

ANNUAL REPORT 2020/21

*"The year one small
virus changed the
world."*



**citizens
advice**

**Doncaster
Borough**

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.

Operating across the Doncaster Borough we provide confidential advice online, over the phone, and in person, for free.

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 organisations - from companies right up to the government - how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

The logo for Citizens Advice, featuring the words "citizens advice" in white lowercase letters inside a dark blue speech bubble shape.

**citizens
advice**



"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



People's problems affect other aspects of their lives.

- **8 in 10** felt more stressed, depressed or anxious.
- **6 in 10** were struggling financially due to their problem.
- **4 in 10** had a more unstable housing situation.

Chair's Message

This is a review of a quite extraordinary year. A year unlike any other I have ever experienced and one which I hope will be a one-off. New expressions have become part of everyday conversation - for example hands, face, space - and we have all behaved differently. Previously, I would never have thought of going into a bank wearing a face mask - now I do it without a second thought. But through it all, in spite of lockdowns and other restrictions, CADB has continued to provide high quality advice for Doncaster residents. We have had to do this differently, but we have done it.

The strength of CADB is its staff team, a very special collection of skilled and dedicated people. Some are paid, many are volunteers, all share a common goal - to help people in need. Team members have adapted to changing circumstances and have successfully embraced new ways of working to ensure that people in need could access advice. Some staff continued to be office based but many staff worked from home. All developed new working practices, utilising telephone, video, email and social media to assist clients. I have been delighted but not surprised at how well staff adapted to the changing situation.

One thing which never changes is the importance of our financial supporters - CADB is a charity and we rely on grants from a range of organisations, beginning with local councils and in particular DMBC. Without this ongoing support, we could not function.

It is humbling to be associated with CADB and its dedicated staff team and to be able to introduce this report which details their achievements during a difficult but rewarding year.

Colin Smith

Chair of Trustees

A message from our Chief Executive

At the end of my report last year, I said "We are all looking forward to another strenuous and challenging – but very rewarding – year at Citizens Advice Doncaster Borough".

I think it is safe to say that 2020-2021 turned out to be the most extraordinary and outstandingly challenging year I have ever known in my 21 years at Citizens Advice. In a strange way, it has also been rewarding - we were forced to diversify the ways we give advice which has, in fact, modernised our service and we helped more clients than ever before during the various lockdowns and restrictions.

Our team has, as always, pulled together to do their best for our clients whilst coping with changes to their own working arrangements. We recruited and trained more volunteers than in the past - our partnership with the Open University to provide remote volunteer advisers has been particularly successful. Our expanded team will enable us to better meet future demand which is expected to rise substantially once the residual effects of the pandemic become apparent.

Whilst setting up new ways for clients to access advice, we are determined to maintain our face-to-face advice provision and will continue to work hard to improve accessibility for everyone who needs us. We are working closely with our local authority to look at providing advice in community venues as well as setting up a system to enable deaf clients to use our services.

Our work throughout the year is detailed in this Annual Report and it is thanks to our very generous funders that we are able to provide diverse projects and services for the benefit of our clients.

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. I would like to thank our whole team for their dedication, commitment and expertise which has made this outstanding achievement possible. It is thanks to them – whether they are paid or volunteer – that our clients can be assured of the highest quality service. My thanks also go to our trustees without whose support my job would have been very much harder over the last year.

So, here's hoping for another successful and productive year at Citizens Advice Doncaster Borough – though a little less challenging would be welcome!

Karen Bothamley



Issues Facing Doncaster

- **Doncaster is experiencing the highest overall levels of deprivation in South Yorkshire.**
- **Doncaster's statistics on key areas such as child poverty have deteriorated since 2015.**
- **22.5% of children in Doncaster are classed as living in poverty, this equates to 18,649 children.**
- **Rough sleeping has increased substantially by 238% since 2015.**

Our Strategy

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.

Service Future

Moving forward, we expect increased client demand in all areas of our work from the issues and impacts of the Pandemic to the longer term issues of Brexit.

We will work to increase our capacity in innovative ways to improve and diversify the access routes to our services, while maintaining the high quality advice provision standards we are recognised for.

We continue to adopt recommended Citizens Advice policies in regards to GDPR, safeguarding, confidentiality and information assurance. All risks are managed and recorded in accordance with national guidelines.

Our Vision

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

1. Enhance our structure and processes, so that high quality advice is delivered consistently across the organisation.
2. Further develop and embed Research and Campaigns work across the whole organisation.
3. Establish new projects focusing on the health benefits of advice, so that clients benefit from a holistic approach and secure a range of funding streams for the medium to long term, so that financial sustainability is ensured.
4. Stay abreast of technologies and how this 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.
5. Support and develop our paid staff and volunteers through improved communication so that they can best meet clients' needs.
6. Ensure Equality and Diversity are embedded across our organisation.

Challenges we faced during the pandemic

During the last 12 months we have been in the midst of the coronavirus storm, which has created greater levels of insecurity and instability both financially and socially. The Pandemic has created new challenges to our organisation and barriers we have had to overcome, with issues such as social distancing making delivery of services harder.

During the Pandemic we faced the following challenges;

- dealing with the closure of face to face advice provision
- dealing with the high demand for our service
- adopting advice provision to home working
- social distancing and face to face advice
- still reaching communities who need us
- reaching out to those who are new to needing advice & support
- maintaining our good team environment
- maintaining stakeholder relationships
- implementing new advice channels
- training and recruiting of staff and volunteers
- meeting the demand for our service
- setting up Covid safe working environments for staff, volunteers and clients
- supporting staff and volunteer wellbeing

How Citizens Advice Doncaster Borough responded to these challenges is testament to the tenacity and commitment of our staff and volunteers. We have found solutions to the demands we face and have turned what has been a difficult year into a year of real and lasting change to how we provide services to the Doncaster Borough.





**Get help
applying for
Universal
Credit**



**Our services remained
accessible throughout the
pandemic.**

Our key achievements for the year



1

OPEN

New offices established in Doncaster Town Centre. All offices remained open and active during the pandemic.

2

Increased

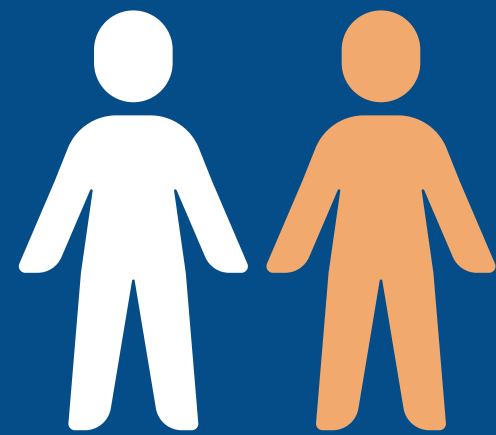
Numbers of volunteers providing advice and support to people across the Doncaster Borough increased. We provided more ways people can contact us.

3

Responded

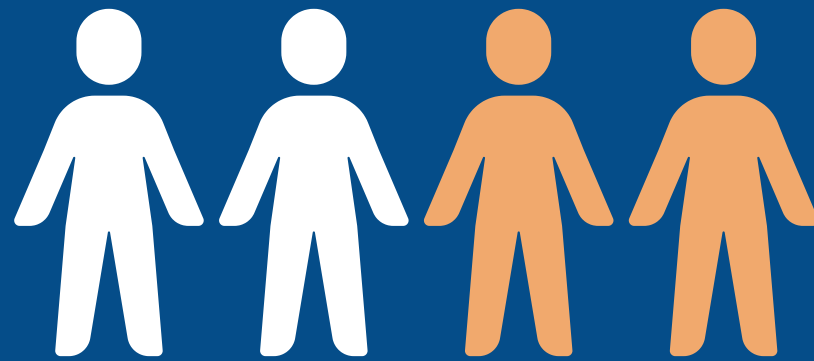
Adapted services to respond to the restrictions of the pandemic, launched new initiatives and approaches to ensure our clients still had access to the advice and support they needed.

How the Pandemic affected people



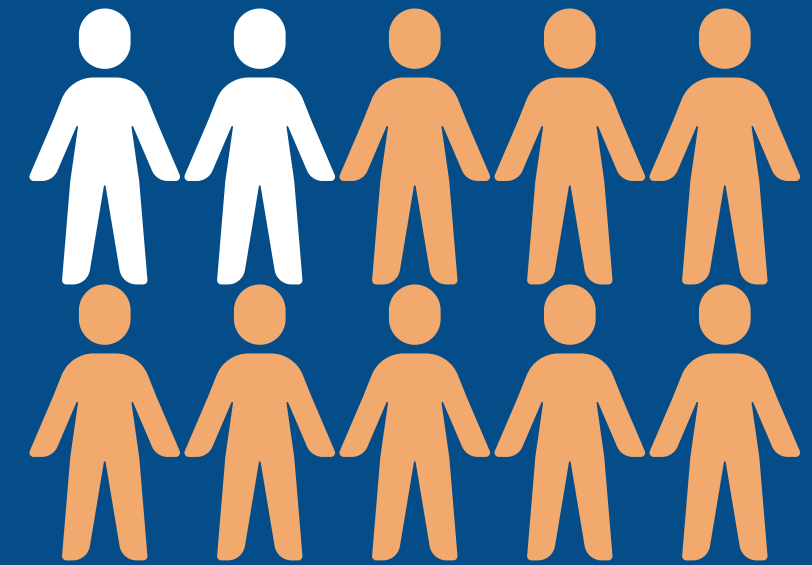
Over 1 in 2

Said the Pandemic had an effect on their problem.



2 in 4

Felt the Pandemic had affected their ability to deal with their problem

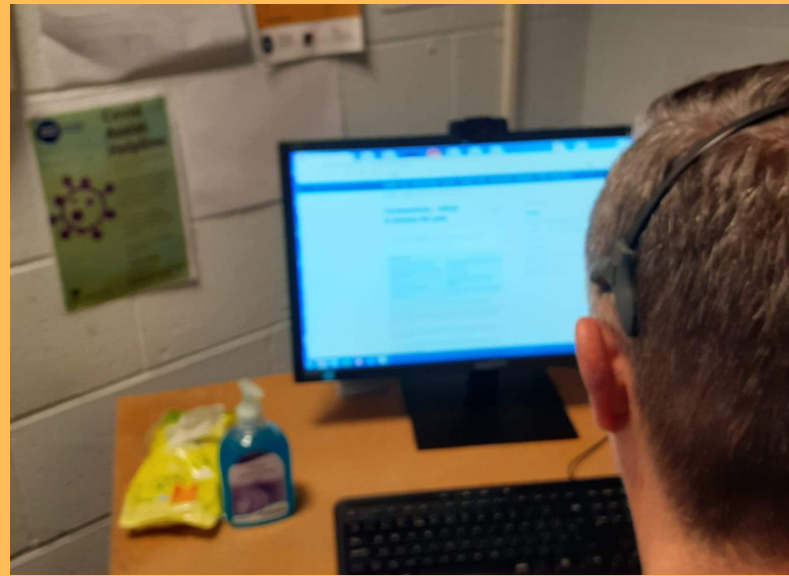


2 in 10

Said their problem came about as a direct result of the Pandemic.

Service innovations in response to the Pandemic.

The Pandemic allowed us to implement new and innovative ways of working, which may not have been considered. These new innovations have led to increased volunteers, increased access to support for the residents of the Doncaster Borough and a more flexible working structure for staff and volunteers.



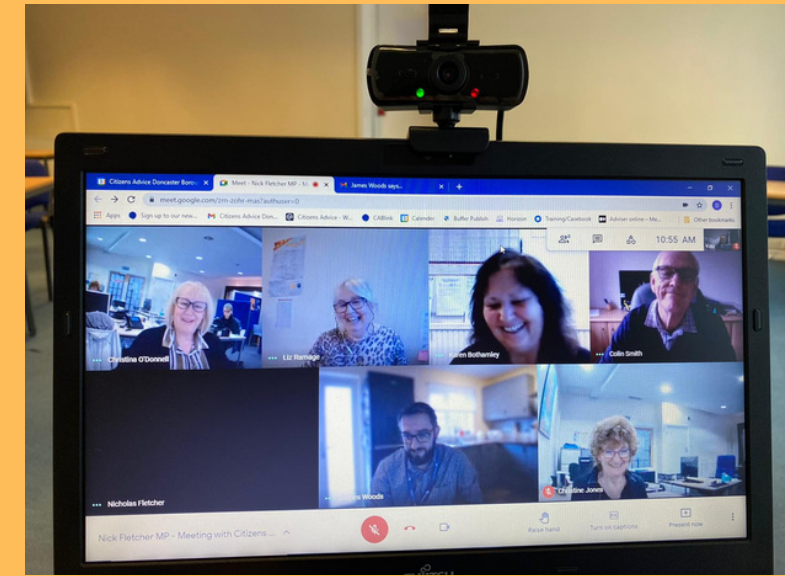
Covid Assist Helpline

We set up a help line to advise clients on covid related issues they were facing. We advised **183 clients** with **295 issues.**



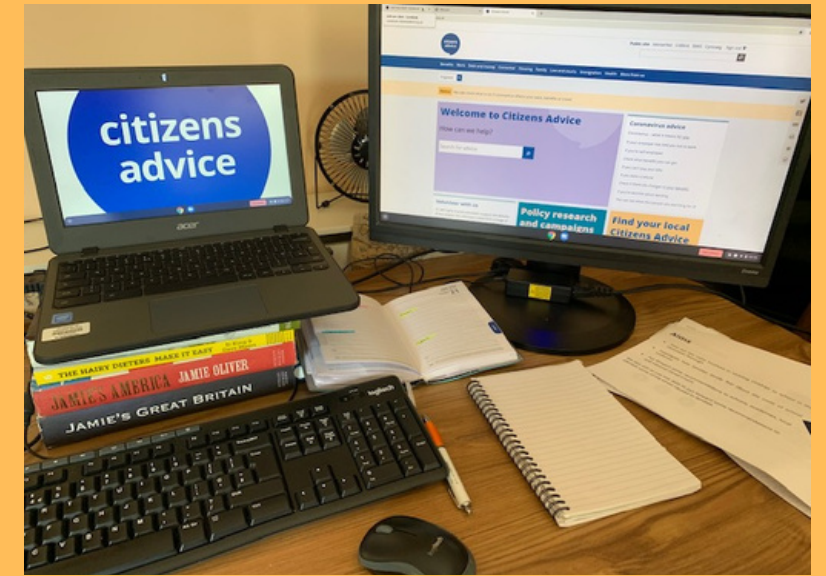
Video Advice Pods

We established a video advice channel and set up community video pods so clients without internet could access the service. We advised **597** clients.



Zoom Meetings

We implemented Zoom Team Meetings and Trustee Board Meetings to ensure staff continued to remain updated and feel part of our team.



Remote Volunteers

We successfully recruited and trained **7** remote volunteers during lockdown. This increased our ability to provide the advice and support during this difficult year. Remote access volunteering is now a service we are continuing to offer to prospective volunteers.

MAKING THE DIFFERENCE IN DONCASTER

8,638

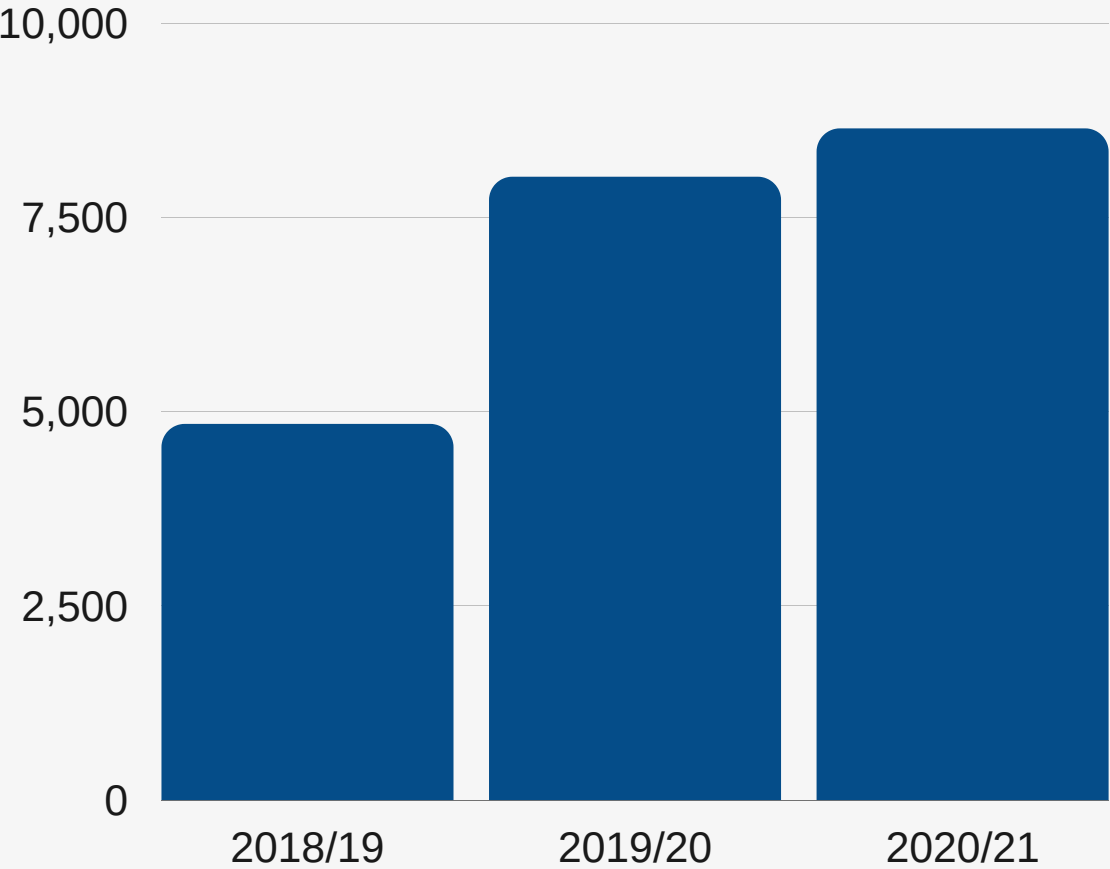
Client contacts in 2020/21

4,696

Client Advice cases dealt with in
2020/21

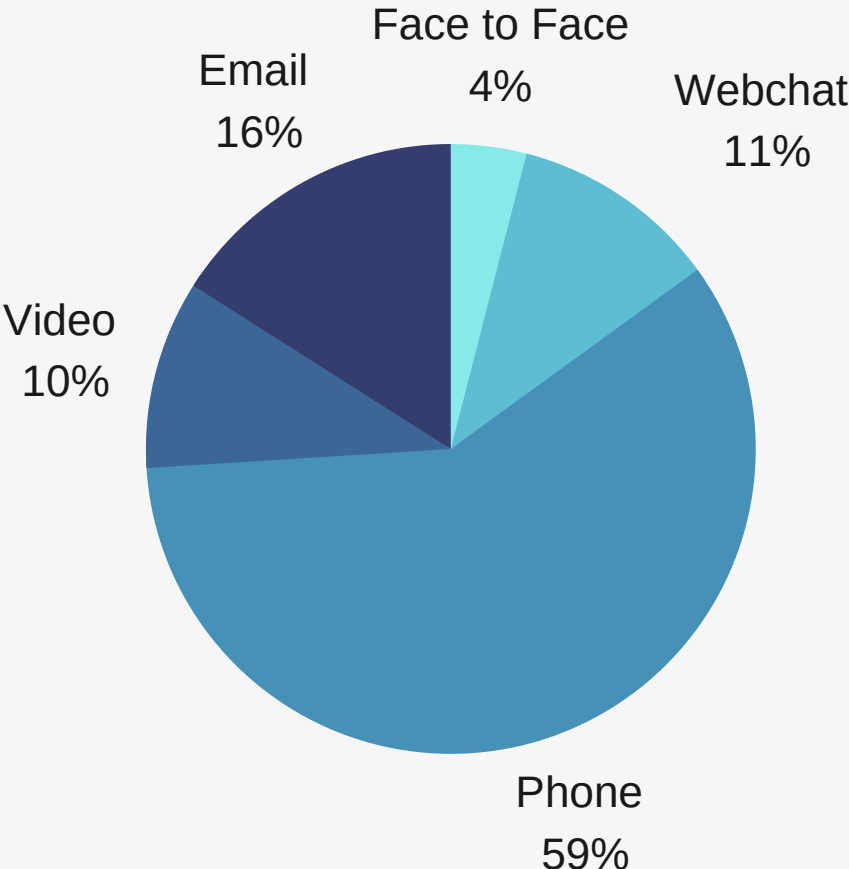
20,078

Separate issues dealt with in 2020/21



YEAR ON YEAR INCREASES IN DEMAND

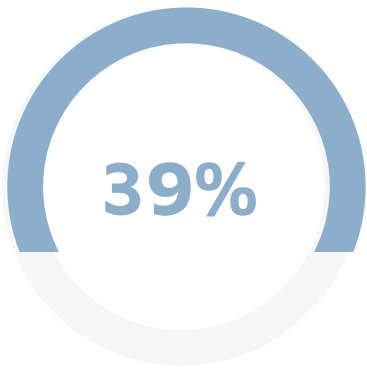
Bar chart outlining
the yearly increases
in demand for our
services.



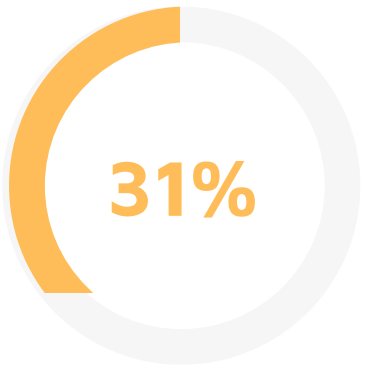
CLIENT CONTACT CHANNEL

Pie chart featuring
our channel options
to clients

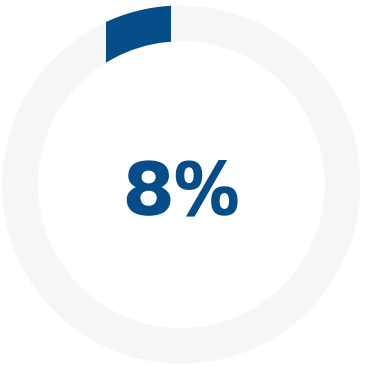
ENQUIRY TYPE



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.

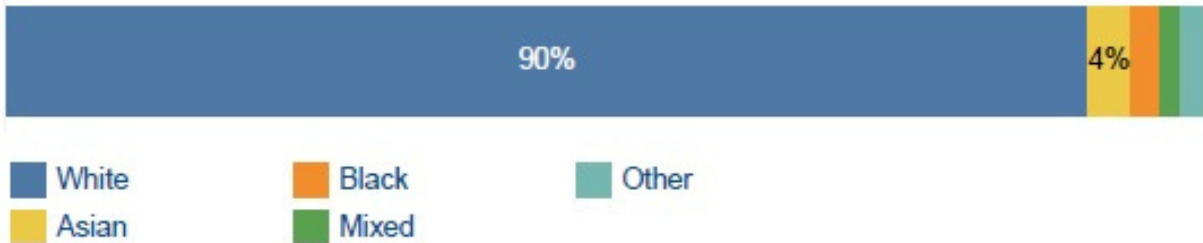
Gender



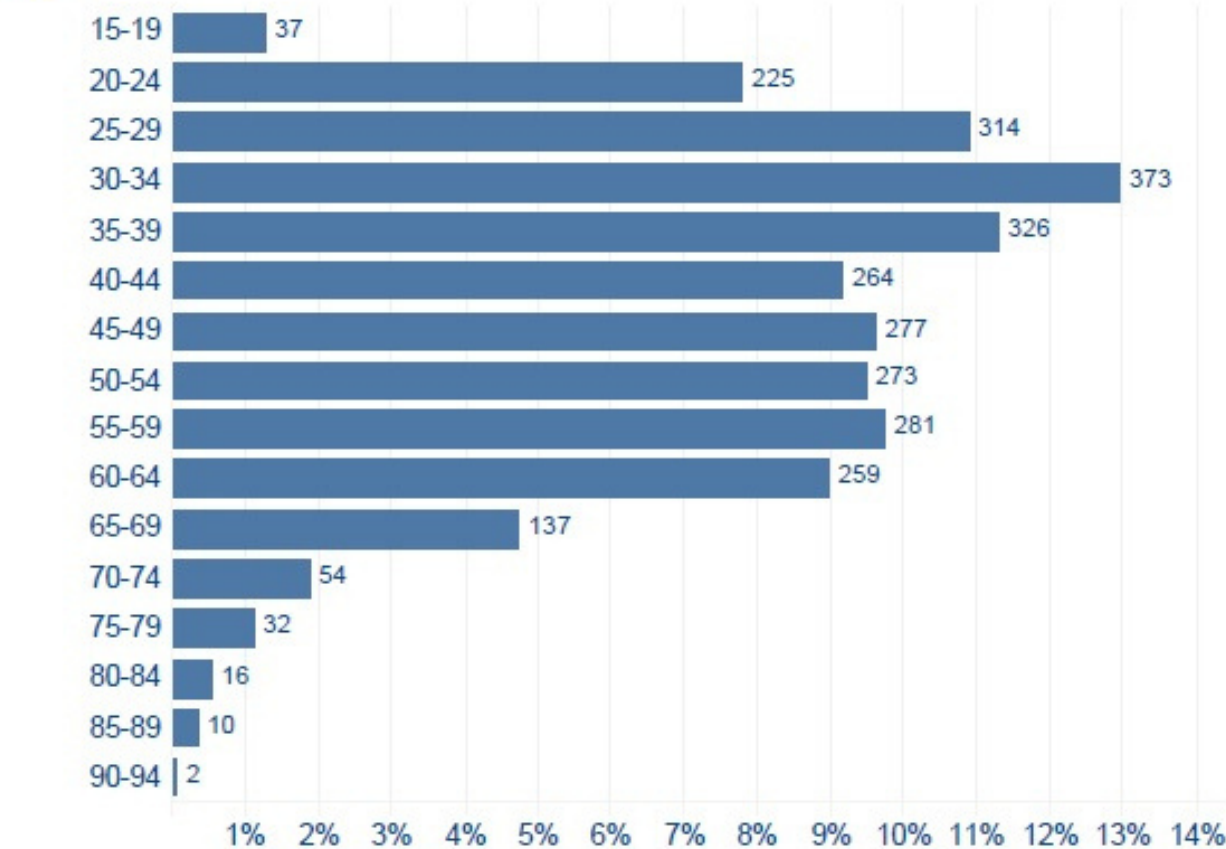
Disability / Long-term health



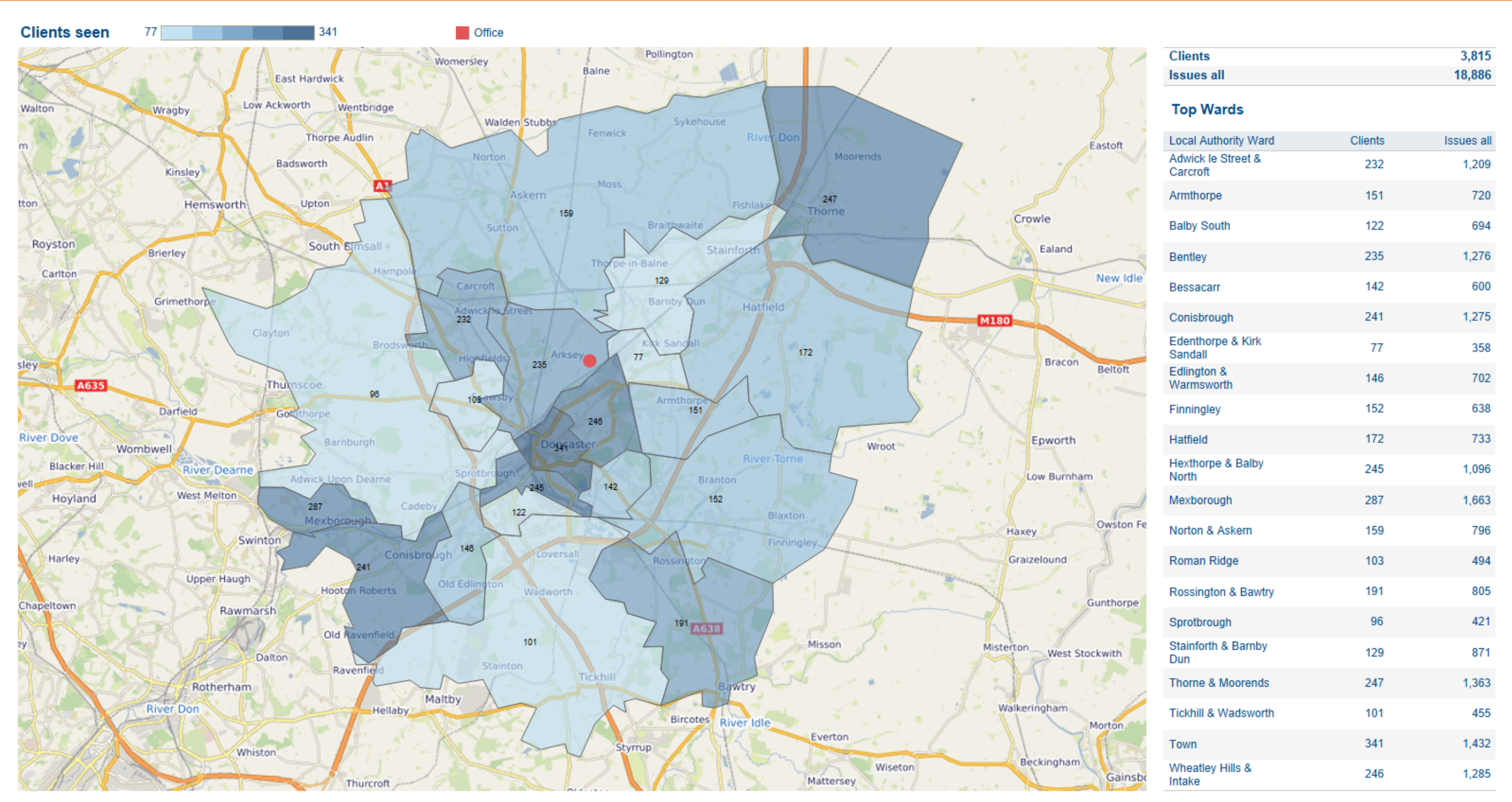
Ethnicity



Age



Deprivation Map



*This map outlines statistics specific to clients living in the Doncaster Borough. During this difficult year our service has also participated in the national provision of advice across the UK . We opened an additional 881 client advice cases.

Advice Trends this year

As a charity we recognise that the long term impacts of the Pandemic will be far reaching. We believe that the pandemic has not only magnified existing levels of poverty but also pushed more households across the borough closer to financial vulnerability. More people are struggling to cover their essential costs, this is reflected in the advice trends.

1

There has been an increased number of clients suffering a greater number of issues this year.

2

Our client demographic is changing - we are now seeing a greater number of clients who are suffering in work poverty.

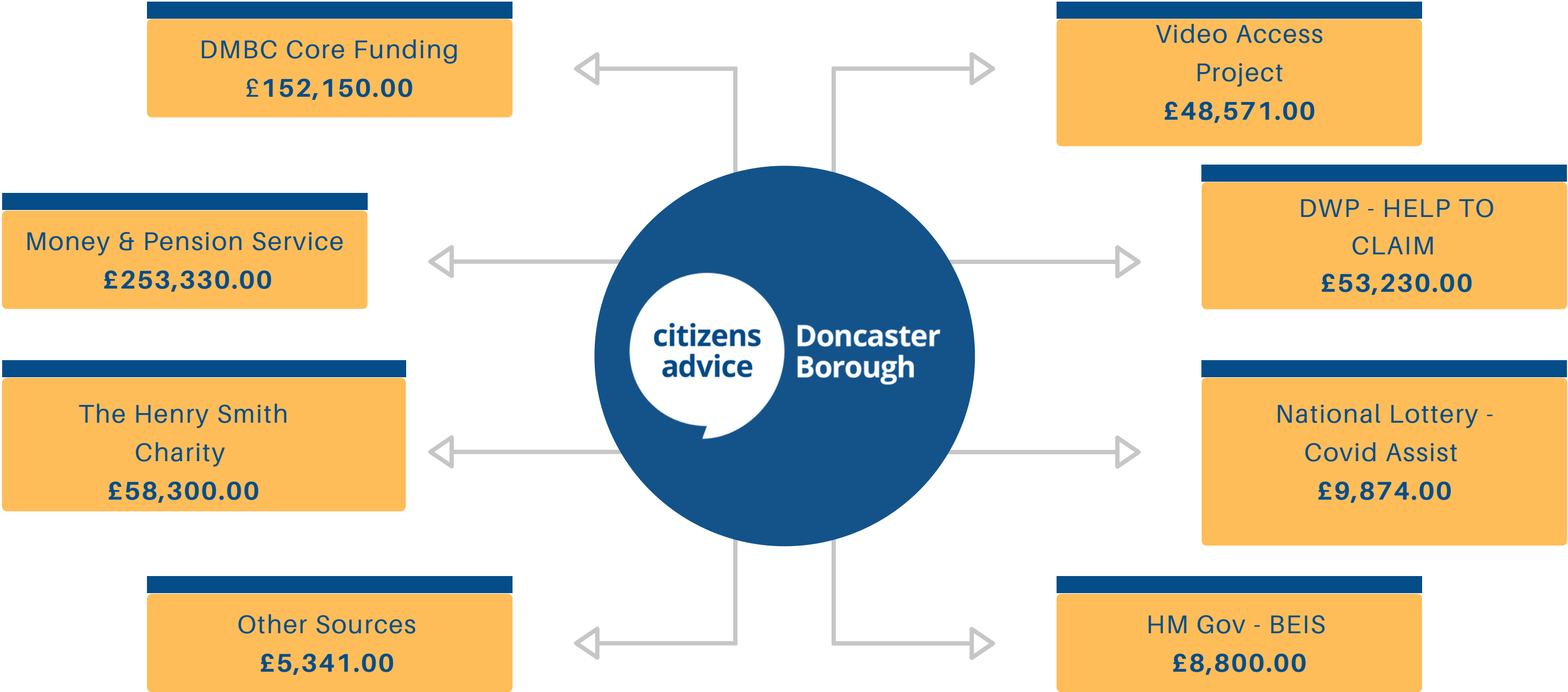
3

There has been a greater geographical spread of clients than in previous years - more affluent areas of Doncaster have seen a sharp increase in contacts to the service.

4

Due to increased living costs and greater strains on people's household finances more people are at high risk or living close to a significant financial issue.

Funding



£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.

£15.78

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.

YOU CAN HELP US!

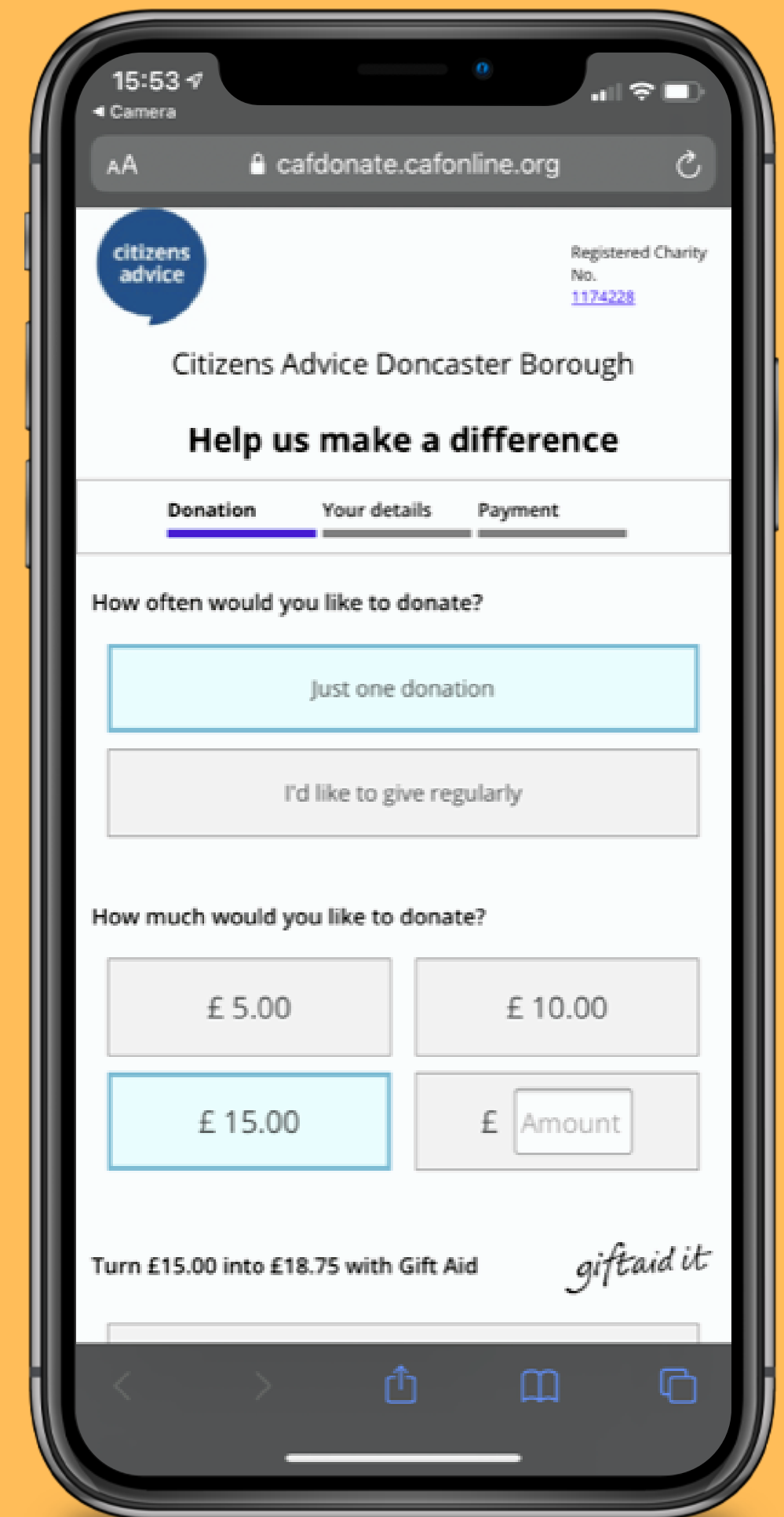
Did you know every local Citizens Advice is a registered charity?


We rely on the support of people like you to help us make a difference for our clients. We do this by supporting our clients with the problems they face, while campaigning to improve the policies and practices that affect people's lives.

Make a donation by sending a cheque payable to Citizens Advice Doncaster Borough to the address below or making a donation at any of our offices in person.

By post: Doncaster Office, 63 Hall Gate,
DONCASTER, South Yorkshire, DN1 3PB
visit

<https://cafdonate.cafonline.org/11228#!/Donation>
Scan the QR code on this page.





"This pandemic has magnified every existing inequality in our society – like systemic racism, gender inequality, and poverty."

MELINDA GATES

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.

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.

Thank You

*We couldn't do it
without
you!*



Volunteers' Feedback

"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."

*Hilary White
Volunteer Adviser*



SUSAN HODGES
ADVICE SUPPORT
OFFICER

"Working as part of a brilliant team and helping people to have a better life enhances my days too".

citizens
advice Doncaster
Borough



BEATA WALKOWICZ
ADVICE
COORDINATOR

"I always have my hand ready to help someone. Only a life lived for others is a life worthwhile"

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advice Doncaster
Borough



UCHE OKOLI
VOLUNTEER ADVISER

"My reason for volunteering at Citizens advice Doncaster borough is to make a difference in the life of others and gain knowledge and skills."

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advice Doncaster
Borough



JAMES BACON
VOLUNTEER ADVISER
DIGITAL ENGAGEMENT
OFFICER.

"I enjoy engaging with the community, solving problems & making a difference to peoples lives "

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advice Doncaster
Borough



LANA MESARIC
VOLUNTEER ADVISER

"I've chosen to volunteer for the Citizens Advice as it is not only a great experience for me, but I also get to make a real difference to people's lives."

citizens
advice Doncaster
Borough



NIKE SOGBEIN
VOLUNTEER ADVISER

"Being a volunteer adviser gives me the opportunity to help clients overcome the issues they face. When they find solutions to the issues they face, they are happy, we are happy we could help, the society becomes better!"

citizens
advice Doncaster
Borough

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 wellbeing, while strengthening community engagement.

Our training and the experience of supporting others helps volunteers improve their own employability:

- **80%** of our unemployed volunteers believe they are overcoming barriers to employment.
- **54%** of our employed volunteers state that they are using it to change or evaluate their career.

This is an additional benefit to society through the way we deliver our services.

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 **£130,572** - a substantial contribution.



Trustees

Our Trustees are Volunteers who are responsible for the governance of our charity and bring a wide range of skills, knowledge and experience to our work.

We welcome Anne Rutherford and Andrew Wignall to the board, both of whom joined last year, and we look forward to working with them.


We want to take a moment to thank them for their leadership, governance and support. Together we're able to help people find a way forward.

Retiring Trustees

We have some Trustees retiring this year and we would like to offer a special thanks to *Vicky Martin, Nora Gill, Mick Glynn and Janet Omar* for giving up your time to support us over the years. You have been key to helping the service grow into the Borough wide service we are today.

It was with sadness that we learnt of the death of Tony Brookes in November 2020. Tony was a valuable member of the trustee board and our thoughts are with his family.

Thank You



"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

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.

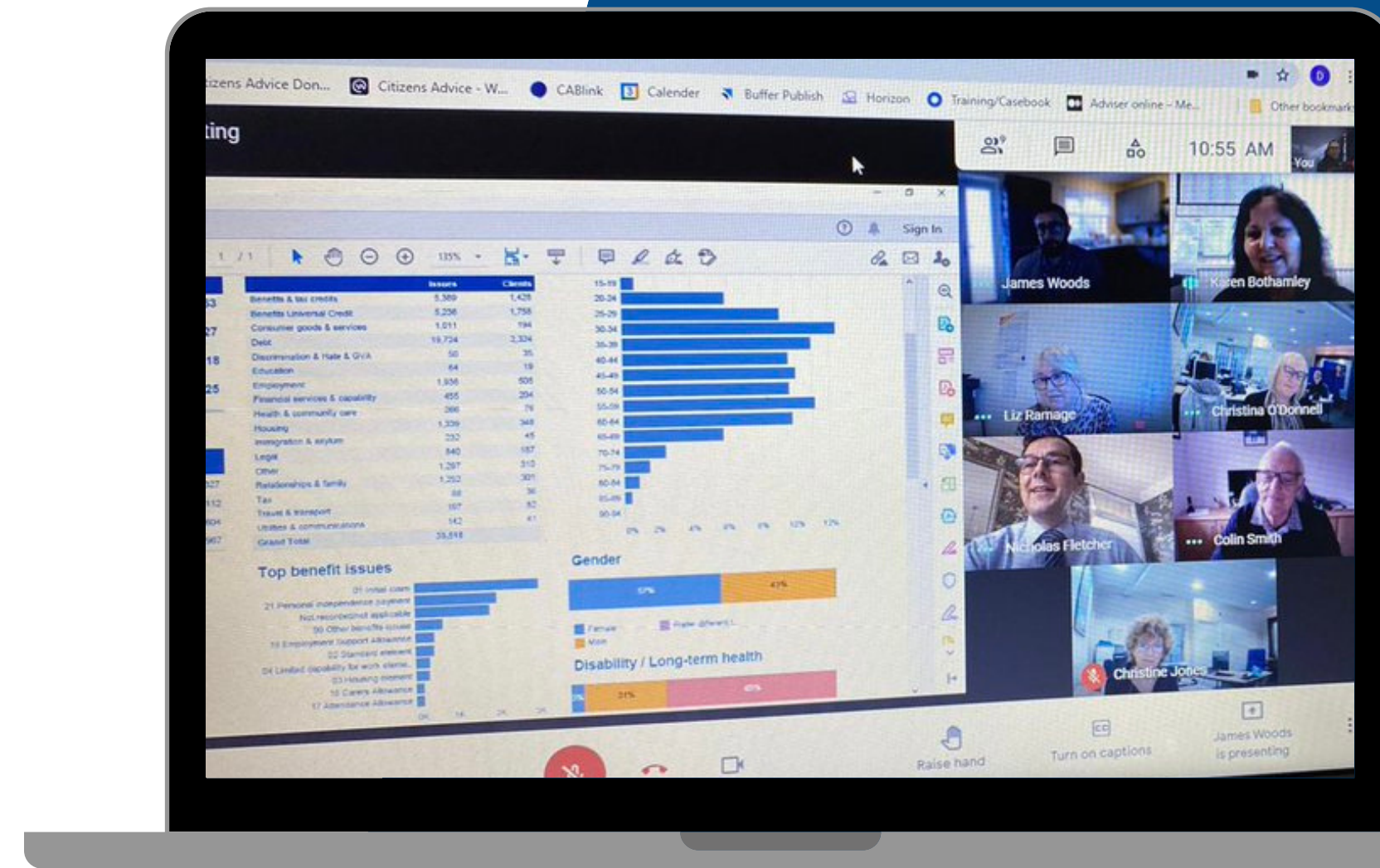
Moving forward, we want to develop our research and campaigns (R&C) work by:

- Developing a Digital Engagement strategy and team.
- Developing a new R&C strategy plan - detailing actions for each campaign.
- Being a 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 pandemic has limited the amount of campaign work we have been able to do this year but 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 no one is left behind.



This year's Campaigns

KEEP THE UPLIFT

We welcomed the decision to temporarily increase Universal Credit and Working Tax Credit by £20 a week at the beginning of the pandemic but this was threatened with being stopped, meaning many people could be forced to go without basic essentials, such as food or heating.

Christina O'Donnell, an adviser at Citizens Advice Doncaster Borough, said:

"The extra £20 a week has helped people keep their heads above water, and I mean that in the most concrete sense. It often makes the difference between empty cupboards and food on the table.

"Families who know it's set to end in a few short months are starting to worry about where they'll find the extra money to pay for their rent, their energy bills or their child's school uniform."

Citizens Advice Doncaster Borough has helped **958** people with Universal Credit. Around **86%** of people seeking advice on benefits are coming to us for the first time.

Our campaign outlined the key reasons the uplift must stay:

- It helps your constituents cover essential costs and build financial resilience.
- It provides support while job opportunities are limited.
- It keeps money in the local economy and promotes a fairer recovery.

Our Action

- We wrote to all our local MPs explaining the impact the removal of the uplift would have on their constituencies. This resulted in Dame Rosie Winterton MP contacting the Chancellor to raise our concerns and push for the uplift to remain. We had a meeting with MP Nick Fletcher - who attended a number of meetings with us and clients to discuss the real life impacts of life on Universal Credit and how he could help.
- We increased awareness of the issue in the local media and on social media and gained some fantastic local and national support.

Outcome

The uplift was extended to September 2021 - this, although only a temporary extension, outlines the power our voice had in influencing decision makers and we will continue to be a voice on this issue requesting the uplift be made permanent.

£20 a week is a significant amount of money, especially when you're struggling to pay the bills already

Without it, the impact would be **catastrophic.**

Caroline, Debt Adviser at Citizens Advice North East Derbyshire

keep
the
lifeline

75%

of people Citizens Advice helps with debt receiving uplifted benefits **would be unable to cover their costs** if the uplift is removed

The EU Settlement Scheme

The EU settlement scheme was designed to offer EU, non-EU EEA and Swiss citizens living in the UK before the end of the transition period and their eligible family members, the opportunity to protect their residence in the UK after the transition period has ended. This was significant because people who don't apply before the deadline of 30th June 2021 stand to lose their rights to live and work in the UK. Our aim was to make as many people in the Doncaster Borough aware of these changes and to ensure they knew how to apply, and how to contact us for support with applications if they needed this service.

Our campaign actions

- Worked with external partners such as DMBC to provide a borough wide approach to promoting the need to apply and assisting with advice and applications .
- All staff and volunteers undertook indepth training on the Settlement scheme and the application process.
- We promoted the issues on social media and in the local media throughouot the year and will continue to do so until the deadline.
- We raised the issue with clients , at community and stakeholder meetings.
- We campaigned for greater clarity in the rules and the implications for those who may miss the deadline
- We installed Video Advice pods at The One Stop Shop in the Council house, increasing access to adviser support for those making applications

Outcome

To date we provided 197 people with advice or assistance on the scheme or the application process. Our campaigning on this issues is ongoing , we intend to increase the scale of our promotion of this issue in readiness for the 30th June 2021 deadline.



Social Media

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, 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 a Facebook, Instagram and Twitter.

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.

For announcements and information see our social media pages:

Facebook - Citizens Advice Doncaster Borough

Twitter - @CADoncasterBoro

Instagram - @cadoncasterboro



09:58

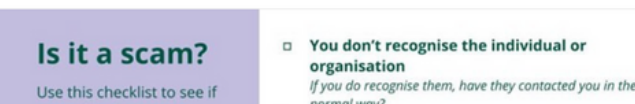
CADONCASTERBORO
Posts

cadoncasterboro



cadoncasterboro If you're having money worries and looking for advice or just someone to talk to, contact your local Doncaster Debt Line at 01302 499330 and help find your clarity. ... more 6 May · See Translation

cadoncasterboro



Citizens Advice Doncaster Borough
14 June at 13:53 ·

I'm staying ahead of scams. Are you?
Help your friends and family be #ScamAware by getting involved with Scams Awareness fortnight
<http://buff.ly/3zlWAgQ>



1 Like



Citizens Advice Doncaster Borough @CABDoncaster · Apr 21

Do you feel yourself worrying about money? struggling with handling payments? finding yourself in debt?
Talk to someone who will provide free and confidential advice. Someone dedicated to helping you.

Contact Doncaster debt helpline at 01302 499330



citizens advice Doncaster Borough



Citizens Advice Doncaster Borough

@CABDoncaster

The charity for your community. Freephone 0808 278 7955 Freephone Debt Adviceline: See our website for advice options.

Doncaster, England

citizensadvice-doncasterborough.org

Joined April 2013

1,710 Following 1,282 Followers

Tweets Tweets & replies Media

Pinned Tweet

Citizens Advice Doncaster Borough
If you're an EU citizen living in the (if you have Irish citizenship or intend to remain) you need to apply to the Scheme to continue to live and work in the UK

Raising Awareness

We worked to raise awareness on the following issues through our campaigns during 2020/2021



Black History Month

- Shared articles and training with staff which promoted Equality, Diversity & Inclusion initiatives.
- Shared articles from the Employers' Network for Equality and Inclusion.
- Promoted anti-racism advocacy organisations.
- Shared key historical moments in Black British History.
- Promoted our hate crime reporting status and contact details.

Pride Month

- Promoted our commitment to equality for LGBTQ+ communities.
- Shared the history of Pride and explained the flag's meaning.
- Promoted the Doncaster Pride event.
- Provided advice relating to the Equality act and highlighted that sexual orientation is a protected characteristic.
- Promoted how to contact us if you have suffered discrimination because of your sexual orientation.



Natalia Jozwiak
General Adviser

"The adviser was Brilliant"

*"They put me in the right direction and
gave me all the information I needed,
they really knew what they were talking
about"*

Mary from Bentley.

"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."

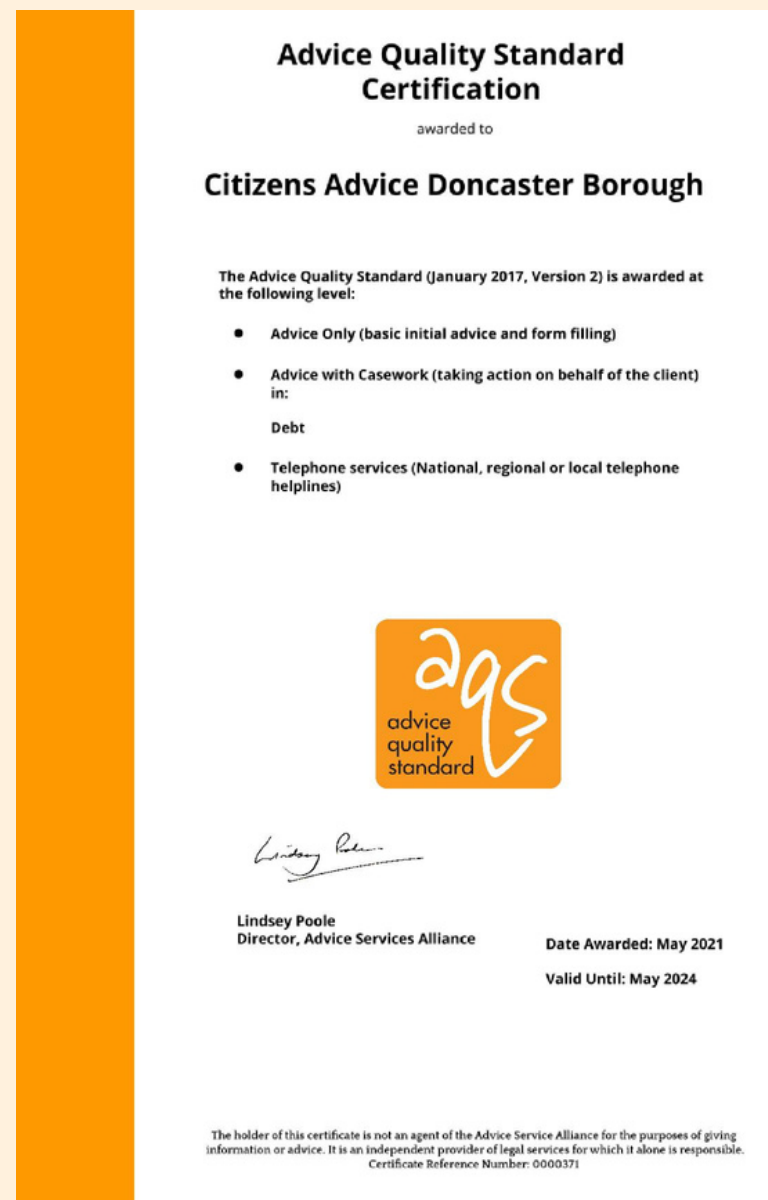
Craig from Mexborough.



Charlotte Dobson
General Adviser

***Citizens Advice Doncaster Borough has been
awarded
The Advice Quality Standard (AQS)
Certification.***

This highlights that despite the challenges of 2020/2021 we have continued to provide advice, casework and telephone services of the highest standards.



***Citizens Advice Doncaster Borough are
registered and authorised with the Financial
Conduct Authority.
FRN:786825***

FCA regulation & authorisation means that a consumer can trust the firm. It ensures that the firm treats all consumers in compliance with the strict criteria laid out by the FCA.



Case Study

Issue: Universal Credit Telephone Claim – Adviser: Christina O'Donnell

Client is a 45 year old male, he lives with his 2 daughters, aged 16 and 8, in temporary accommodation, provided by the council. The client separated from his partner, the client's 14 year old daughter has gone to live with her mother. The client is unemployed, claims income related Employment Support Allowance, in the Support Group and Personal Independence Payment, of which the client receives standard rate for daily living and enhanced rate for mobility. He claims Housing Benefit and Council Tax Reduction. The client has made a claim for Child Benefit, but has not received any payments yet.

The client was in receipt of Tax Credits when he lived with his partner, the client was made aware that separating from his partner triggers a change in his circumstances and he will now be required to claim Universal Credit.

The client told me he was in temporary accommodation, placed there by the council, he was made aware that he will not receive any housing element from Universal Credit, he will be required to still claim Housing Benefit from the council.

- A benefit check was completed - client was assisted through his universal credit claim.
- Client was provided advice and information on opening a new bank account
- We discussed client's housing options and provided him with advice on this issue.
- Client was provided advice on what to consider when separating, and advice on parental rights.

Outcome

Client's UC claim was successful, he now has a bank account set up, he has set up an account to allow him to be on local authority housing, client has separated from partner but will still see his children.



Case Study

Issue: Divorce – Adviser: Gina Monk

The client was going through a divorce but was still living with her ex-husband. She was used to her husband taking care of all the finances, wasn't working herself, was struggling but was lacking any informal support network due to her family being in Spain, didn't know what steps to take to secure a rental property independently from her husband

- A benefit check was completed – Answered her questions regarding change of circumstance reporting to DWP.
- Provided Advice on financial support for tenancy deposits.
- Provided Advice on finding work, and preparing for work.
- Provided Advice on finding a private rental, and also on registering for social housing.
- Provided Advice on IAPT services and charity mental health services.
- Made her aware that she can contact CA for ongoing support through the transition with any other questions she has and her local CA offices

Outcome

Client felt more informed and better prepared to tackle the changes to her life. She had the tools available to take steps forward.

Client Quotes:

"Thank you so much I'm going to have a look at all the info you gave me, Thank you so much I feel a bit more prepared for what is ahead with all this info."



Case Study

Issue: Debt – Adviser: Caroline Woffenden

Client is a 44-year-old British male living in local authority accommodation with his son. He had received a Notice of Eviction and wanted advice on dealing with it. He wants to stay in his home as he has nowhere else to go and he wants to keep his family together.

Client has been working for an agency for the past few years and work has been on and off which has caused financial problems.

He got behind with his rent and the LA took court action. Client received a suspended possession order on terms and he tried his best to keep up with the payments.

- A benefit check was completed to ensure client is receiving benefit entitlement.
- Advice was provided covering the housing and debt issues the client was faced with
- Advised the client on budgeting and money management, we provided a financial statement that allowed for repayment to the arrears and payment of ongoing liability.
- We advised the client and assisted in filling in an N244 – Application to vary the possession order on repayment grounds. The adviser also drafted a letter of support outlining the ongoing help and advice we would provide to ensure client sticks to the proposal

Outcome

The warrant was suspended on terms of full rent plus £20 per week towards the arrears. The client and his family can stay in their home.

Client expressed his thanks and gratitude and stated he would not have been able to stay in his home without our help. He said the LA were not happy, but the judge based his decision on my letter of support and without this he feels the eviction would have taken place.



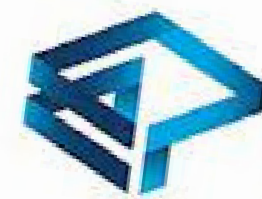
Thank You

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
- The Henry Smith Charity
- Helping More People Together
- The National Lottery Community Fund
- The DWP
- HM Government



Money &
Pensions
Service



GOV.UK

citiz
adv

The
Henry Smith
Charity

founded in 1628



Doncaster
Council



Departmen
for Work &
Pensions



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Business
& Indust



Meet the Team



Our Staff and Volunteers

Paid Staff:

CEO: Karen Bothamley

Operations Manager: James Woods

Development Officer: Deborah Murray

Advice Session Supervisors: Liz Ramage, Gail Bull, Sarah Robinson

Debt Caseworkers: Paula Lowther, James Woods, Caroline Woffenden, Sharon Capper, Nigel Friend, Tony Pell

Debt Caseworker Trainee: Joanne Flowers

Benefits Caseworker: Gillian Downing

Universal Credit Help to Claim Advisers: Christina O’Donnell, Christine Jones, Liz Ramage

Generalist Advisers: Charlotte Dobson, Georgina Monk

Telephone Adviser: Sarah Bush

Trainer/Mentor: Callum Norman

Project Administrators: Linda Gibson, Paula Graham, Dawn Jones, Sharon Alderson, Marilyn Vause, John Mark Rose

Office Cleaners: Sarah Machin, Kasia Fabis

Volunteer Advice and support team.

Georgia Adams	Sabrije Mehmeti
Aaisha Amin	Lana Mesaric
Brad Barrass	John Murphy
Rosie Coles	Rachael Murray
Jackie Eden	Uche Okoli
Kasia Fabis	Alan Parkinson
Ann Grantham	Emily Reed
Ian Hately	Ciara Rock
Elle Hirst	Sultana Salih
Susan Hodges	Oyenike Sogbein
Tanveer Hussain	Beata Walkowicz
Matthew Larder	Hilary White
Calvin McCombe	Rebecca Woodruff
Siyana Marangozova	Rose Yates
Sarah Machin	Jo Yates

Trustees (volunteers):

Chair - Colin Smith, Vice Chair - Malcolm Jevons,
Treasurer - Irene McLaughlin.
Anne Rutherford, Andrew Wignall, Oliver Head

There are six Trustees on our Board and two DMBC representatives. They are responsible for the governance of our charity and bring a wide range of skills, knowledge and experience to our work.

A Special Thank you

Rodger Haldenby

Highly respected volunteer Rodger Haldenby recently retired from CADB after 30 years' service. Here are some key events from before and during that time.

In 1967 Rodger started nine years' work with the Royal Air Force Police and then, in 1976, he moved to Shell UK Oil (Shell Mex House) where he became Head of Security. Four years later Rodger married and departed for Florida, becoming Manager of Florida Division Cleveland Coin International, later Southern States Regional Manager.

Returning from the US for health reasons in 1990, Rodger underwent a liver transplant the following year. However, this did not prevent him starting work for Doncaster CAB in August 1991 in the Portacabins Waterdale. Within three months Rodger finished his training and became a full-time volunteer.

After the CAB office moved to Old Guildhall Yard, Rodger became a Session Supervisor and Phone Adviser as well as becoming the Volunteer Rep for the Trustee Board. His qualities and abilities being well recognised by this point Rodger was head hunted and moved to Thorne CAB with the same CAB responsibilities.

Due to changing needs both in society and within the CAB, Adviceguide was introduced in 1999 and paid supervision started.

In 2006 Rodger received a Long Service Certificate for 15 years' work at the CAB and in the following year he and others in the Bureau enjoyed a visit by the Princess Royal. All offices across the Doncaster Borough were later amalgamated into one entity and a new office opened in Doncaster town centre. It was this town centre office that was again visited, in 2017, by the Princess Royal, who presented Rodger with a scroll for 25 years' service as a volunteer.

When the COVID pandemic struck in 2020/21 Rodger continued to work the Adviceline phones when appropriate. It was during this time, as the COVID lockdown was extended in 2021, that Rodger decided to retire on health grounds.

Thank you, Rodger, for your hard work and dedication to the Citizens Advice service in Doncaster for the last 30 years. During changing circumstances, you have remained loyal to the task and we thoroughly appreciate all that you have done to help the people of this borough.



Contact Us



- 63 Hall Gate Doncaster DN1 3PB
- Adwick Road Mexborough S64 0DB
- The Hope Centre Church Road DN7 5NS
- 5a Browns Lane Thorne DN8 5AF



<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



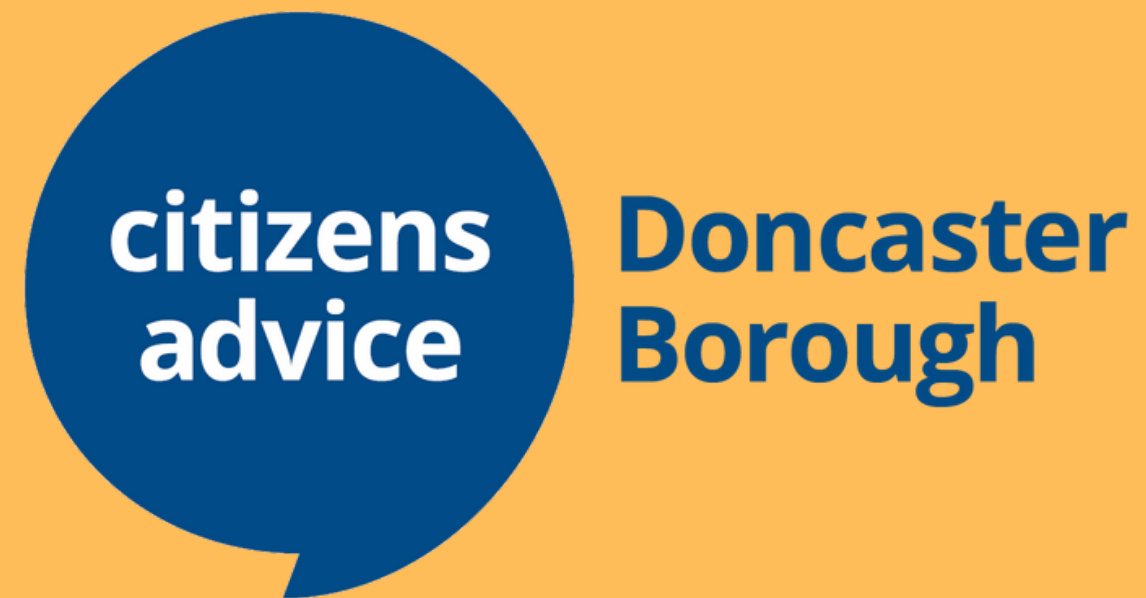
advice@citizensadvice-doncasterborough.org



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



www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/



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