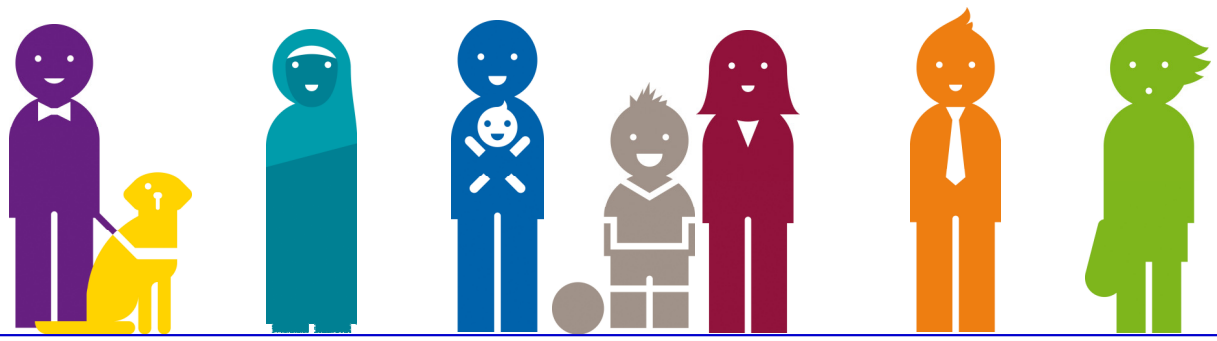
the charity for
your community

citizens advice bureau

Rutland Citizens Advice Bureau Surveys 2012

Client Survey
Outcomes Survey
Volunteer Survey



RUTLAND CITIZENS ADVICE BUREAU

SURVEYS 2012

INTRODUCTION

To ensure that we are meeting the needs of the Rutland community and that from our clients' perspective we are also meeting their needs by providing a quality service we regularly publish annual surveys and occasional research papers to address these issues. Looking at the outcomes of our work with clients enables us to understand the impact of what we do and to identify any changes that we may need to make. We also have to understand the needs of our volunteers and to quantify the value of their volunteering and, additionally, we have a role to play in making others aware of the needs which may arise for many in our community.

Every publication represents a substantial input by a team in the Bureau both staff and volunteers. We consider what needs to be included in all of these publications and the questionnaires are designed very carefully to provide this information. Results need to be collated and data processed which is always time consuming. Current research may need to be looked at and we draw on information provided by Rutland County Council and the Office of National Statistics. This document includes the Client Survey, the Outcomes Survey and the Volunteers Survey.

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Registered Office,
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CLIENT SURVEY 2012

Questionnaires were given to a random sample of 100 clients who visited the Bureau during April and May 2012 and all of these were returned. Forty five of these clients agreed to be telephoned later and asked about the outcome of their problems. Not all the questions were answered by every client and this has been taken into consideration when compiling the report and in the accompanying charts. In the written section of the report percentages have been rounded up or down to the nearest whole number and in the charts they are shown to one decimal place A summary of the results is given below on pages 2 and 3 and the full results of the questionnaire may be seen in the charts which follow.

Contents of the Survey:

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About the Clients:

In this survey 58% of the clients were women and 42% were men. Regarding type of household 24% were living on their own, 25% with a partner, 20% with a partner and child, 9% as single parents and 22% with family or friends. Similarly to last year 32% said they had a disability or long term illness. Regarding employment 27% said they were in full time work, 18% part time work, 33% unemployed with the remainder not seeking work. We also asked about home locations and 48% lived in Oakham, 10% in Uppingham, 28% were from other Rutland Parishes with 14% from outside Rutland. Regarding housing 34% were owner occupiers, 19% privately rented and 31% in social housing. A further 16% said *other* including friends and family. We again asked about the cost of household heating and 26% said they had difficulty with this indicating that a significant number may be feeling the effects of fuel poverty. Overall, the background of clients was very similar to those who completed surveys in previous years.

About the Service:

Clients visiting or contacting the Bureau are initially assisted by a Gateway Assessor who who will offer them the most appropriate route to address their needs. In this year's survey 92% were seen within 10 minutes and further appointments were made for 79%.

Level of satisfaction:

In this section of the survey we asked how easy it had been for clients to find out about the services provided by the Rutland Citizens Advice Bureau and what clients felt about its location and about the premises and facilities. 99% said that it was easy or very easy to find out about the service, 100% were satisfied or very satisfied with where the Bureau is located and 100% satisfied or very satisfied with the premises and facilities.

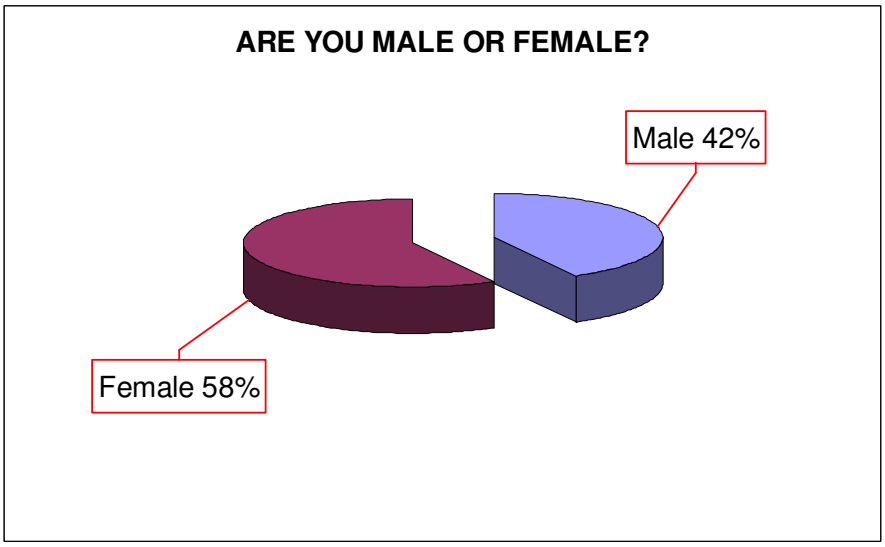
We also asked seven other questions about specific aspects of the service in which we asked those participating to indicate their level of satisfaction by ticking one of three boxes - *very satisfied; satisfied; not satisfied;* The actual questions asked and the detailed results for each of those questions are shown in the charts which appear below. On average 98% were *satisfied or very satisfied*

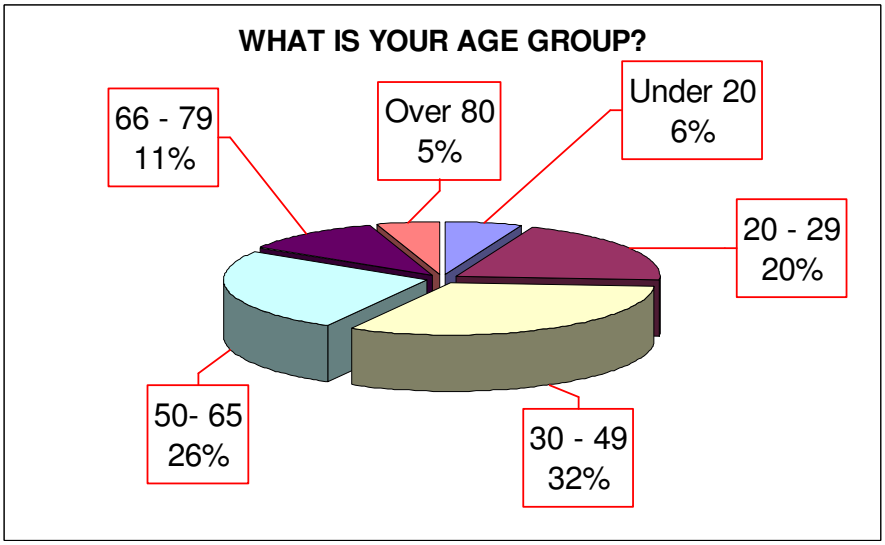
Additionally we asked *Would you use the CAB service again* and *would you recommend the CAB service to others?* All those participating in the survey answered yes to each of these questions. Finally when asked to rate us for overall satisfaction all said *satisfactory* or *very satisfactory.*

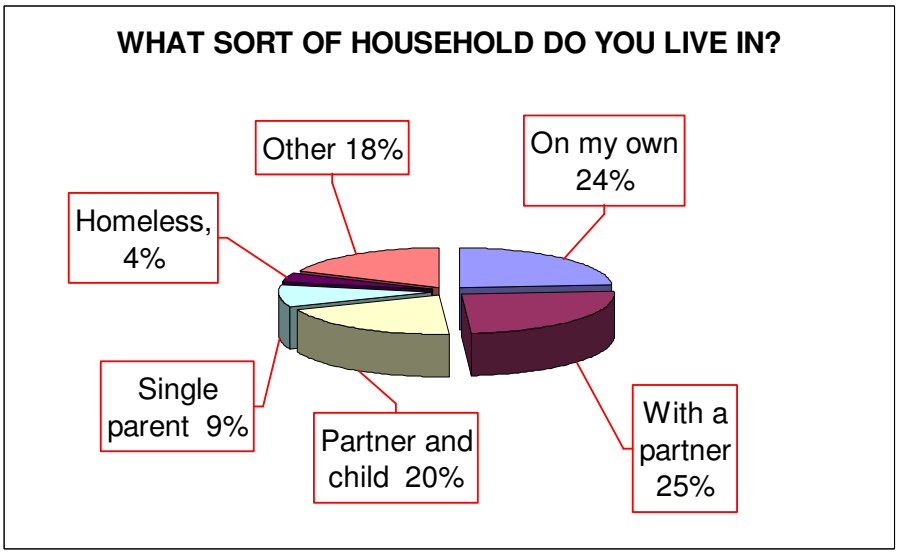
Comparison with 2011:

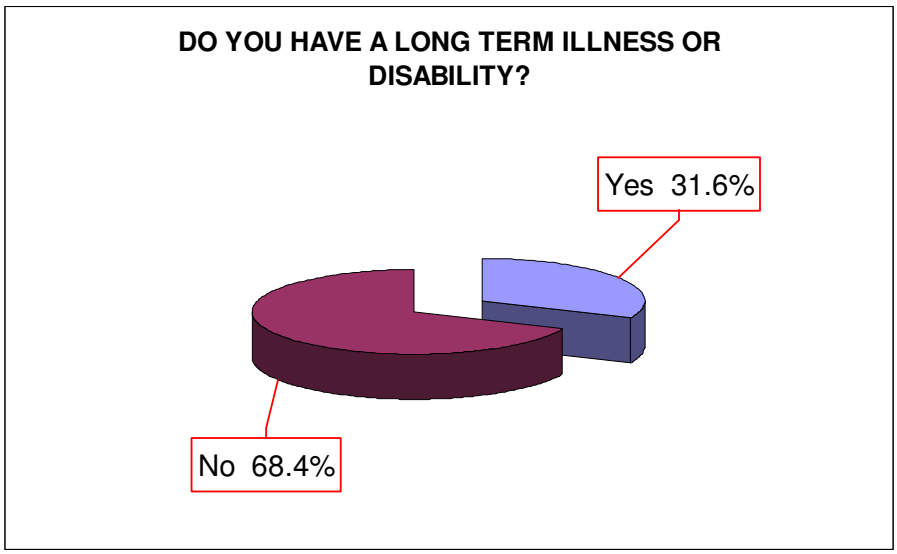
As we have seen in previous years client profiles were very similar to those in 2011 and differences were not statistically significant. However, there were some differences. Those in the age group under 20 increased by 3% and those aged 20 to 29 by 7%. There was a decrease of 7% for those living on their own and a decrease of 5 % in those living with a partner. The number of clients from Oakham decreased by 8% and there was a corresponding increase from other Rutland parishes. Regarding housing there was an increase of 10% amongst those living with family or friends or in other housing. This year Housing Association and Local Authority tenants are grouped together as social housing.

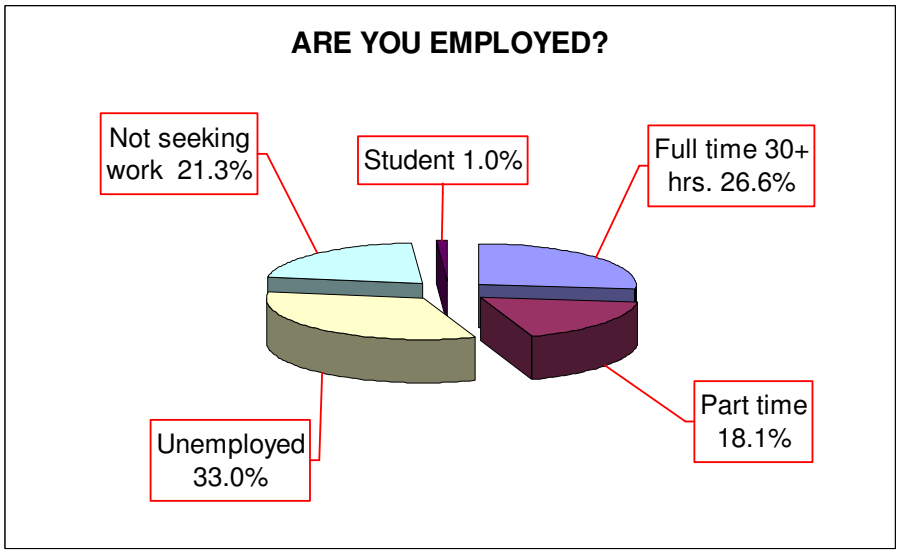
.....ABOUT THE CLIENTS.....

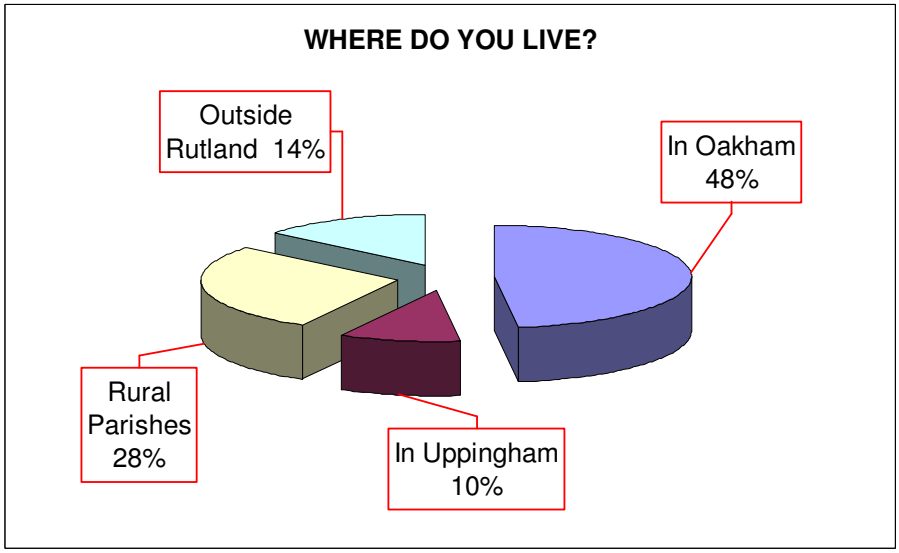


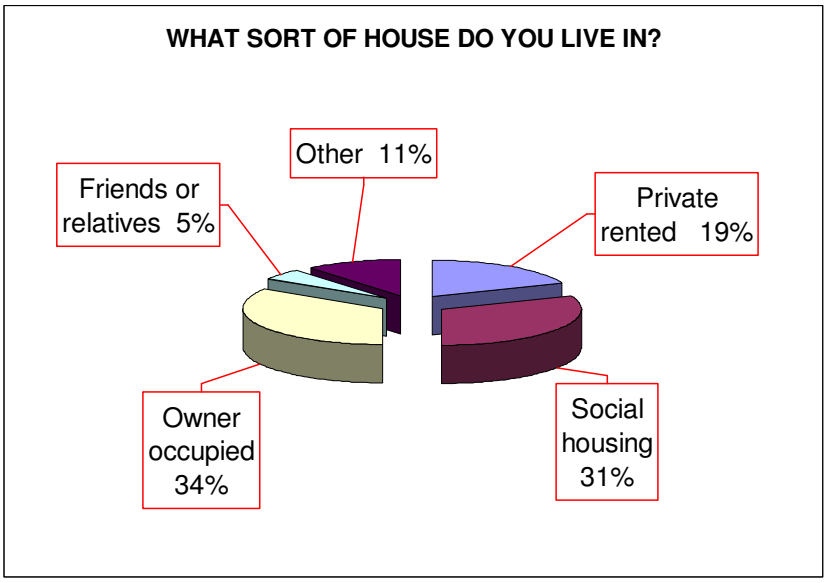


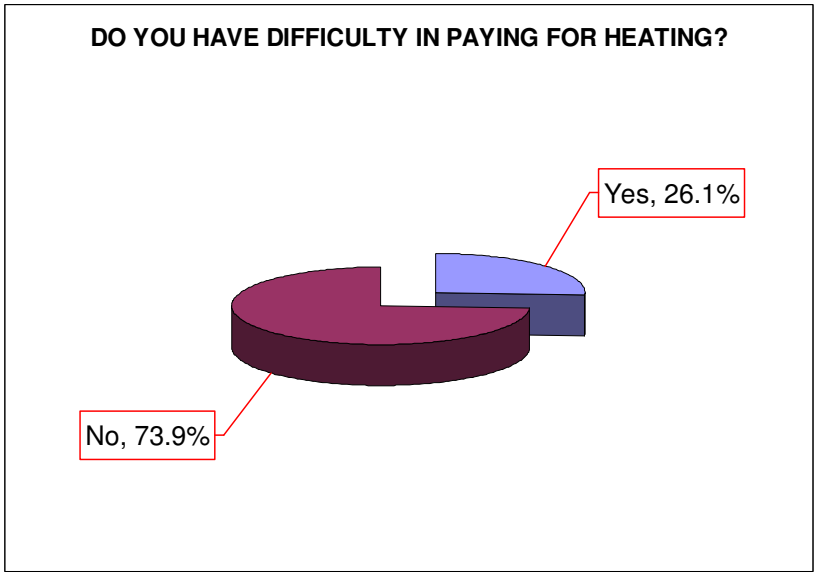


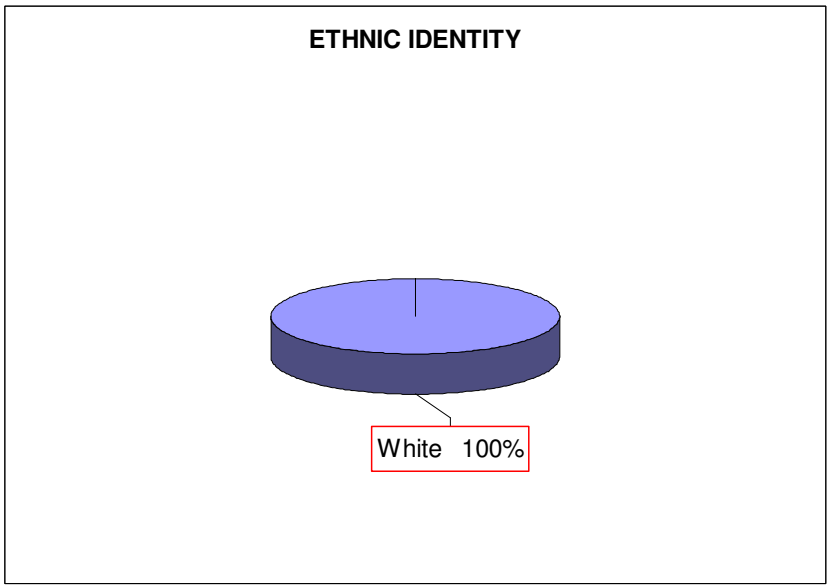

DO YOU HAVE A LONG TERM ILLNESS OR DISABILITY?
Yes 31.6%
No 68.4%


ARE YOU EMPLOYED?
Not seeking work 21.3%
Student 1.0%
Full time 30+ hrs. 26.6%
Part time 18.1%
Unemployed 33.0%

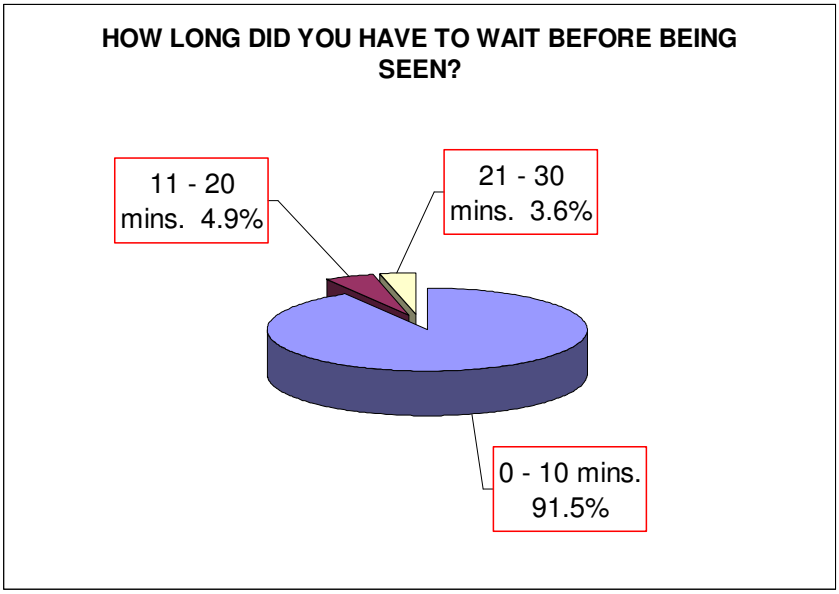

WHERE DO YOU LIVE?
Outside Rutland 14%
In Oakham 48%
Rural Parishes 28%
In Uppingham 10%

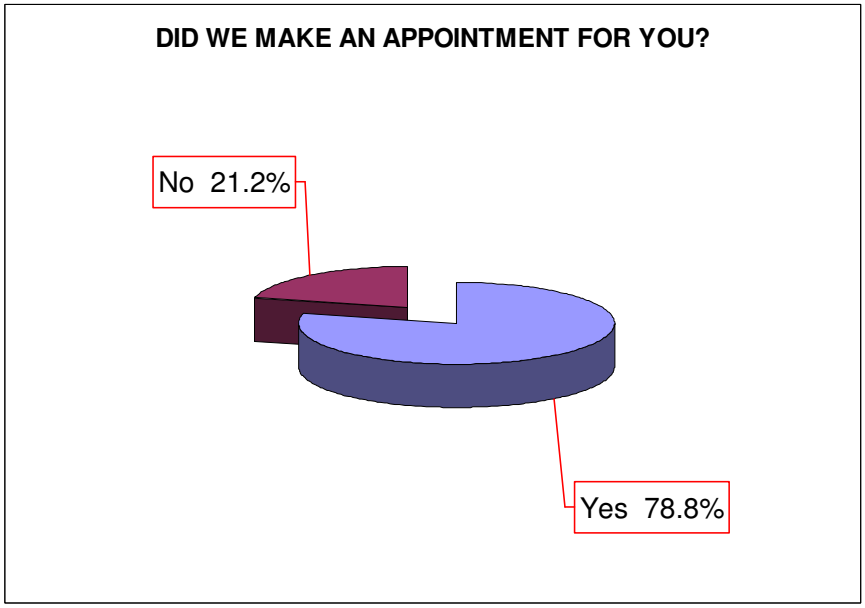

WHAT SORT OF HOUSE DO YOU LIVE IN?
Other 11%
Friends or relatives 5%
Private rented 19%
Owner occupied 34%
Social housing 31%


DO YOU HAVE DIFFICULTY IN PAYING FOR HEATING?
Yes, 26.1%
No, 73.9%

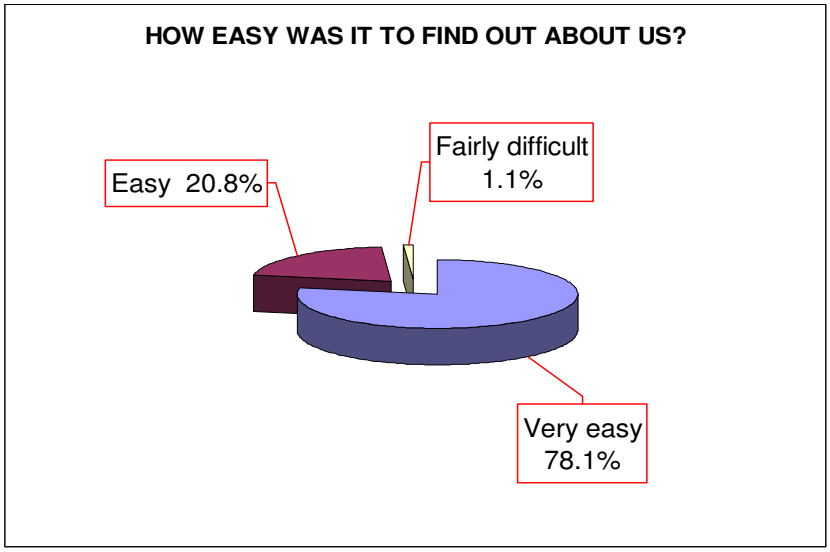

ETHNIC IDENTITY
White 100%

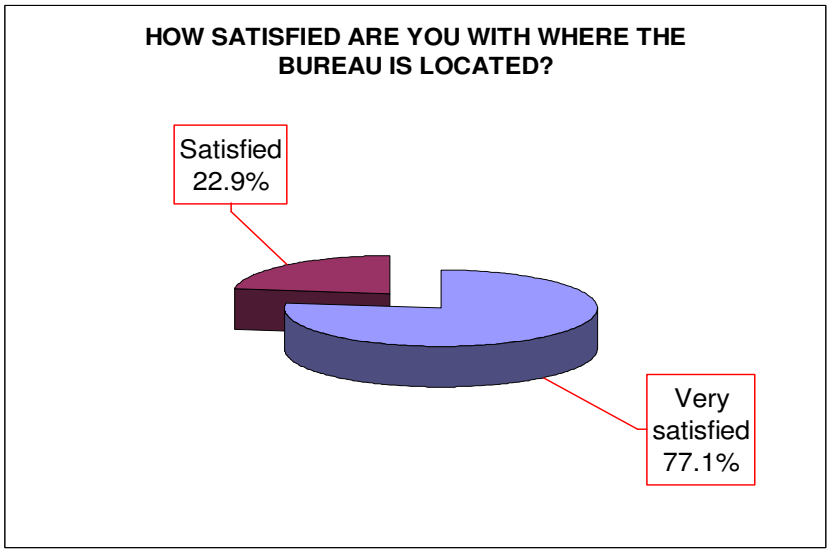
…..ABOUT THE SERVICE…..

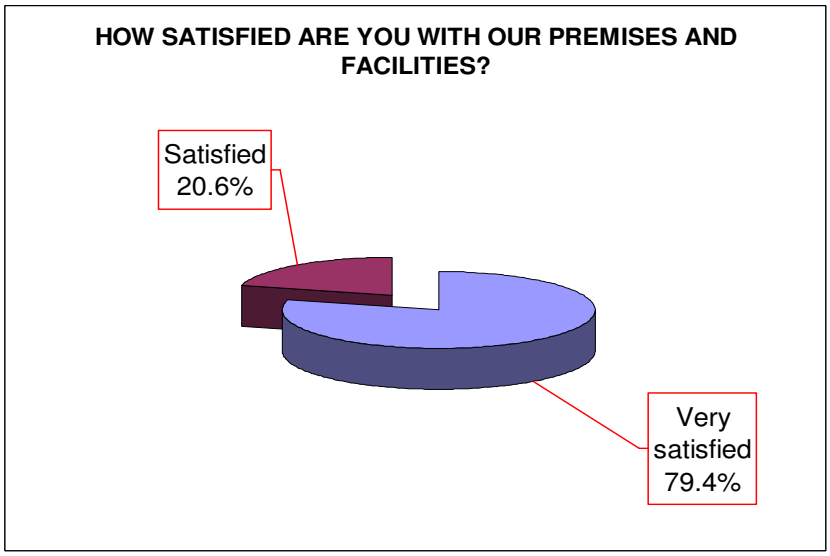


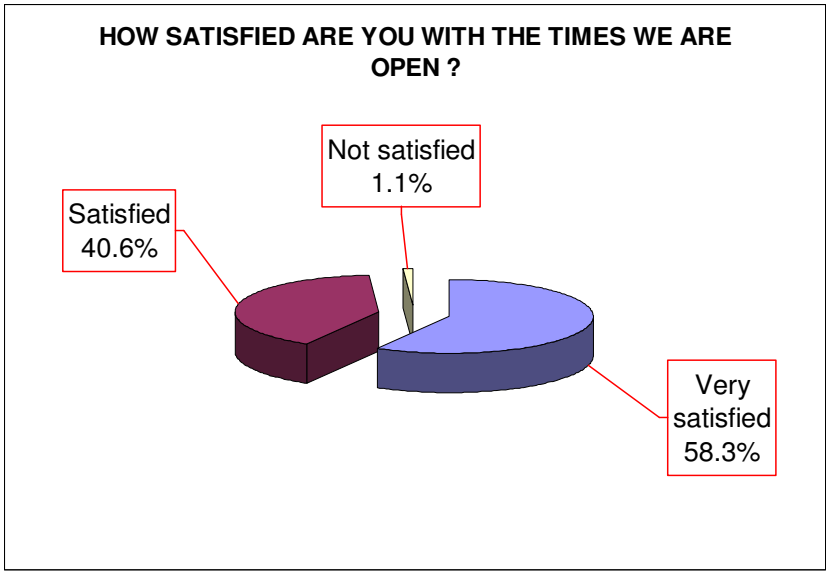


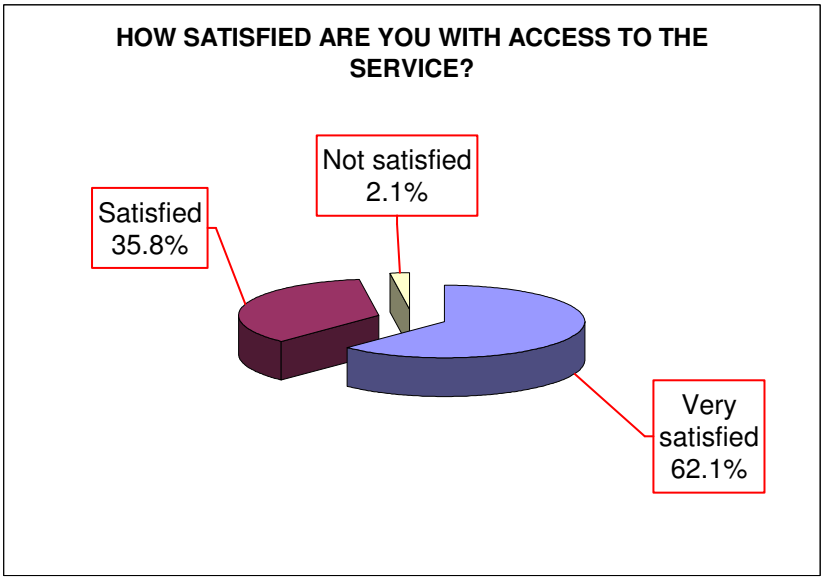
.....LEVEL OF SATISFACTION.....

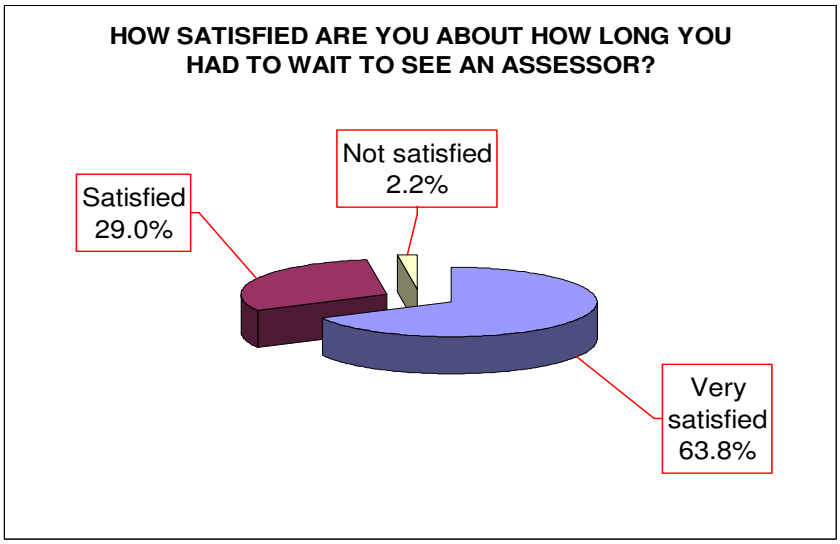


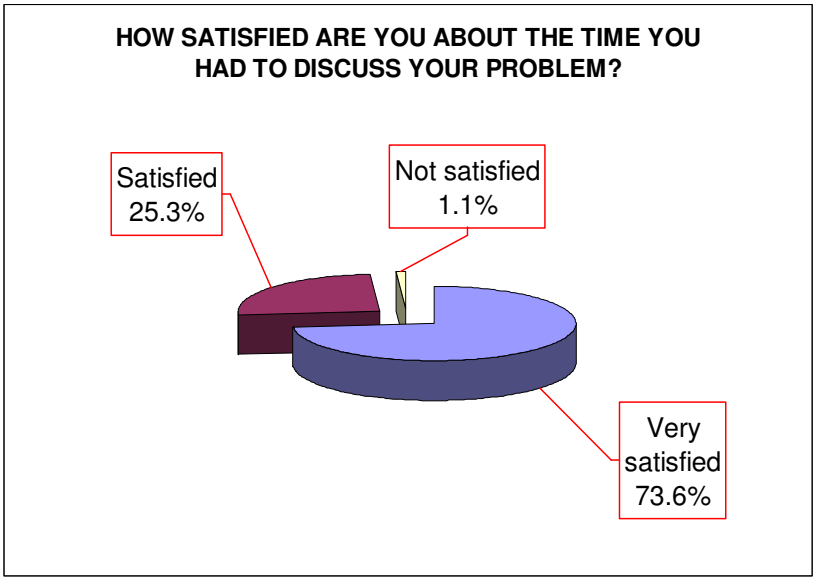


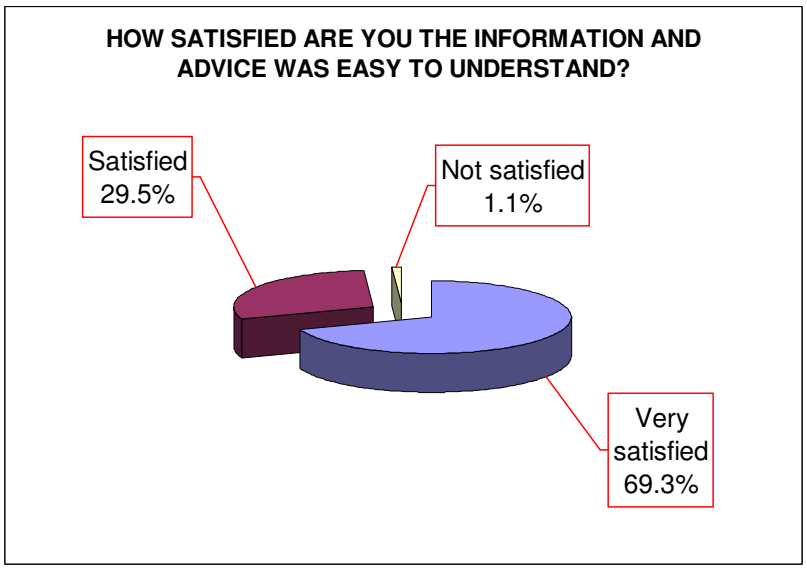


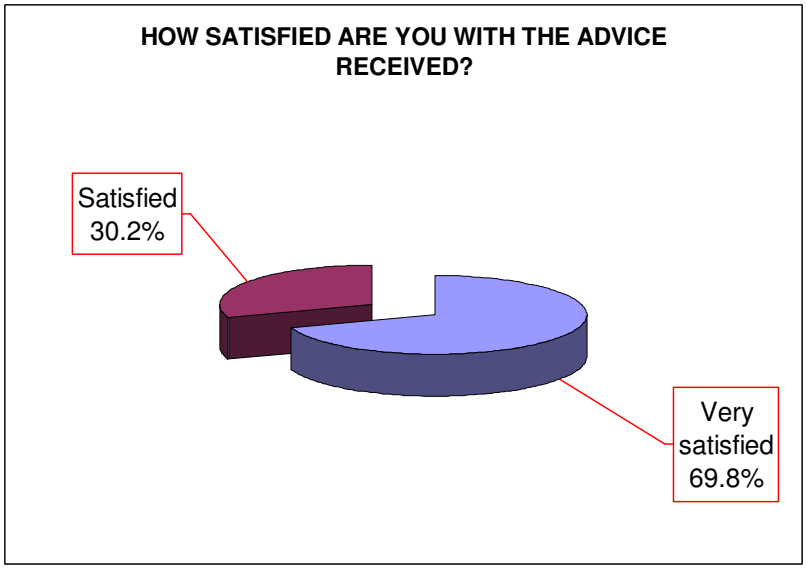

HOW SATISFIED ARE YOU WITH THE TIMES WE ARE OPEN ?
Not satisfied 1.1%
Satisfied 40.6%
Very satisfied 58.3%

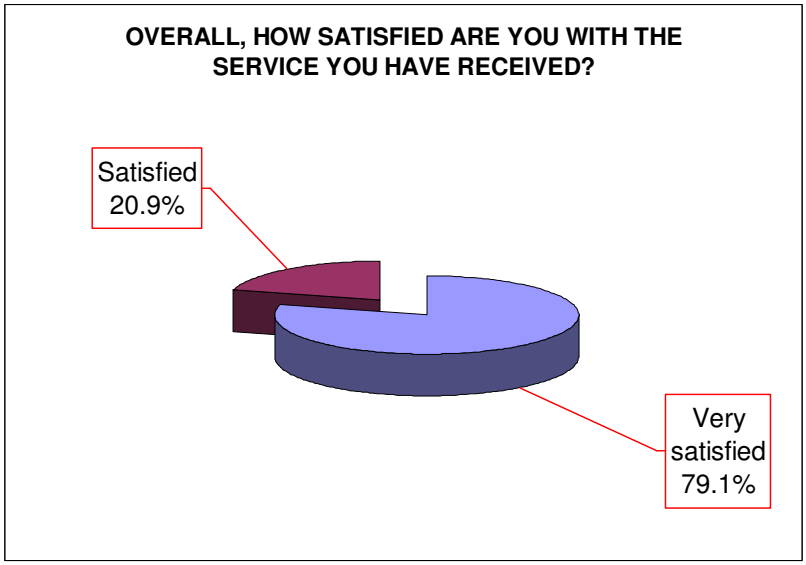

HOW SATISFIED ARE YOU WITH ACCESS TO THE SERVICE?
Not satisfied 2.1%
Satisfied 35.8%
Very satisfied 62.1%

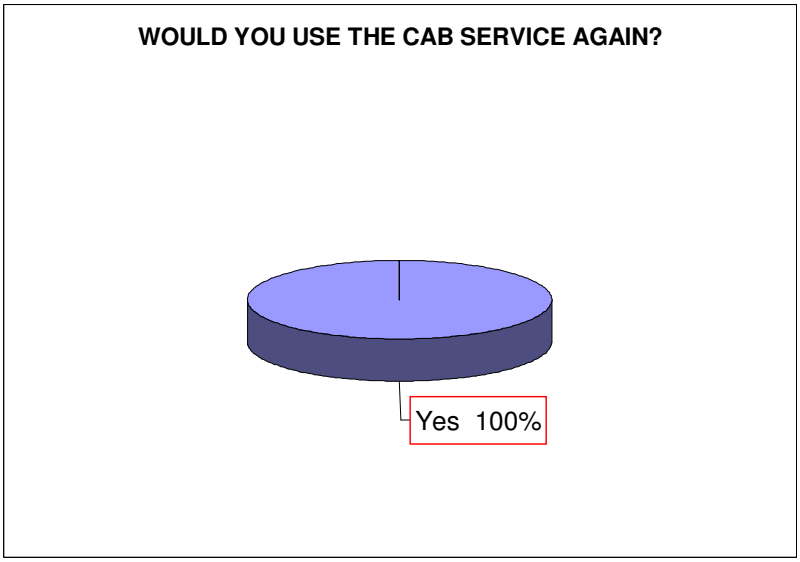

HOW SATISFIED ARE YOU ABOUT HOW LONG YOU HAD TO WAIT TO SEE AN ASSESSOR?
Not satisfied 2.2%
Satisfied 29.0%
Very satisfied 63.8%

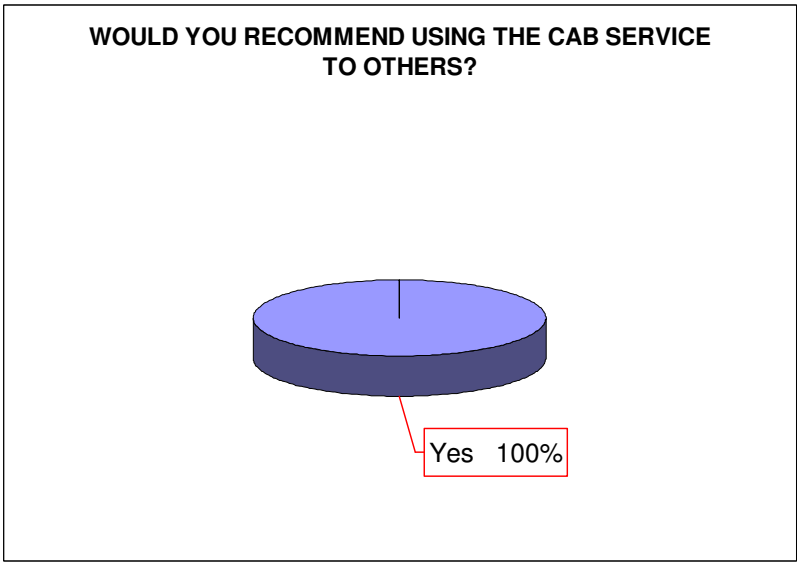

HOW SATISFIED ARE YOU ABOUT THE TIME YOU HAD TO DISCUSS YOUR PROBLEM?
Satisfied 25.3%
Not satisfied 1.1%
Very satisfied 73.6%


HOW SATISFIED ARE YOU THE INFORMATION AND ADVICE WAS EASY TO UNDERSTAND?
Satisfied 29.5%
Not satisfied 1.1%
Very satisfied 69.3%

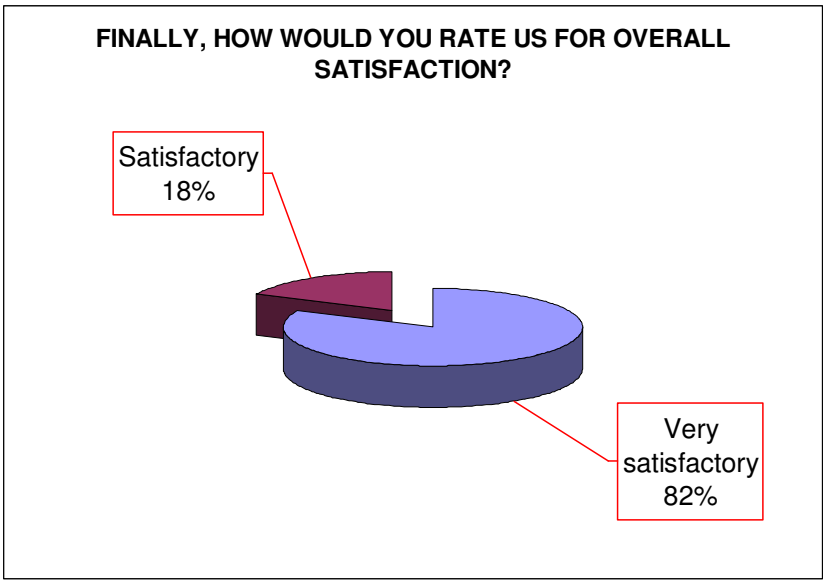

HOW SATISFIED ARE YOU WITH THE ADVICE RECEIVED?
Satisfied 30.2%
Very satisfied 69.8%


OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE YOU HAVE RECEIVED?
Satisfied 20.9%
Very satisfied 79.1%


WOULD YOU USE THE CAB SERVICE AGAIN?
Yes 100%


WOULD YOU RECOMMEND USING THE CAB SERVICE TO OTHERS?
Yes 100%

…..OVERALL SATISFACTION…..



Additional comments by clients completing the 2012 survey

Thank you for your service, it has been a great help and I hope you can continue helping others with their problems. Thank you again.

Overall I think the CAB do an excellent job, very helpfu,l kind and non bias. We do need this service . I think the ten minute interview is beneficial and helpful too. Thank you.

It is nice to know that there are people like yourselves who can deal with issues that need specialist advice.

My adviser was patient and dealt with my complicated problem very much more than I envisaged and I cannot thank you enough for the support and understanding I gained from my visit. Thank you for providing this much needed service and to all the volunteers who help to run it and donate their time.

……

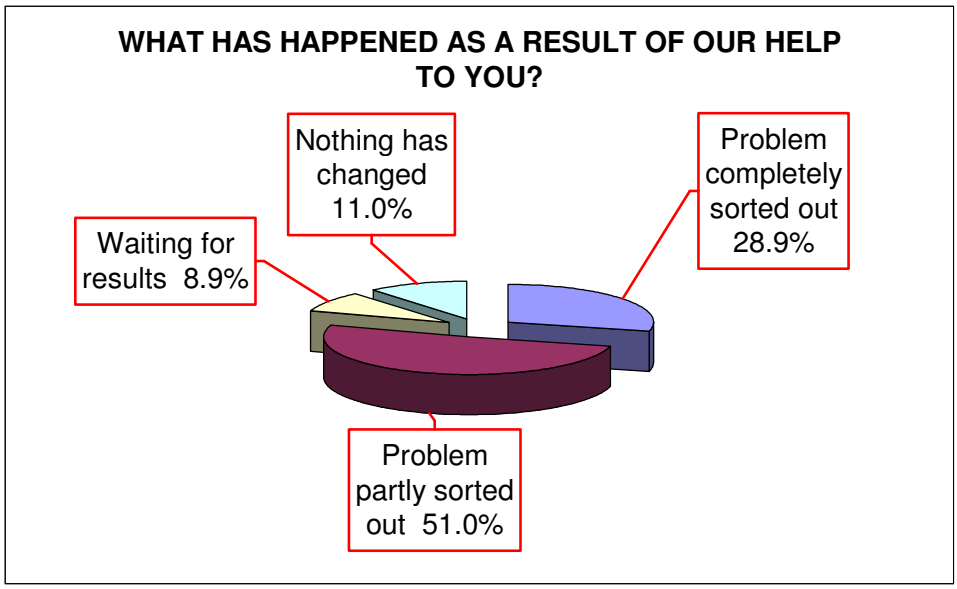
…..OUTCOMES SURVEY 2012…..

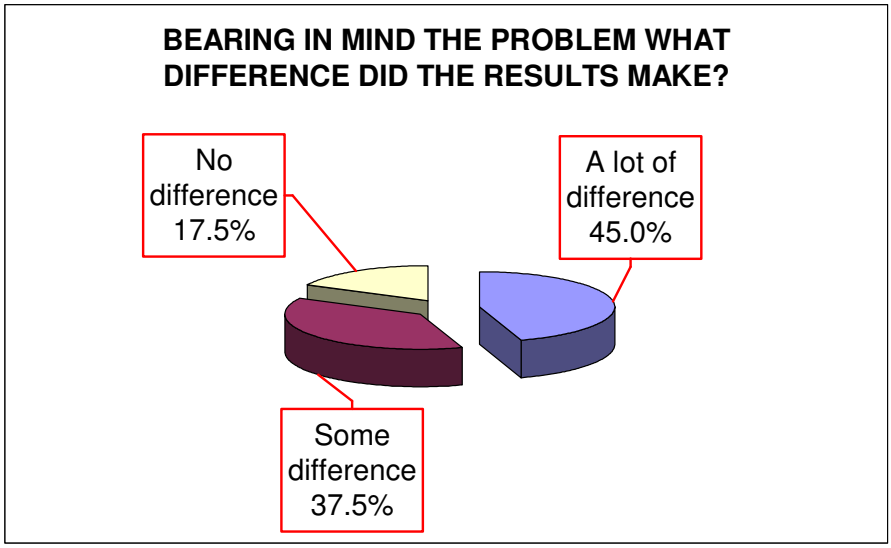
As we have done in previous years we undertook an outcomes survey which was based on the model recommended by ***Citizens Advice****. We asked clients if they were willing to be telephoned about the outcome of their problem and this was done over the next few weeks. The information which they provided is given in the summary and the accompanying charts. Not all of those involved could be contacted and the data shown is based on the information given by those who were. As elsewhere in these surveys results in the summary have been rounded up or down to the nearest whole number.*

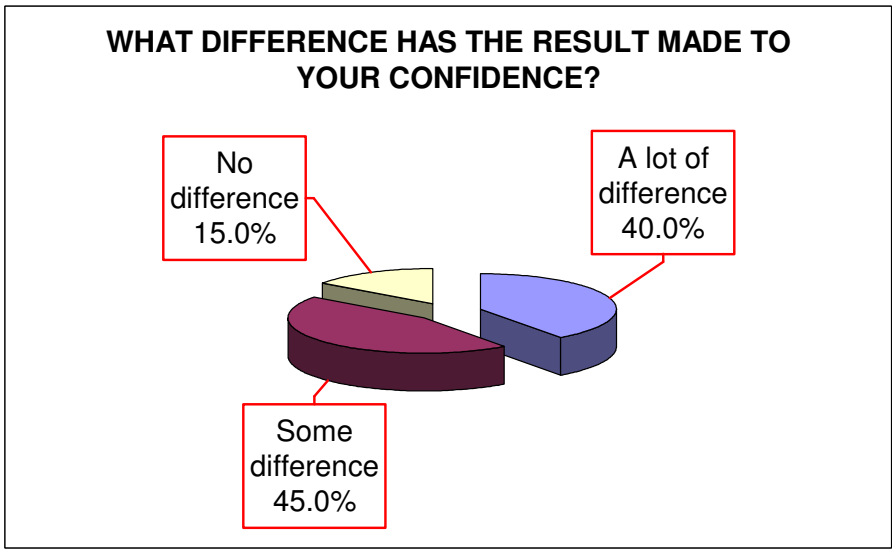
Summary

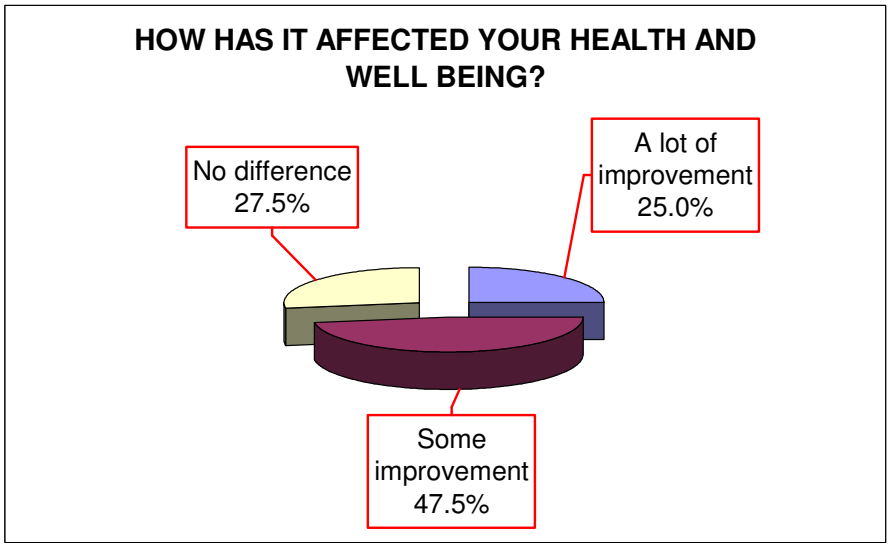
In the first question we asked what had happened as a result of our help. 29% of clients said that their problem had been completely sorted out and a further 51% said that by then it had been partly sorted out. 9% were still waiting for action by other organisations and 11% said there had been no change.

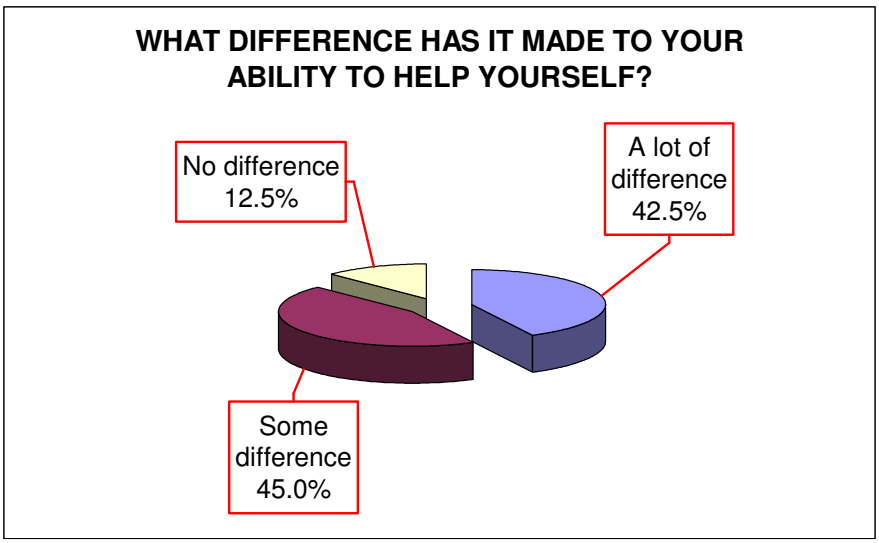
In the second question we asked about how much difference the actual results had made. 82% said that a difference had been made and 18% said no difference. These figures were similar to those in previous years. Next we asked some more specific questions about the differences which the results had made. 85% said that a difference had been made in improving their confidence. 82% said the result had reduced stress and 95% that it had improved their knowledge. Finally, 88% said the results had improved their ability to help themselves. We asked two final questions, *will the assistance you have had help to prevent problems in the future?* to which 83% said yes and replying to the second question 25% said that they had benefitted financially from the advice received.

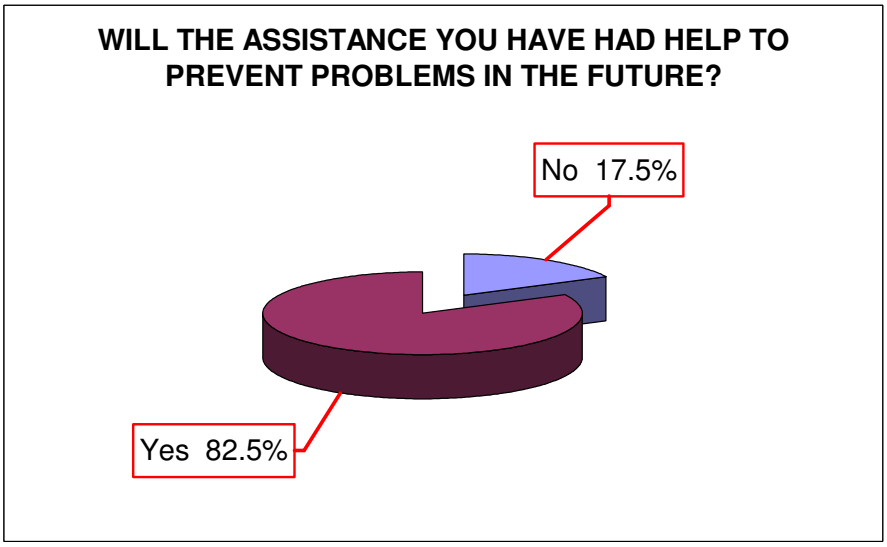


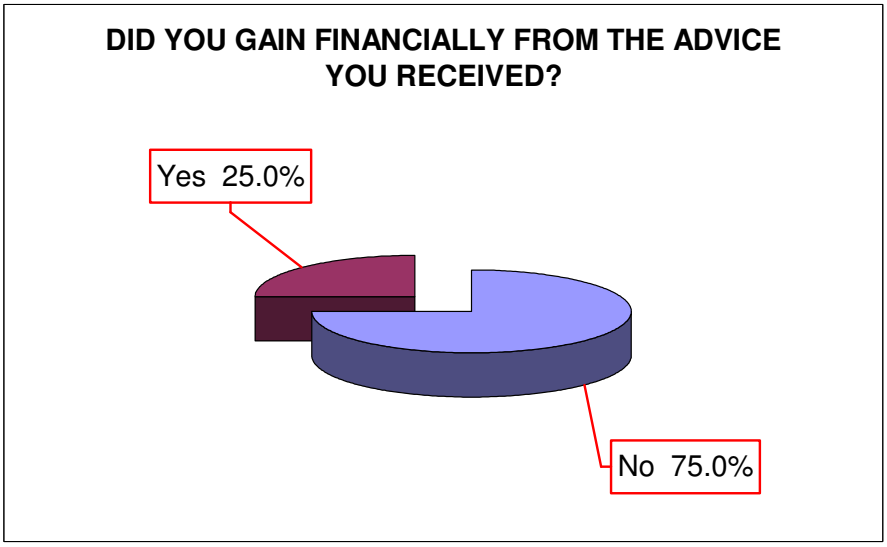

BEARING IN MIND THE PROBLEM WHAT DIFFERENCE DID THE RESULTS MAKE?
No difference 17.5%
A lot of difference 45.0%
Some difference 37.5%


WHAT DIFFERENCE HAS THE RESULT MADE TO YOUR CONFIDENCE?
No difference 15.0%
A lot of difference 40.0%
Some difference 45.0%


HOW HAS IT AFFECTED YOUR HEALTH AND WELL BEING?
No difference 27.5%
A lot of improvement 25.0%
Some improvement 47.5%


WHAT DIFFERENCE HAS IT MADE TO YOUR ABILITY TO HELP YOURSELF?
No difference 12.5%
A lot of difference 42.5%
Some difference 45.0%


WILL THE ASSISTANCE YOU HAVE HAD HELP TO PREVENT PROBLEMS IN THE FUTURE?
No 17.5%
Yes 82.5%


DID YOU GAIN FINANCIALLY FROM THE ADVICE YOU RECEIVED?
Yes 25.0%
No 75.0%

VOLUNTEERS SURVEY 2012

The survey was based on the recommended Citizens Advice volunteer questionnaire and completed by nineteen volunteers currently working in the Rutland CAB. Those taking part answered all the questions and their answers have enabled us to compile a profile of volunteers and to record their levels of satisfaction as shown below together with specific aspects of volunteering covered by the questions. Percentages have been rounded up or down to the nearest whole number.

ECONOMIC VALUE OF VOLUNTEERING AT RUTLAND CAB

As in all Bureaux we are required to submit an annual return to our parent organisation, Citizens Advice, detailing the work of our volunteers and they in turn provide us with a table showing the economic value of the volunteers in the Rutland Bureau. This is based on the equivalent paid role for each volunteer based on a National Annual Survey of Hours and Earnings. The Figures for Rutland CAB volunteers for the financial year 2011 to 2012 are shown in the table below.

Volunteer Roles	Hours Per Week	Annual Value (Hourly Rate X Hours X Weeks)
Generalist Adviser	106	£87,467
Caseworker	6	£6,848
Gateway Assessor	31	£25,916
Trustee	17	£19,405
Support Function	62	£34,959
	TOTAL	£174,596

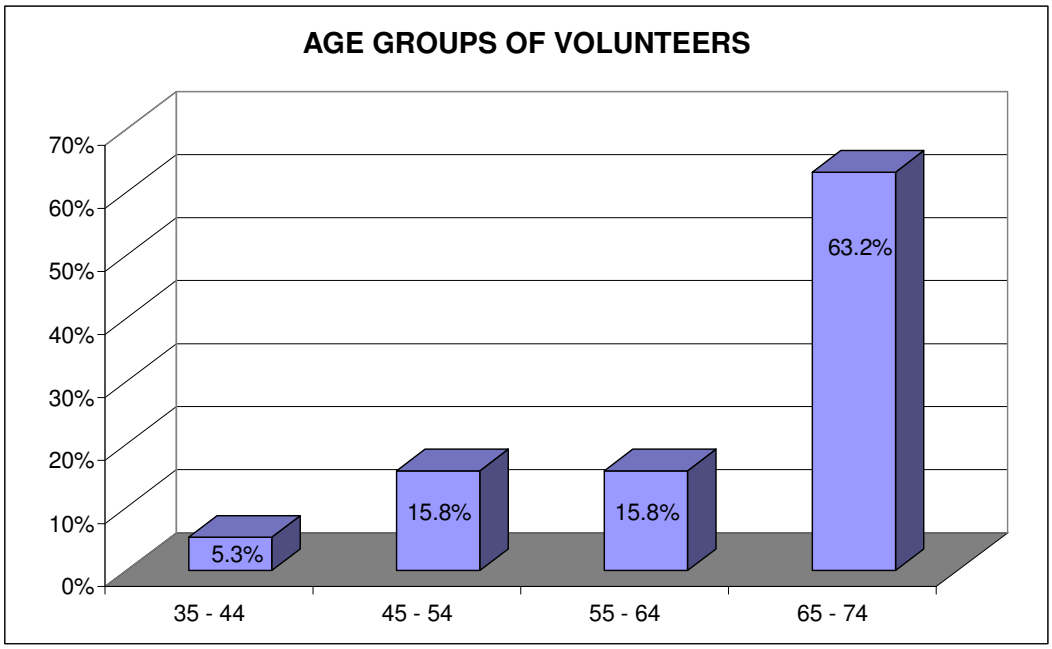
PROFILE OF VOLUNTEERS

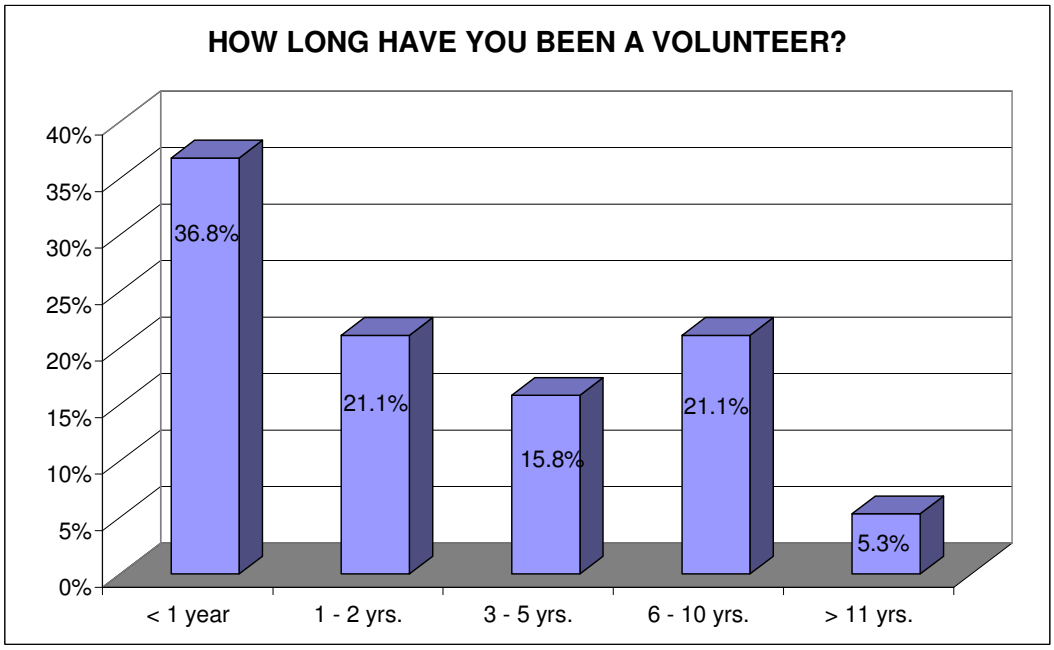
In the profile of those who took part in the survey, the age distribution shown below was fairly predictable with numbers increasing as family commitments diminish and more potential volunteers become available on retirement. This year none of the sample were less than 35 years old, 21% were between 35 and 54 and 79% were over 55 years of age. This is very similar to previous years.

Regarding ethnicity all of those questioned said that they considered themselves to be white. 5% were disabled and 21% were male and 79%

female. There was a wide variety of experience in present and previous employment including substantial experience in Business, the Civil Service, Law, Education, Accountancy and Publishing.

All of those who took part in the Survey work in the Bureau for one day a week or more. We also asked *How long have you been volunteering with Citizens Advice?* The full results of this question are shown in the two graphs below which shows that the stay on rate is surprisingly high.





LEVEL OF SATISFACTION

We asked our volunteers *how satisfied they were with access to training for the work they did in the Bureau*. 47% said they were very satisfied and 53% said satisfied We also asked about *access to supervision and help with the work*. Replying to this question 84% were very satisfied, 16% said satisfied. No one said they were dissatisfied in answering either of these two questions and all agreed that the questions were relevant.

We also asked *if volunteering had led to a greater sense of self esteem* to which 72% said yes and also if it *had led to increased skills* to which 95% answered yes. Finally we asked *How would you rate your overall volunteering experience?* 79% replied excellent and 21% satisfactory.