

## **Appendix A**

### **Dartford Citizen Advice Bureau-Year End Report to Dartford Borough Council for year 2012-2013**

This report provides an overview of performance for the year against the Service Level agreement.

#### **Part A Conditions**

All itemised conditions have been met.

#### **Part B Service Objectives and Specifications**

All itemised objectives and specifications have been met with the exception of preparation for appeals in the County Court and preparation for Tribunals where appropriate and practicable. We do not have the resources to provide this service and request this to be removed from the SLA.

#### **General notes.**

Attached is key information presented at our AGM review in November last.

- a) Citizens Advice Local Authority Dashboard – Dartford 2013
- b) Client satisfaction survey
- c) Enquiries by Ward
- d) The Economic Value of Volunteering at the Dartford Citizens Advice Bureau.

#### **Part C Monitoring**

All itemised performance indicators have been met or overachieved.

Under the heading of **other projects** we are not exploring opportunities to establish a Credit Union within the Dartford Borough and should be removed from the SLA.

Home visits are possible if new funding streams can be found.

The three year business plan is reviewed at least once a year and our current plan is being reviewed by our Trustee and will be circulated to the DBC Contact officer after our next board meeting in March 2014. Included in this plan is the potential to provide an evening advice session operating from the Civic Centre an initiative that is welcomed by councillors. This service is subject to funding and a proposal will be put to the Council Leader during Feb 2014.

#### **Part D Financial Arrangements.**

All itemised points are met / agreed.

General Note.

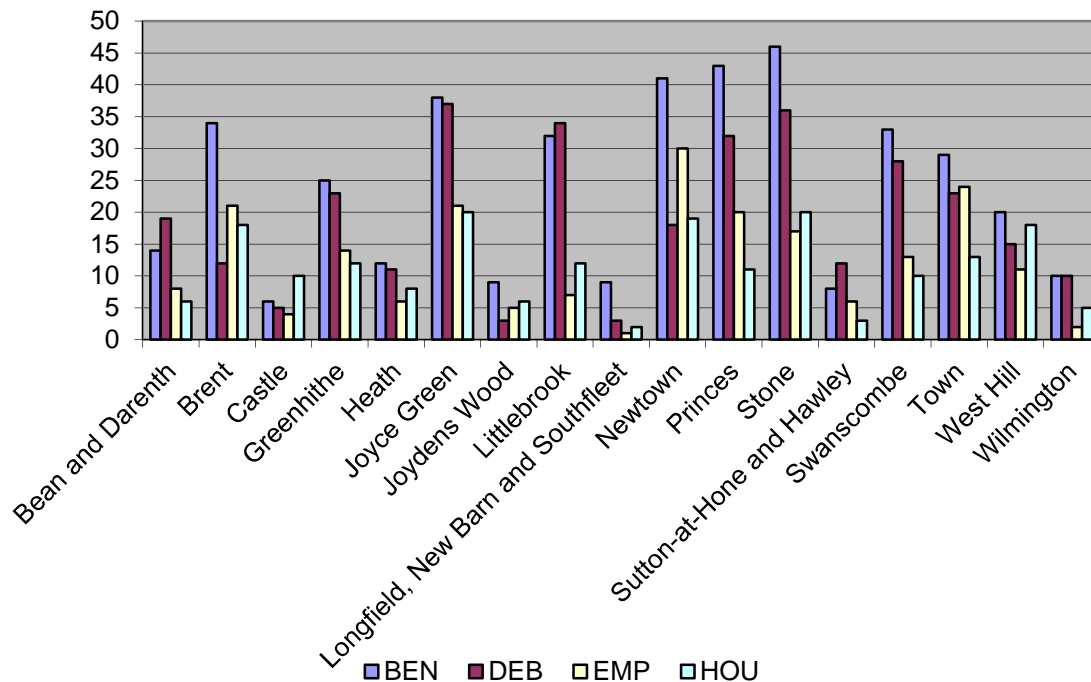
The Grant payments for the current financial year have been received in full.

We thank the Local Authority for their continued financial support allowing us to provide a much needed service to the people in our Dartford borough.

Modern life is fast and complicated and some people can't find a way through on their own. Families and relationships, work and money, health, heating, housing and consumer issues can all leave people feeling not knowing which way to turn next. The Dartford Citizens Advice bureau's commitment to helping people has never changed, working with people to show them their options and help them to find a way forward.

David Cheal  
Bureau manager  
Feb 5-2014.

**Wards April 2012 to March 2013  
2805 clients helped in main enquiry areas**



## Citizens Advice Local Authority Dashboard 2013 - Dartford



### Citizens Advice Service England and Wales 2012/13:

	2012/13	2011/12
Unique clients advised	1.9m	2.0m
Problems dealt with	6.6m	6.9m
Community locations	3,300	3,500

### Dartford in 2012/13

#### Citizens Advice Bureaux dealt with:

	2012/13	2011/12
Clients	2,730	2,798
Problems	7,724	10,380

#### The main problem areas were:

	2012/13		2011/12		
	Problems	%	Problems	%	
Benefits	1,843	24%	2,559	25%	↓
Debt	2,553	33%	3,390	33%	→
Housing	689	9%	909	9%	→
Employment	906	12%	1,142	11%	↑

#### The top 5 benefit issues were:

	2012/13		2011/12		
	Problems	%	Problems	%	
Housing Benefit	252	14%	398	16%	↓
Council Tax Benefit	228	12%	325	13%	↓
Working & Child Tax Credits	220	12%	315	12%	→
Employment Support Allowance	209	11%	170	7%	↑
Jobseekers Allowance	127	7%	303	12%	↓

#### The top 5 debt issues were:

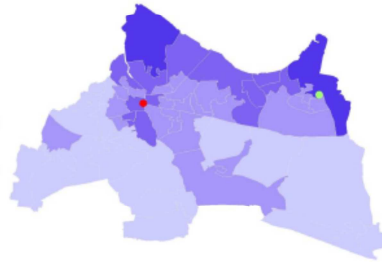
	2012/13		2011/12		
	Problems	%	Problems	%	
Bankruptcy	365	14%	374	11%	↑
Credit, store & chg card debts	341	13%	520	15%	↓
Unsecured personal loan debts	210	8%	345	10%	↓
Council tax, comm. chg arrears	209	8%	205	6%	↑
#N/A	169	7%	182	5%	↓

#### Key housing issues:

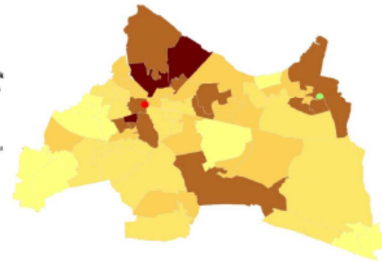
	2012/13		2011/12		
	Problems	%	Problems	%	
Threatened homelessness	110	16%	153	18%	↓
Actual homelessness	28	4%	32	4%	→

Directional arrows are based on proportions (percentages)

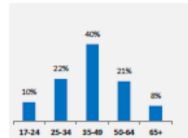
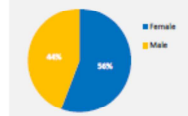
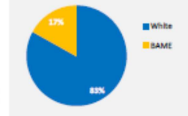
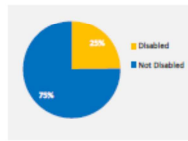
**Clients**  
 1 - 36  
 37 - 64  
 65 - 100  
 101 - 160  
 161 +  
 Bureau  
 Outreach



**Deprivation Rank**  
 Most Deprived  
 Least Deprived  
 Bureau  
 Outreach



### Client Profile:



+

## Economic Value of Volunteering at Dartford Citizens Advice Bureau

Roles	Annual Survey of Hours and Earnings Equivalent Roles	Hourly Rate	Hours per Week	Weeks per year	Annual Value (Hourly Rate x Hours x Weeks)
Generalist Adviser	Associate professional and technical occupations	£17.07	97	52	£86,033
Caseworker	Professional occupations	£21.01	0	52	£0
Trainee Adviser	Administrative and secretarial occupations	£11.89	70	52	£43,280
Gateway Assessor	Associate professional and technical occupations	£17.07	90	52	£80,092
Other Advisory Role	Associate professional and technical occupations	£17.07	0	52	£0
Advice Session Supervisor	Professional occupations	£21.01	0	52	£0
Manager reporting to trustee board	Managers and Senior Officials	£24.26	0	52	£0
Other manager	Professional occupations	£21.01	0	52	£0
Financial capability worker	Professional occupations	£21.01	0	52	£0
Social policy worker	Associate professional and technical occupations	£17.07	0	52	£0
Volunteer supervisor	Associate professional and technical occupations	£17.07	0	52	£0
Support Function	Administrative and secretarial occupations	£11.89	31	52	£19,262
Trustee	Managers and Senior Officials	£24.26	15	52	£18,632
<b>TOTAL</b>					<b>£247,298</b>

NOTE: The hourly rates are taken from Table 2.5a of the Office of National Statistics 2012 Annual Survey of Hours and Earnings