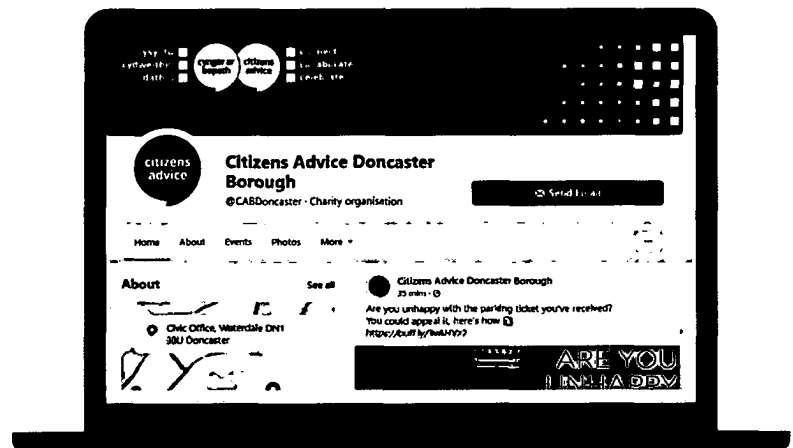
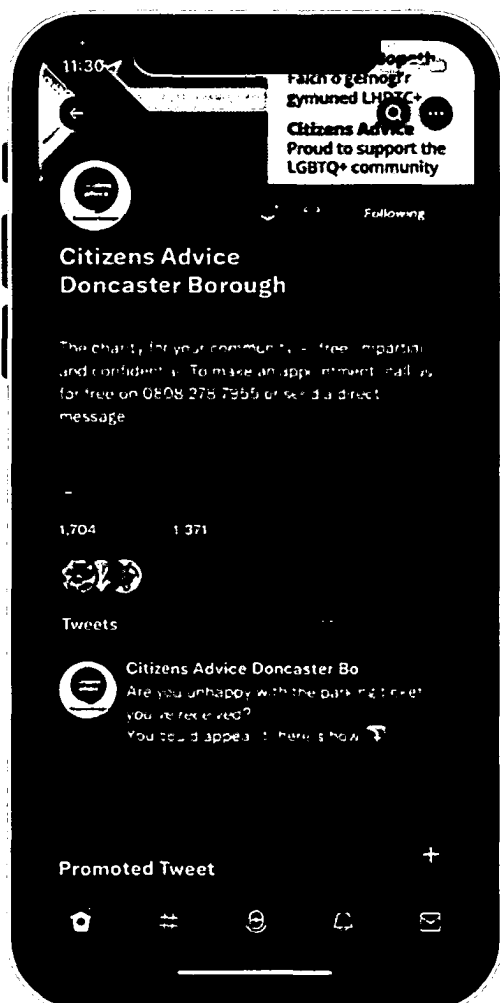
Digital engagement

We understand digital promotion of the service is becoming increasingly relevant to our operations. The lockdowns have highlighted how important social media engagement is.

Through social media we have conversed with prospective clients, provided information, carried out satisfaction research surveys and promoted our campaigns and the work of other like minded organisations. We have interacted with a much wider audience engaging with them about our work and demonstrating we do more than just provide advice and information. We currently have Facebook, Instagram and Twitter accounts.

This year we have set up a Medium account which allows us to blog on issues facing us or our clients, it allows the organisation to have a voice and we can report on the work we do and the impacts this has <https://cadoncasterborough.medium.com/>

We will continue to look to expand and develop this area with the help of our staff and volunteers.



Citizens Advice Doncaster Borough



@CABDoncaster



@cadoncasterboro



Citizens Advice Doncaster Borough

citizensadvice.org.uk

Digital Reach

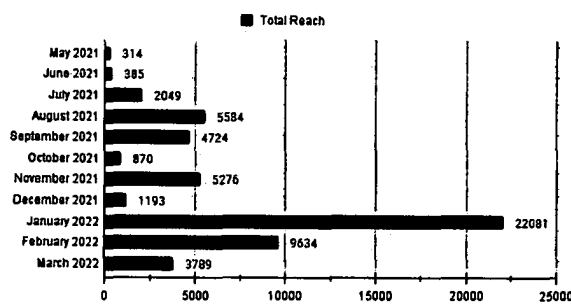
Social media is more than posting locations and opening times. It allows us to expand the reach of the service locally and nationally. It allows us to be the voice of our service users and share information with them giving them the knowledge to make informed decisions.

Through these channels we can run media campaigns on issues affecting the people of the Doncaster borough. We're sharing tips, promoting good practice and highlighting people's rights when they face problems. The data below highlights how increasing our output on social media has impacted visitors to our pages.

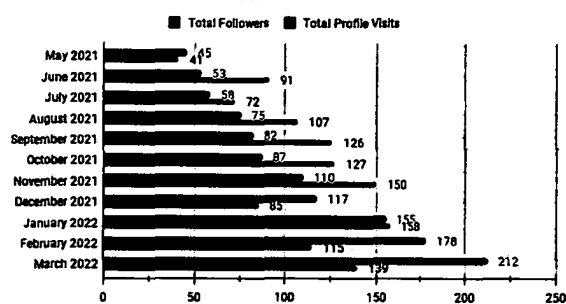
It also demonstrates the impact of joint campaigns we have led with partners, this has resulted in large increases in traffic, for example November 2021 was Talk money week campaign with DMBC and St. Leger homes had significant reach and resulted in more interactions and enquiries to the service.

We hope to continue to use these platforms to engage with people and organisations and to share advice tips and information to the people of Doncaster.

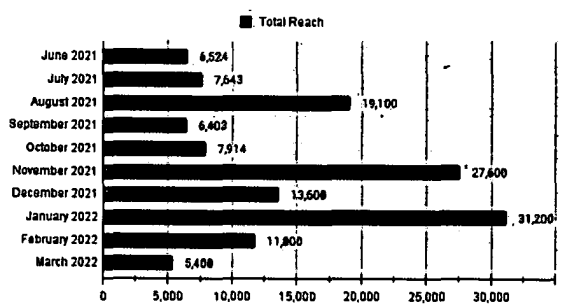
Social Media Data - Facebook



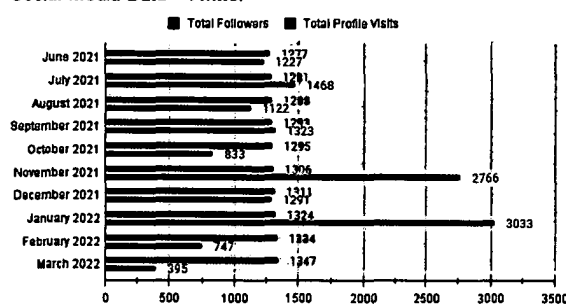
Social Media Data - Facebook



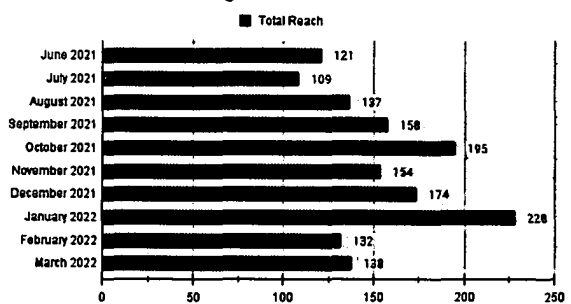
Social Media Data - Twitter



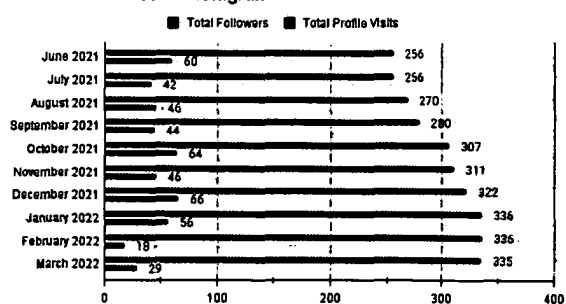
Social Media Data - Twitter



Social Media Data - Instagram



Social Media Data - Instagram



Service endorsements



"Citizens Advice Doncaster Borough has never been needed more. The last year has been incredibly difficult and lots of people have been tackling issues like debt, unemployment and problems accessing benefits. Throughout the pandemic, Citizens Advice Doncaster Borough has continued to provide an essential service for people experiencing the toughest of times."

Ed Miliband MP for Doncaster North



"I've seen first hand the hugely positive impact which Citizens Advice Doncaster Borough has locally. It's an important service which many of my constituents rely on. I know James Woods and his team have worked hard during this extremely difficult year."

Nick Fletcher MP for Don Valley



"Citizens Advice Doncaster Borough have continued to assist residents across the Borough even during the difficult year we have all experienced. Their work is invaluable, particularly in a time when so many have and continue to experience hardship and uncertainty."

Dame Rosie Winterton MP for Doncaster Central



"Citizens Advice Doncaster Borough continues to provide excellent, expert support and advice to residents across the Borough. Throughout 2020 they have shown a continued commitment to supporting residents and have adapted their services to ensure those who would benefit most can access support in their communities."

Dr Rupert Suckling, Director of Public Health, Doncaster Council




"It's a huge credit to the staff and volunteers at Citizens Advice Doncaster Borough that they've been able to help more than 8,600 people in 2020/21. Through adapting to new ways of working they've been able to make sure the people of Doncaster could continue to access our help when they needed it most. We're proud to have them as part of our service."

Dame Clare Moriarty, Chief Executive, Citizens Advice

Client Satisfaction

We've improved our client experience over the last year and we are continually looking at ways to improve and expand our service to clients. While we continue to help solve people's problems so they can find a way forward, we also want them to have a positive experience using our service. Despite the considerable challenges for delivering advice posed by the pandemic, satisfaction with our service improved in comparison to recent years.



"I am very happy that Citizens Advice have been able to assist in such stressful and trying times.

I didnt expect my energy provider to to write off over £5000.00.


Nigel was Fantastic!"

John from Stainforth.


Nigel Friend
Debt Adviser

"I would recommend Citizens Advice to everyone"

"Many people are having difficulties now in their life and it's hard to deal with a problem on your own, to turn to Citizens Advice is a great help and comfort."



Charlotte Dobson
General Adviser



"Christine was Fantastic "


"Thank you so much for all your help. It's like an unexpected Christmas present."

Gary from Rossington.

Christine Jones
Welfare Rights Adviser

'Thank you so much, Brad - you will always have my gratitude.'

It is cases such as these that exemplify why our move to the Doncaster Council Civic Office is significant for service provision. With a closer relationship with the council, we can provide more solutions that are more streamlined than ever before.



Brad Barrass
General Adviser

Quality of Advice

Citizens Advice Doncaster Borough proudly holds the Advice Quality Standard mark for our advice with casework services and our telephone advice services.

This is an organisation quality standard for legal advice services operating in the area of social welfare law.

The quality framework includes a set of standards designed to ensure a service is well run. It has its own quality control mechanisms that in doing so, assures the quality of the information and advice services provided as well as promoting social justice. The quality standards and assessment methods used reflect the minimum standards necessary to ensure that clients seeking advice receive accurate, complete and timely advice; that they are able to obtain this advice from an advice provider which is accessible to them and able to act independently and in the sole interest of the client.

We have robust quality procedures in place in order to maintain our high standards in line with this framework. We ensure staff, volunteers and trustees understand the importance of high quality advice and the detrimental consequences of poor advice.

We support our team to achieve this through comprehensive training, mentoring and support.



Mental Health & Well-being

As with the need for hardship support, the impacts on people's mental health and well-being were increased during the pandemic. Our team have put a lot of time and resource into stepping up our support in this area of work.

We now have 3 qualified Mental Health First Aid trained staff .

This training improves the confidence, skills and knowledge of delegates, to support people in crisis, developing a mental health issue and improving their own mental health and wellbeing. It establishes a better understanding how our advice and support, and signposting, can improve people's mental health and wellbeing.

Our Operations Manager is Mental Health Champion and regularly attends quarterly Mental Health Champion meetings at MIND, maintaining our Mental Health awareness and sharing best practice.

We have 3 members of staff who are Domestic Abuse champions, having completed the DMBC Domestic Abuse Awareness courses including Coercive and Controlling behaviours.

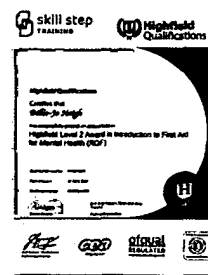
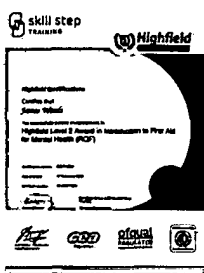
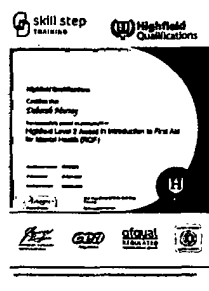
Our staff have all completed the Citizens Advice Suicide Awareness training and have refresher courses each year to support with the significant number of clients who are at the end of their tether.

We encourage our staff to take 5 minutes, talk about the challenges they have faced in their day so they are not taking problems home, affecting their Mental health and personal lives.

Resolving practical issues can play an important part in supporting people with mental health problems to build resilience and improve outcomes.

Last year in England Citizens Advice helped people with mental health problems solve over half a million issues. Many of these clients were at crisis point, and needed urgent advice on complex issues. Our evidence shows:

- Over 70% of clients have low confidence in resolving their problem without an adviser's help
- 70% of clients with mental health problems say they have low knowledge of their rights



Support Us

Did you know every local Citizens Advice is a registered charity?

Our advice services are more in demand today than ever before, as we move into the future that demand looks set to grow even further. Any gift, however small, will help to ensure that we are still here to support the people of Doncaster.

- Make a donation by sending a cheque payable to Citizens Advice Doncaster Borough or make a donation at any of our offices in person.
- Scan the QR code below to go to our Charities Aid Foundation donation page, where you can make a one off donation or set up regular donations to support our service.
- Select us as your charity of choice when shopping through Amazon via the Amazon Smile scheme - See social media for more details

WE RELY ON THE SUPPORT OF PEOPLE LIKE YOU TO HELP US MAKE A DIFFERENCE.



*Thank
you*

Case study

adviser: Paula Lowther

Issue: Debt - (Court Fines £685.90 and Water Arrears £136.41)

The client is single and lives alone in a 2 bedroom Council property, he has mental health problems, and English is not his first language. Client is Black African. Client has debts and originally contacted after receiving a statement from DWP regarding deductions taken from his Employment Support Allowance(ESA) for Magistrates Court Fines, he could not understand the contents of the letter and was concerned about the balance remaining. He also had water arrears and usage taken from his ESA award.

Upon checking the statement from DWP I could confirm the balance to be as he had calculated and not further accounts added. I advised the client of the priority nature of the debt and advised no further action will be enforced as payments are being made as agreed. However when performing a benefit check as part of the initial appointment it was clear the client was not receiving the Severe Disability Element added to his ESA claim - I advised the client to phone DWP and ask for an award letter to be sent.

Court fines outstanding £685.90

Water outstanding £136.41

Due to clients health problems and understanding I took time to explain the next steps and why the information is needed.

Client was able to make the phone call to DWP and gather info as needed. DWP asked for further info to prove the client lived alone.

DWP confirmed the client is entitled to SDP and has been since 2019 therefore will receive a backdate of £5100.46 - client is able to repay creditors in full and have full entitlement to his ESA with the added SDP at £66.95 per week.

£5,100

**SEVERE DISABILITY
PAYMENT MADE TO OUR
CLIENT**

**CREDITORS
REPAID IN
FULL**

**"THE CLIENT
WAS
OVERJOYED"**



Paula Lowther
Debt Adviser

Case study

adviser: Sarah Machin

Issue: Housing

Client is an elderly female. Client has Paget's disease, diabetes & a broken femur. Client has been staying with family since her fall in March. Client has a troubled relationship with her daughter & so does her son. The Client is mainly in Doncaster because she loves & wants to see her grandchildren. Client thinks that if she moves back to Surrey that her daughter would stop or monitor contact with the eldest grandchild. The Client's son suffers from anxiety and depression. Client's son has a joint mortgage with his sister in the house they are all currently living in. Client's son stated that he took over half of the mortgage to help his sister out whilst she was in financial difficulty.

The Client wanted to know her options for acquiring accommodation. Both Clients were unsure where this would be, if Client stayed in Doncaster Client's son would want to move to be near her to help with her care needs, so his job would be a consideration. If Client moved to Surrey she would not know what accommodation she could afford. Client stated that she would not be able to get a mortgage and did not want rented accommodation. Client also wanted to know if she was eligible for a blue badge.

I advised the Client that we could look at accommodation options in the Doncaster area together. The Client's son has internet access & said they would like to look together so I wrote down St Leger homes, Gov.uk for social housing & supported housing at Casson Court in Thorne which her son had mentioned may be an option. I also went onto the websites and showed them where to access registering for or just looking for accommodation. I signposted the Client to Age UK if she decided to move to Doncaster & gave her their contact details for possible future help with a benefits check to see what she may be entitled to if she decides to stay in Doncaster. I also gave the Client's son the Gov.uk link to the criteria for a blue badge, we looked at the criteria but determined that she probably wouldn't be eligible for one until she has found accommodation as one of the criteria is proof of address (ideally a council tax bill) which she does not have, advised that was something we could support/apply for if needed. I also advised the Client that until they had both had a conversation about where they were going to reside and all the ramifications surrounding the issues then they could begin an action plan.

The Client was upset & emotional at various times within the appointment so I made sure the Client was listened to & empathized with her situation. My Client had difficulty getting comfortable so I made sure she had a comfy chair & had ease of access around the office to the chair having crutches.

The outcome for this Client will depend solely on what decision she makes with her son. Advised the Client that if she decides to reside in Doncaster and needs any further support she can contact us further.

**"THE CLIENT
WAS VERY
EMOTIONAL AND
FELT MORE ABLE
TO DEAL WITH
HER PROBLEMS
ONCE SHE
UNDERSTOOD
HER HOUSING
OPTIONS IN
DONCASTER"**



Case study

Case Study

adviser: Tony Pell

Issue: Debt - **Council tax arrears £520 and bailiffs enforcement**

The client is a single elderly British male and in receipt of Universal credit and Personal Independence payment (PIP). The client resides at a family and friends property. The Client was living in the flat and because of his health issues, the client's doctor advised him to move closer to his family for extra support. The client left the property in Aug 2020 and he has been charged for council tax from 1 Aug 2020 to 1 Oct 2020 He stated the first time he knew about the arrears was when bailiffs visited his property. The client stated he has provided the council with proof that he did not live there at that time.

The client was advised to make sure his doors are locked and the windows are closed - bailiffs are allowed to come in through unlocked doors.

The client was advised that bailiffs recovering council tax aren't allowed to force entry. This means they aren't allowed to force their way into your home and they can't bring a locksmith to help them get in. The client was given a Fact sheet on bailiffs powers for him to read.

The client would get emotional when discussing his debt problem, we would take breaks to regain the clients composure then I would explain clearly what the client's options were and what we could do to resolve his debt problem. The client stated that he has been trying to resolve his problem for a while and made no progress. I contacted the council and I got the debt put on hold. I informed the council that the client was disabled. Council stopped all bailiff action. I explained the client's situation and the evidence that he had sent to them. I then asked them to investigate this case. The council stated they would investigate the client's case and get back to us.

The council contacted us both and stated that the client did not have any council tax arrears. In contrast the council owed the client £520.

The client was really happy that the bailiff had been stopped and that he did not have any council tax arrears. He thanked me for my help. Client stated he tried to sort this problem out himself and got nowhere.

£520

COUNCIL TAX DEBT RESOLVED

The client was really happy that the bailiff had been stopped and that he did not have any council tax arrears. He thanked me for my help. Client stated he tried to sort this problem out himself and got nowhere.



Tony Pell
Debt Adviser

Case study

Case Study

adviser: Christina O'Donnell

Issue: Benefits

The client is a 64 year old male he lives alone in a property that he owns outright, the client was receiving Contributuion based Emplyment Support Allowance (CBESA,) a Work Capability Assesment was requested by DWP and he was found fit for some work, the client's ESA has been stopped he disagrees with the decision and wants to challenge it. The client has no savings or any other income.

We completed the client's SSCS1 form ensuring supporting information was relevant and supported appeal. Advised client of the process and the likely out come. The client was given a copy of his Appeal form and further evidence was sent to the tribunal judge to consider. Advised they will assess your case without a hearing.

The client won his appeal on 20th July 2022 and was awarded ESA and placed into the support group-LCWRA. He received a back payment of **£3481**

Case Study

adviser: Gina Monk

Issue: Consumer - Energy

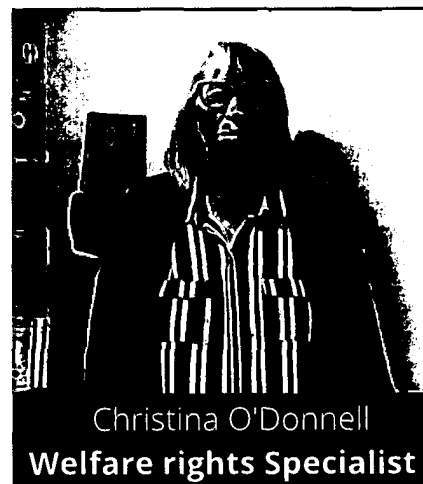
Client had been trying to resolve a billing dispute with her energy supplier for around 6 months. Bills would be produced not reflecting the energy used, with estimates being used even when bills were generated. Client was being chased for a balance larger than the balance was at the point her payment plan was set up, despite all payments and new usage being paid. Client was in financial difficulties due to excessive bills, and had also had an appointment with a debt adviser at the service due to the impact this was having on her as a self employed person.

We challenged the bills, using financial records provided to prove that the client was being chased for a balance exceeding the total sum of legitimate bills produced, and that this was due to adviser error and a debit balance being applied that did not relate to a bill.

"Debt" has been removed and client no longer owes anything to this creditor, she is now free to move suppliers due to me negotiating an early contract end, and will be discussing a request for financial compensation.

£3481

RECEIVED BY CLIENT IN
BACK PAYMENT OF ESA



Christina O'Donnell

Welfare rights Specialist

£1200

INCORRECTLY BILLED
ENERGY DEBT WRITTEN OFF
LEAVING CLIENT IN CREDIT
OF £355.88

**"Thank you for all
that you've done".**



Gina Monk

General Adviser

Acknowledgements

We know it's only by working together that we make a difference to the Doncaster Borough.

We're grateful for the generous support we have received this year. Here are a few who have made our work possible.

- Doncaster Metropolitan Borough Council
- Well Doncaster
- The Henry Smith Charity
- The Money & Pension Service
- Age UK Doncaster
- Food Aware CIC
- The Trussell Trust
- Live Inclusive
- UK Government
- Community Wealth Builder
- Skill Step
- Make your Mark
- Doncaster Deaf Society
- The DWP
- St. Leger Homes
- Doncaster College
- Voluntary Action Doncaster



**Money &
Pensions
Service**



Department
for Work &
Pensions



Thank You

citizensadvice.org.uk

A Special Thank you

KAREN BOTHAMLEY

Karen Bothamley, CEO, retired from CADB at the end of May 2022.

Having previously worked at the Yorkshire bank, Karen joined Thorne & Moorends Citizens Advice Bureau in April 2000 as a part-time debt administrator and then became full-time admin manager in 2002. The merger of Thorne & Moorends and Stainforth CAs in 2005 saw the formation of North East Doncaster Citizens Advice Bureau (NEDCAB) and in 2006, Karen was appointed as the manager of NEDCAB. In 2017, Mexborough CA and NEDCAB merged and Citizens Advice Doncaster Borough was born with Karen appointed as CEO.

Over the course of the last 22 years, Karen has seen many changes in the delivery of CA services across Doncaster and for 16 of these years she has been responsible for leading the teams delivering these services. In that time, she has experienced 2 visits from Princess Anne, worked with a number of Trustee Board Chairs and ensured that CADB functioned through a pandemic. She led NEDCAB through a time of financial restraint and ensured the continued provision of high-quality advice services.

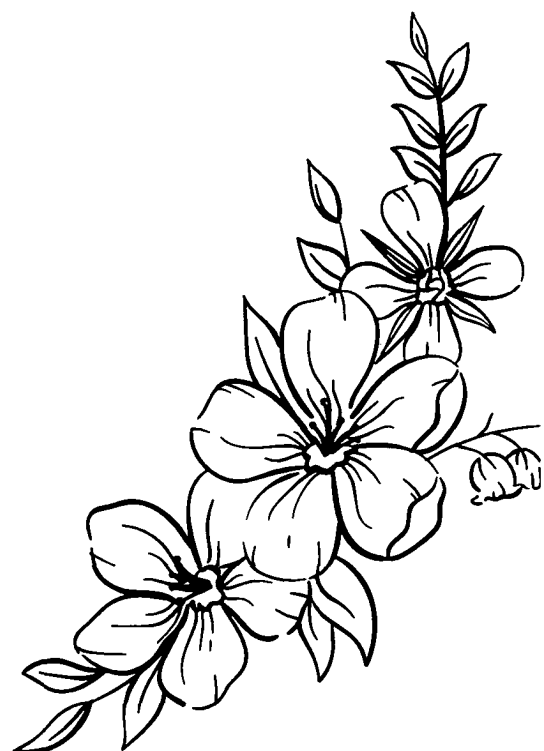
Since 2017, she has provided the vision and leadership which has enabled CADB to develop into a strong, vibrant and successful organization which is well placed to face the challenges ahead and to continue to provide high quality advice for DMBC residents.

Karen's insight, commitment and hard work will be greatly missed, and we are very grateful to her for the great part she has played in the development of CADB.

We wish her well for the future and hope she enjoys her retirement.

Colin Smith
Chair
Trustee Board

citizensadvice.org.uk



Contact Us



- Civic Office, Waterdale, Doncaster DN1 3BU
- Adwick Road Mexborough S64 0DB
- The Hope Centre Church Road DN7 5NS
- Thorne - The Bridge Centre Bridgestreet, Thorne, Doncaster DN8 5QH Thursday - 10am - 2pm
- Carcroft - Bullcroft Memorial Hall Chestnut Avenue DN6 8AP - Friday- 10am - 2pm
- Edlington -Helping Hands Community centre Edlington Ln, DN12 1PL Wednesday - 10am - 2pm
- Cantley -Neighbourhood Centre, 10 St Wilfrid's Court DN4 7AJ - Tuesdays - 10am to 2pm
- Armthorpe- Community Centre Church Street DN3 3AG Tuesdays - 10am to 2pm
- Rossington - The Family Hub Rossington, Grantham St, New Rossington, Doncaster DN11 0TA - Monday - 10am - 2pm



<http://citizensadvice-doncasterborough.org>



- 01302 243057 - General enquiries / Appointments
- 01302 499330 - Local Debt Advice
- 0800 144 88 48 - National Adviceline
- 0800 144 8 444 - Universal Credit -Freephone
- 0800 240 4420 - Freephone Debt Advice line
- 0808 223 1133 - Citizens Advice consumer helpline



advice@citizensadvice-doncasterborough.org



<https://attenduk.vc/CADB-waiting-room>



www.cadoncasterborough.org

citizensadvice.org.uk



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