

A blue speech bubble containing the text 'citizens advice' in white.

**citizens  
advice**

**Scarborough  
& District**

# **Annual Report 2020-21**

**Serving the people of Scarborough  
for over 80 years**

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## Chair's report

Andy Hudson

2020-21 and the months since it have been very difficult for everyone across the world, and our thoughts are with everyone who has been affected or lost loved ones.

During the hardest times, our staff and volunteers stepped up, changed the way they worked, and then got on with the day job of helping everyone else.

And we helped more people this year than ever before, as they faced the most uncertain times.

We also worked closely with other voluntary organisations and statutory bodies to ensure that no-one was left behind during the pandemic.

As we look towards the future and all that it holds, we are proud to be a long-established, well-regarded, forward-thinking collaborative organisation that is firmly rooted in our communities, and committed to the needs of local people, and to tackling the issues they face.

**For all their hard work, dedication and resilience this year, the Trustee Board want to say A Very Big Thank you indeed, to all our Staff and Volunteers. You have been amazing.**

## Chief Executive's report

Anne-Marie Benson

In 2020-21 the world faced the Covid pandemic, and how we previously operated, changed overnight. Within 2 days of the UK lockdown, we were successfully operating a home-based telephone only advice service.

During the year, we helped **4,084** people with **3,656** cases; a **20%** increase on the number of people helped last year.

During the year we put **£6.7m** of additional money into clients' pockets and into the local economy.

As we return to some semblance of normality, we are once again opening our offices in Scarborough, and Whitby. However, we aim to continue offering an easier to access telephone advice service, with face to face appointments when needed or wanted.

The last 18 months have been really hard on all our staff and volunteers who have worked tirelessly to ensure clients get the help they need.

However, we have pulled together and worked very hard to achieve phenomenal things this year, and for that we should all be exceptionally proud.

# Key Facts about Citizens Advice Scarborough & District 2020-21



**13,195**  
advice issues dealt with directly



**4,084**  
clients advised



**6,500** hours of advice provided by just **12** volunteers



**£6.7m** of financial gain obtained for clients



**78%** of clients felt stressed, anxious or depressed from their issues



**63%** of clients were struggling financially before our advice



**50%** of clients were out of work at the time of our advice



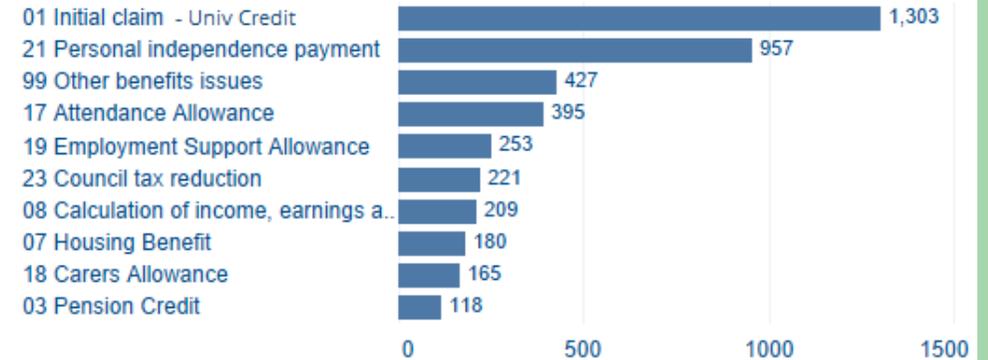
**37%** of clients were in an unstable housing situation

# Key Statistics 2020-21

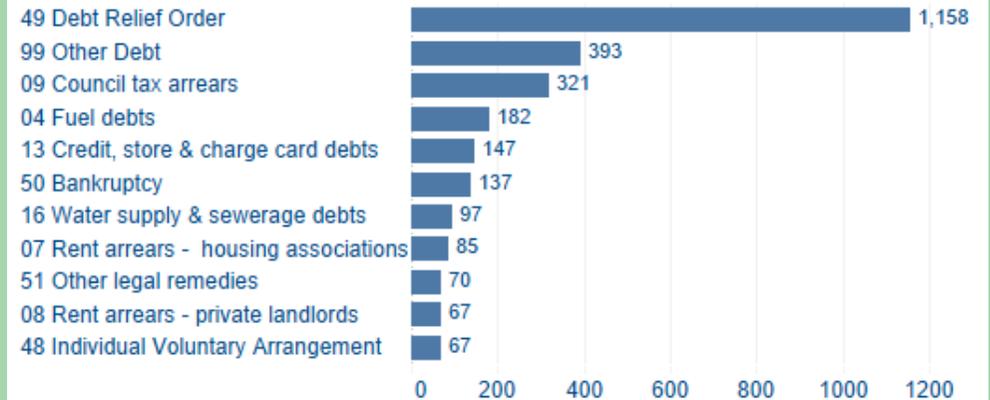
## Issues

	Issues	Clients
Benefits & tax credits	3,075	1,094
Benefits Universal Credit	1,960	952
Consumer goods & services	219	89
Debt	3,407	517
Education	28	16
Employment	998	382
Financial services & capability	224	140
GVA & Hate Crime	132	72
Health & community care	248	143
Housing	949	406
Immigration & asylum	144	68
Legal	299	174
Other	488	309
Relationships & family	598	264
Tax	68	47
Travel & transport	137	76
Utilities & communications	221	99
<b>Grand Total</b>	<b>13,195</b>	

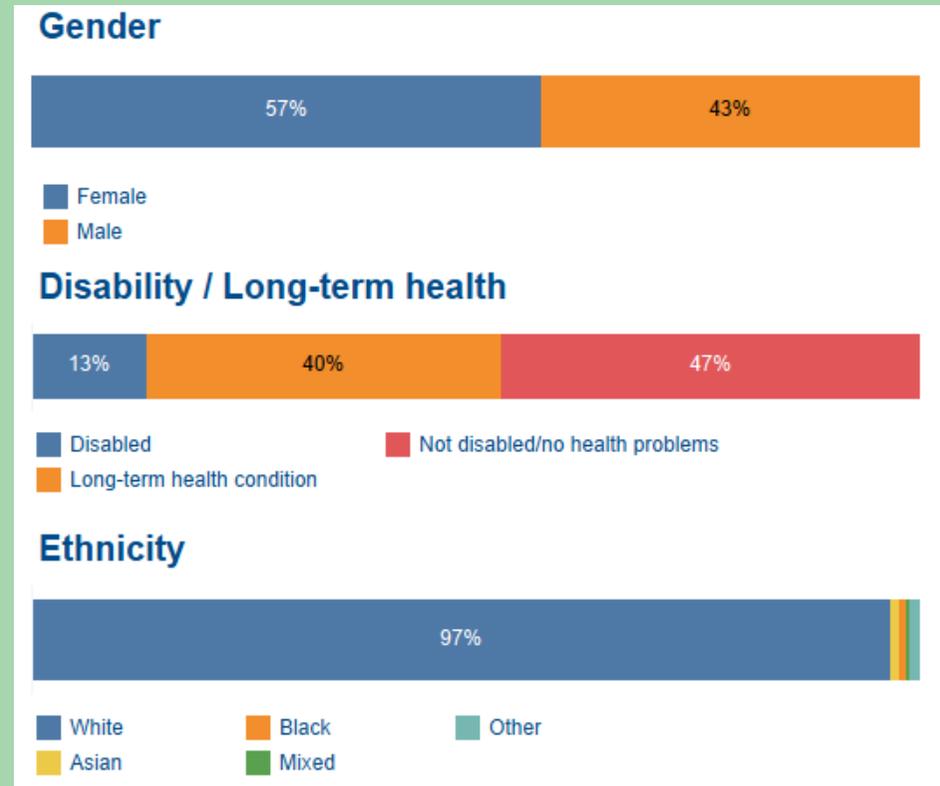
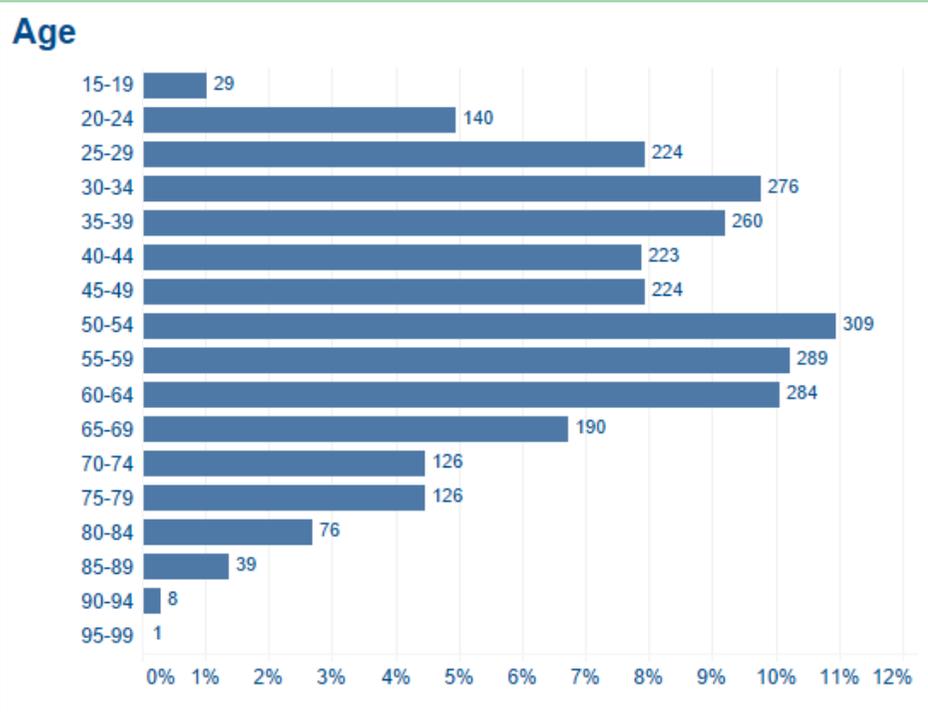
## Top benefit issues



## Top debt issues



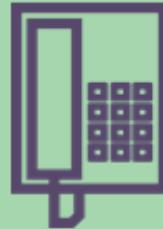
# Clients



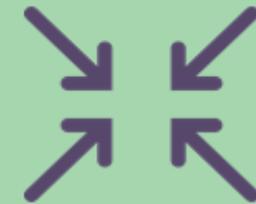
# Why our advice is unique



We provide impartial, confidential and non-judgmental advice to everyone on any topic



Our advice services can be accessed in different ways



We understand the complexity of issues that affect people's lives



We understand that experiencing a problem affects self-confidence



We provide the right level of advice and support to resolve problems



We help redress the power balance

# Throughout 2020-21 we provided these services:

## **Scarborough**

4 day a week telephone advice service

*Funded by Scarborough Borough Council & North Yorkshire County Council*

## **Whitby**

4 day a week telephone advice service

*Funded as above*

## **Scarborough Hospital**

Telephone Advice for those diagnosed with cancer, and families.

*Funded by York Against Cancer*

## **Mental Health Project**

Telephone Advice and Support for those with mental ill health

*Funded by Henry Smith*

## **Eastfield Outreach**

Telephone advice appointments.

*Funded by Eastfield Town Council*

## **Specialist Debt casework**

Debt & Money Advice by telephone appointment

*Funded by Money Advice Service*

## **Specialist Benefits casework**

Benefits Advice and Casework by telephone

*Funded by North Yorkshire County Council*

## **Help to Claim Appointments**

Telephone Advice and support in setting up Universal Credit claim

*Funded by DWP*

## **MoneyWatch**

Money Advice Service for Veterans & Emergency Service Personnel.

*Funded by Libor Fund*

## **Pomoc Project**

Support and EUSS advice to East European Residents in Scarborough & Ryedale

*Funded by Scarborough Borough Council, NY County Council, NY CCG & NY Police & Fire Commissioner*

# Our impact



**93% of people**

said we helped them find a way forward with their problem



**67% of people**

felt less stressed, depressed or anxious after our advice



**81% of people**

said their problem was resolved after our advice



**52%** felt their physical health had improved



**80% of those**

said they couldn't have solved their problem without us



**90%** would recommend our service

# Our value to society in 2020-21

In 2020-21, for every £1 invested in Citizens Advice Scarborough & District we generated at least:

**£2.56**

in fiscal benefits

**Savings to government**

Reduction in health service demand, local authority homelessness services, and out-of-work benefits for our clients and volunteers.

**Total: £1,270,739**

**£18.17**

in public value

**Wider economic and social benefits**

Improvements in participation and productivity for clients and volunteers.

**Total: £9,032,705**

**£13.44**

in benefits to individuals

**Value to our clients**

Income gained through benefits gained, debts written off and consumer problems resolved.

**Total: £6,683,542**

HM Treasury approved social value model

## Client Satisfaction

These are comments taken from our Client Surveys in 2020-21.

*"Just a thank you for your advice and support"*

*"My case worker was amazingly patient and helpful and I couldn't be happier with the service I was a mess when I first called and there didn't seem to be a question that couldn't be answered either directly or via referral"*

*"[Worker] has been a fantastic support throughout the whole process and provided a service above and beyond what I expected in helping me deal with debtors. Thank you much appreciated."*

*"The lady who dealt with my case in Scarborough was absolutely fantastic"*

*"The Service is efficient professional and has a welcoming approach. The agent that dealt with my case was extremely helpful and supportive throughout"*

*"Extremely understanding member of team dealt with me and I was very stressed at the time"*

*"Fantastic service, have used the service many times and have always been pleased with the outcome"*

*"Highly recommended service"*

## Our Volunteers and Training



Our **12** highly trained advice volunteers helped us adapt and succeed during the Covid pandemic

If our volunteers were paid staff, it would cost us **£163,133** to provide the **125** hours per week they spent delivering our service in 2020-21



The demands on our volunteers have been high this year, as we have advised more people in really hard circumstances

However, we were able to help people through really difficult times, and we all pulled together



**Thank you very much to all our amazing volunteers for their contribution to our service in what has been a really difficult year**

### Some comments from our Volunteer survey



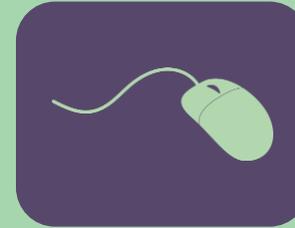
*Volunteering has been a lifeline during lockdown, for keeping my mind active*

*It has been great to help so many people throughout Covid-19*

*It has been hard working remotely, it's so good to be back in the office.*

*I like that I feel listened to, and that my contributions are really valued*

# Contact details



**For the majority of 2020-21 our services were delivered remotely**

**Scarborough:**

4 Elders Street, Scarborough, YO11 1DZ

**Whitby:**

Church House, Flowergate, Whitby, YO21 3BA

**Outreach location:**

Eastfield Community Centre, High St, Eastfield, Scarborough, YO11 3LJ

**Online**

[www.citizensadviceScarborough.org.uk](http://www.citizensadviceScarborough.org.uk)

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Telephone**

Advice	<b>0808 278 7900</b>
Universal Credit	<b>0800 144 8 444</b>
Consumer	<b>0808 223 1133</b>
Admin	<b>01723 368 710</b>
Local offices	select Option 3

**Social media**



[@ScarCAB](https://twitter.com/ScarCAB)



<https://www.facebook.com/SCARCAB/>



[@citizens\\_advice\\_scarborough](https://www.instagram.com/citizens_advice_scarborough)