

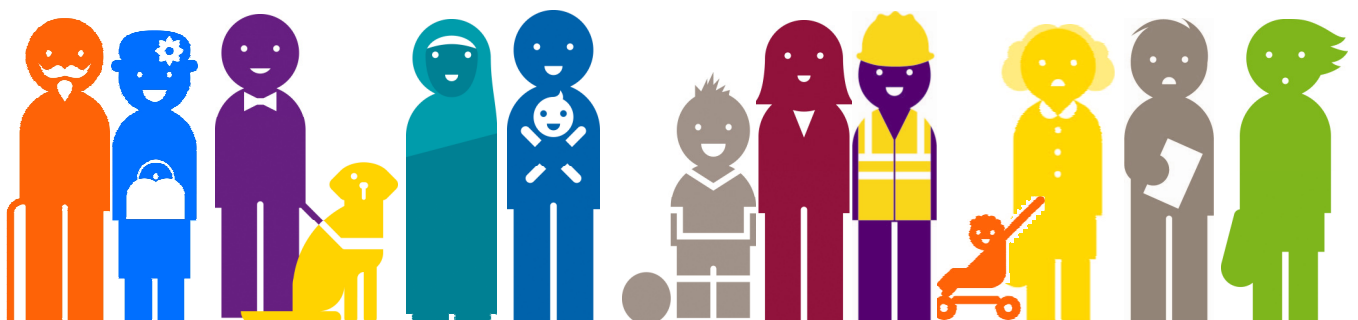
the charity for
your community



advice adviser annual answered **asked** based bureau cab
citizens **clients** decrease difference fairly help hours
housing improvement **increase** information level lived location minutes needs
outcomes overall pages previous problem provided
questionnaire **questions** rate regarding remainder **rutland** sample
satisfaction satisfactory **satisfied** service shown
survey taking value **volunteers** wait work **year** yes

Rutland Citizens Advice Bureau Surveys 2013

Client Survey
Outcomes Survey
Volunteer Survey



RUTLAND CITIZENS ADVICE BUREAU

SURVEYS 2013

INTRODUCTION

To ensure that we are meeting the needs of our clients and the Rutland Community by providing a quality service, we publish annual surveys and research papers. 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 in our community.

Every publication represents a substantial input from design to data processing. We draw on information provided by Rutland County Council , the Office of National Statistics and current research. This document includes the Client Survey, the Outcomes Survey and the Volunteers Survey.

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www.rutlandcab.org.uk

Registered Charity No: 1107907
Registered in England and Wales. Registration No 5287678. A company limited by guarantee

CLIENT SURVEY 2013

As in previous years questionnaires were given to a random sample of 100 clients who visited the Bureau during April and May 2013 and 98 of these were completed and returned. Seventy one 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 both the written section of this report and in the charts percentages have been rounded up or down to the nearest whole number. 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:

Details of the survey	Page 2
About the clients	Pages 2, 4, 5, 6,
About the service	Pages 3, 7,
Level of satisfaction	Pages 3, 8, 9, 10, 11,
Comparison with 2012	Page 3,
Overall satisfaction	Page 12,
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About the Clients:

In this year's survey 43% of the clients were men and 57% were women. Asked about their kind of household 26% were living on their own, 31% with a partner, 18% with a partner and child, 16% as single parents, 8% with family or friends and 1% being homeless. 35% said that they had a disability or a long term illness. Regarding employment 26% were in full time work, 17% part time, 33% unemployed and 23% not seeking work. We also asked about clients' home locations, 50% lived in Oakham, 6% in Uppingham, 33% in other Rutland parishes and 11% from outside Rutland. Regarding housing 38% were owner occupiers, 28% lived in social housing, 26% private rented and 8% other housing including friends or family. We asked about the cost of household heating and 41% said they had difficulty in paying for this. Overall, the background of this year's clients was very similar to those who have completed surveys in previous years.

About the Service:

Clients visiting or contacting the Bureau are initially assisted by a Gateway Assessor who will offer them the most appropriate route to address their needs. In this year's survey 94% were seen within ten minutes and further appointments were made for 92%, both of these being an improvement on last year's figures.

Level of Satisfaction:

In this part 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 also what clients felt about its location and the premises and facilities. 100% said it was easy or very easy to find out about the services, 100% were satisfied or very satisfied with where the Bureau is located and 100% satisfied or very satisfied with the premises and facilities.

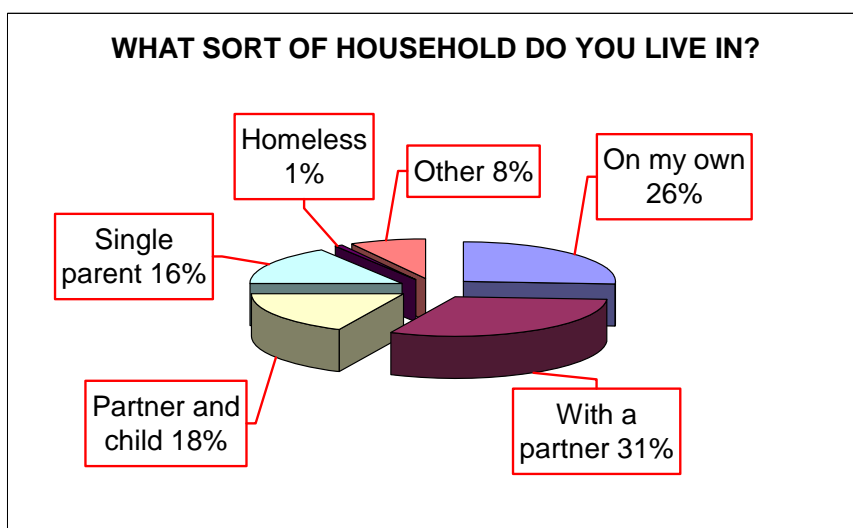
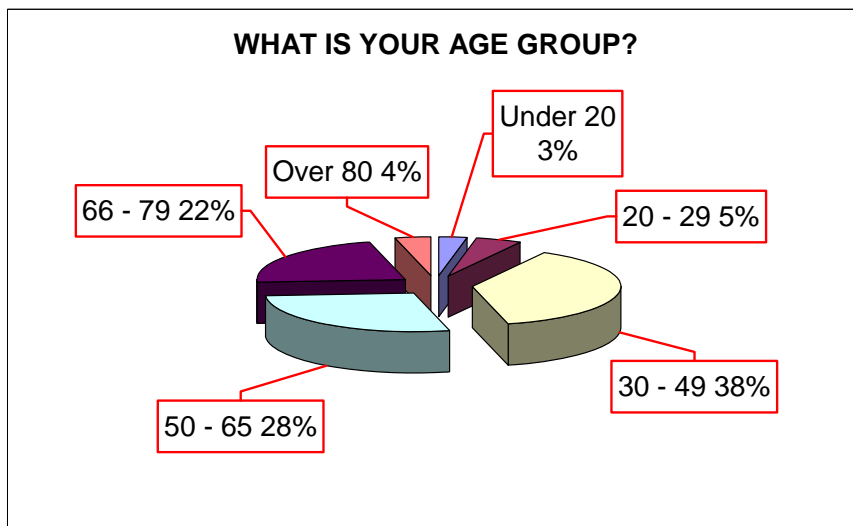
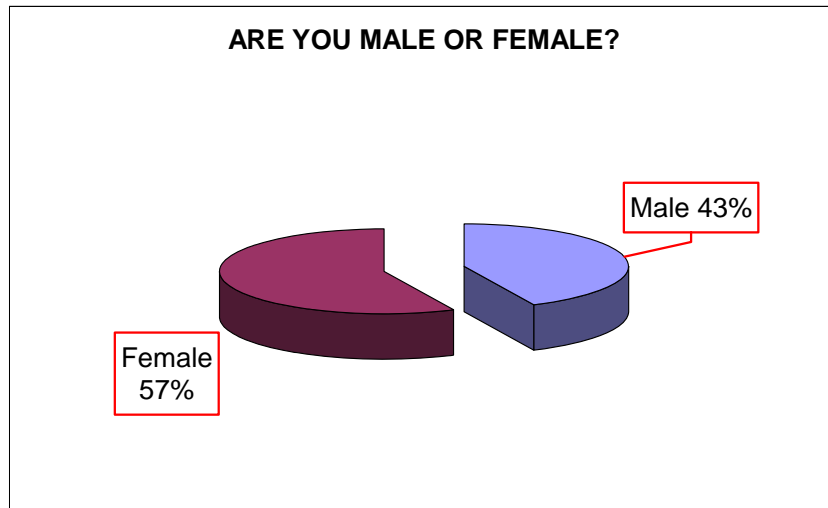
We also asked seven other questions about specific aspects of the service in which we asked those participating to indicate their level of satisfaction by ticking one of three boxes – *very satisfied*; *satisfied*; *not satisfied*. The actual questions asked and the detailed results for each of those questions are shown in the charts which appear below. On average 100% were *satisfied* or *very satisfied*.

Additionally we asked *would you use the CAB service again* and *would you recommend the CAB service to others?* 99% replied yes to each of these questions. Finally, when asked to rate us for overall satisfaction 99% said *satisfactory* or *very satisfactory*.

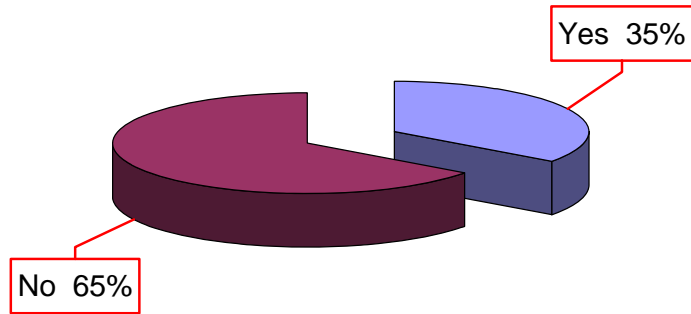
Comparison with 2012:

As we have seen in other years client profiles have remained very similar to those in 2012 and where there were small differences these were not statistically significant. However, there were some differences. Those in the age group 30 – 49 increased by 6% and in the age group 66 – 79 by 11%. There was also an increase of 7% of single parents living with children. There was a small increase in the number of clients coming from Oakham and the rural parishes with a corresponding decrease in those from Uppingham and outside Rutland. Regarding housing there was some increase in those who were owner occupiers or in privately rented properties and a similar decrease of the numbers in social or unspecified housing.

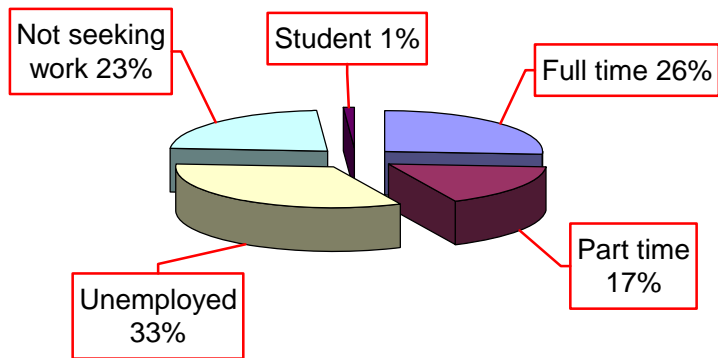
.....ABOUT THE CLIENTS.....



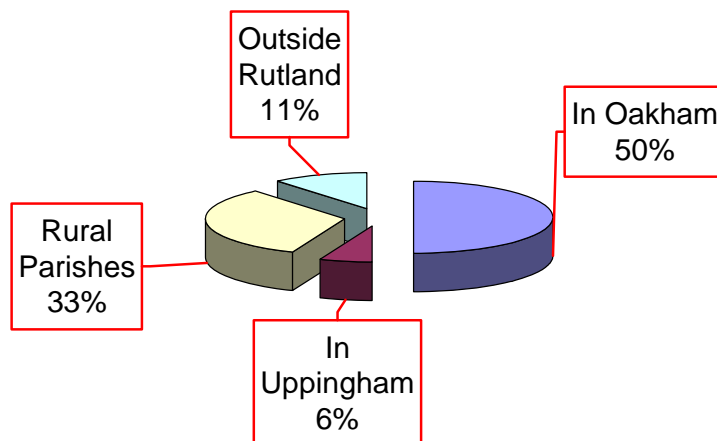
DO YOU HAVE A LONG TERM ILLNESS OR DISABILITY?



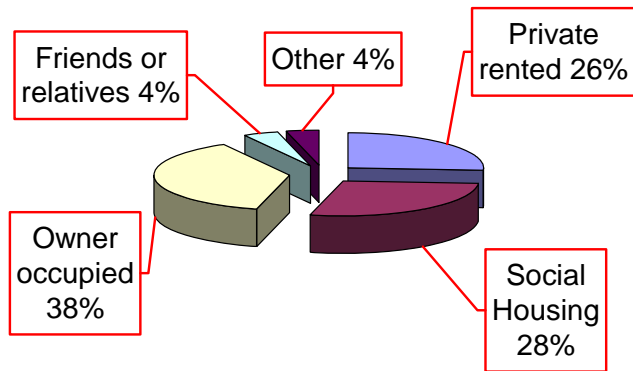
ARE YOU EMPLOYED?



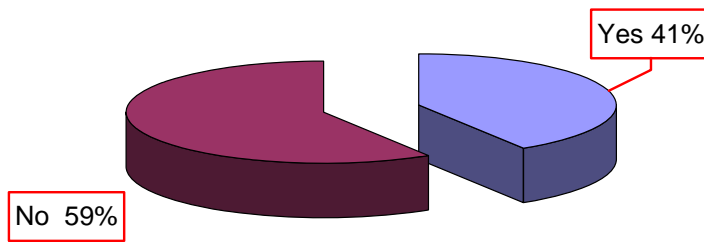
WHERE DO YOU LIVE?



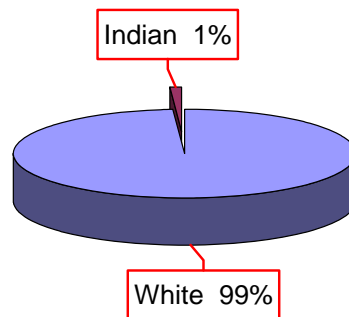
WHAT SORT OF HOUSE DO YOU LIVE IN?



DO YOU HAVE DIFFICULTY IN PAYING FOR HEATING?

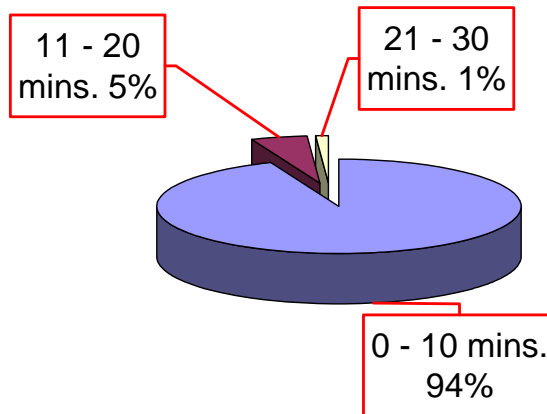


ETHNIC IDENTITY

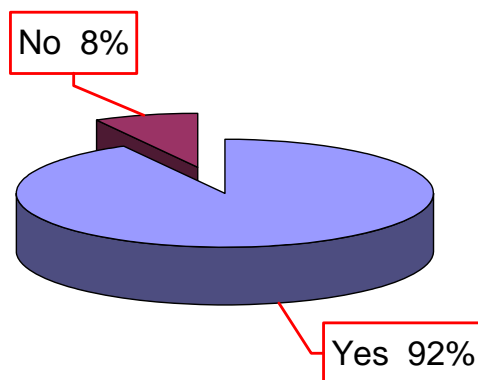


.....ABOUT THE SERVICE.....

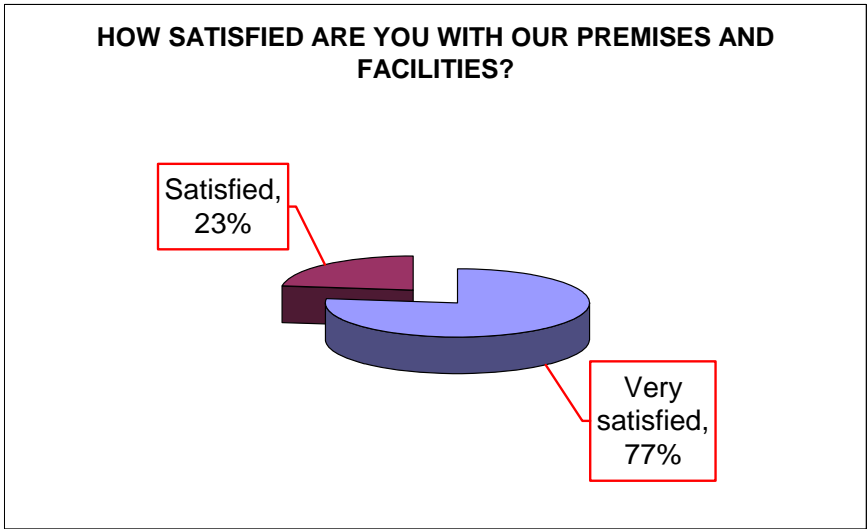
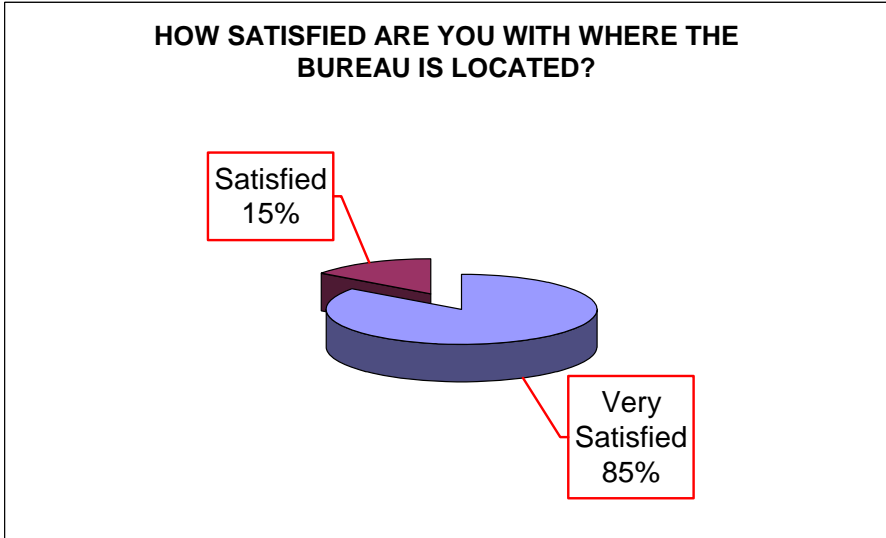
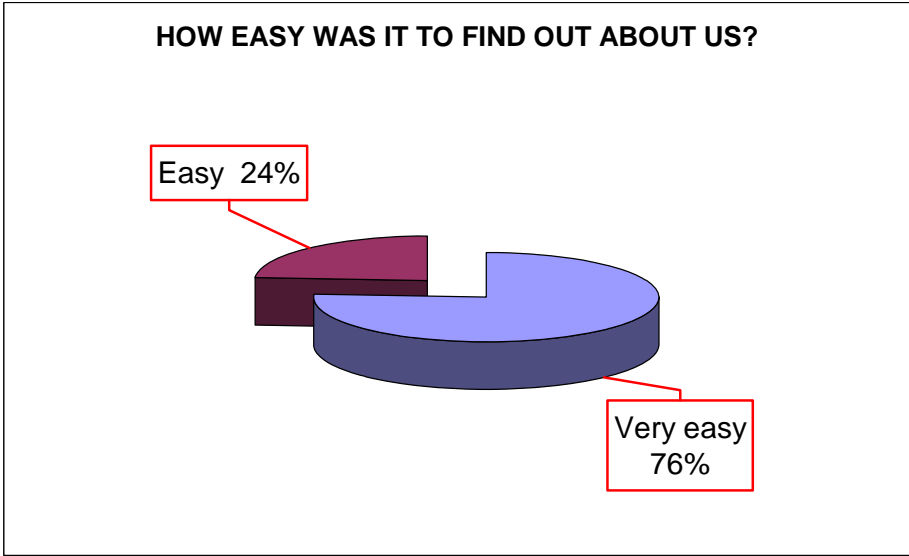
HOW LONG DID YOU HAVE TO WAIT BEFORE BEING SEEN?



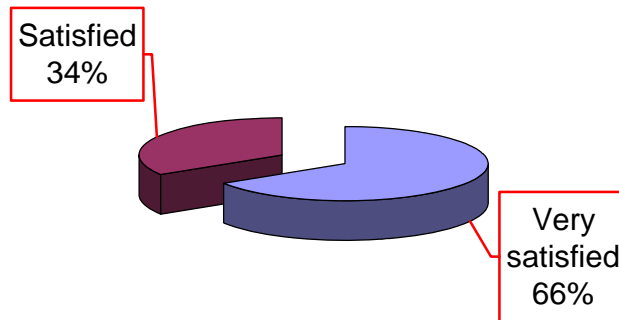
DID WE MAKE AN APPOINTMENT FOR YOU?



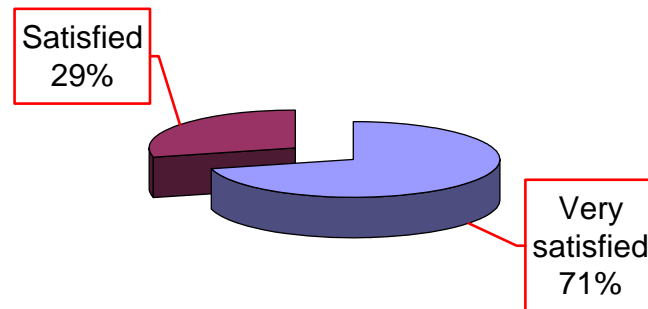
.....LEVEL OF SATISFACTION.....



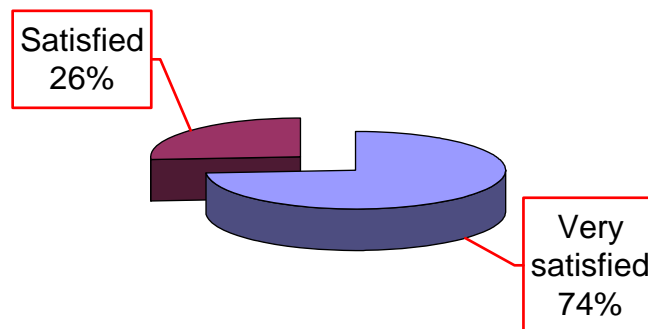
HOW SATISFIED ARE YOU ABOUT THE TIMES WE ARE OPEN?



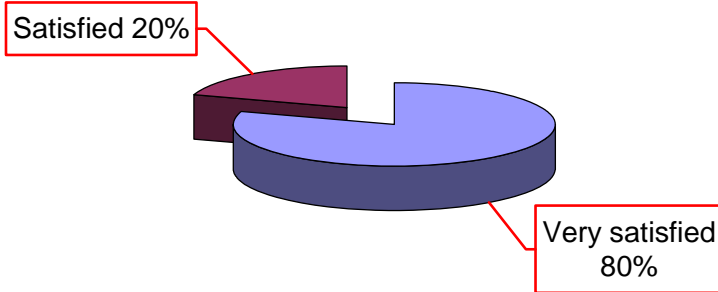
HOW SATISFIED ARE YOU WITH ACCESS TO THE SERVICE?



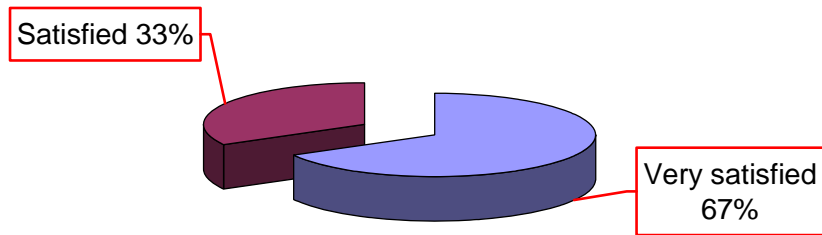
HOW SATISFIED ARE YOU ABOUT HOW LONG YOU HAD TO WAIT TO SEE AN ASSESSOR?



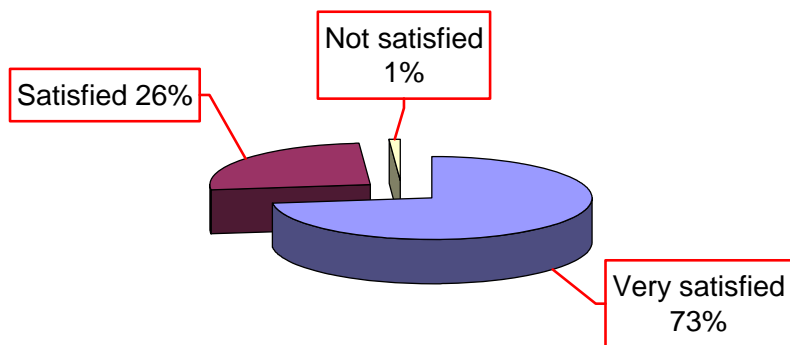
HOW SATISFIED ARE YOU ABOUT THE TIME YOU HAD TO DISCUSS YOUR PROBLEM?



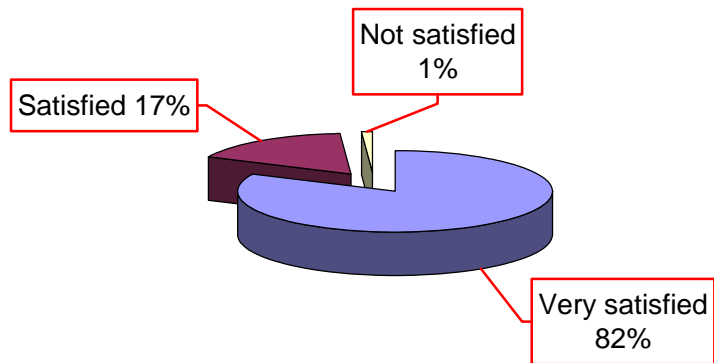
HOW SATISFIED ARE YOU THAT THE INFORMATION WAS EASY TO UNDERSTAND?



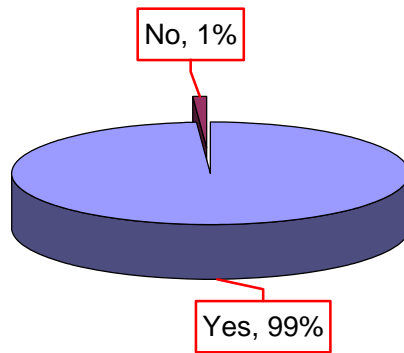
HOW SATISFIED ARE YOU WITH THE ADVICE RECEIVED?



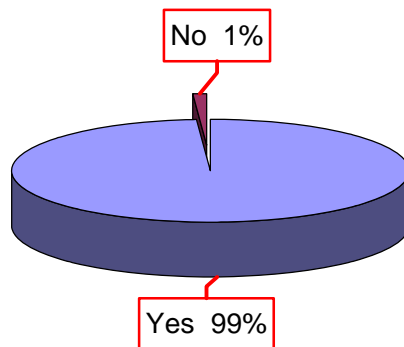
OVERALL HOW SATISFIED ARE YOU WITH THE SERVICE YOU HAVE RECEIVED?



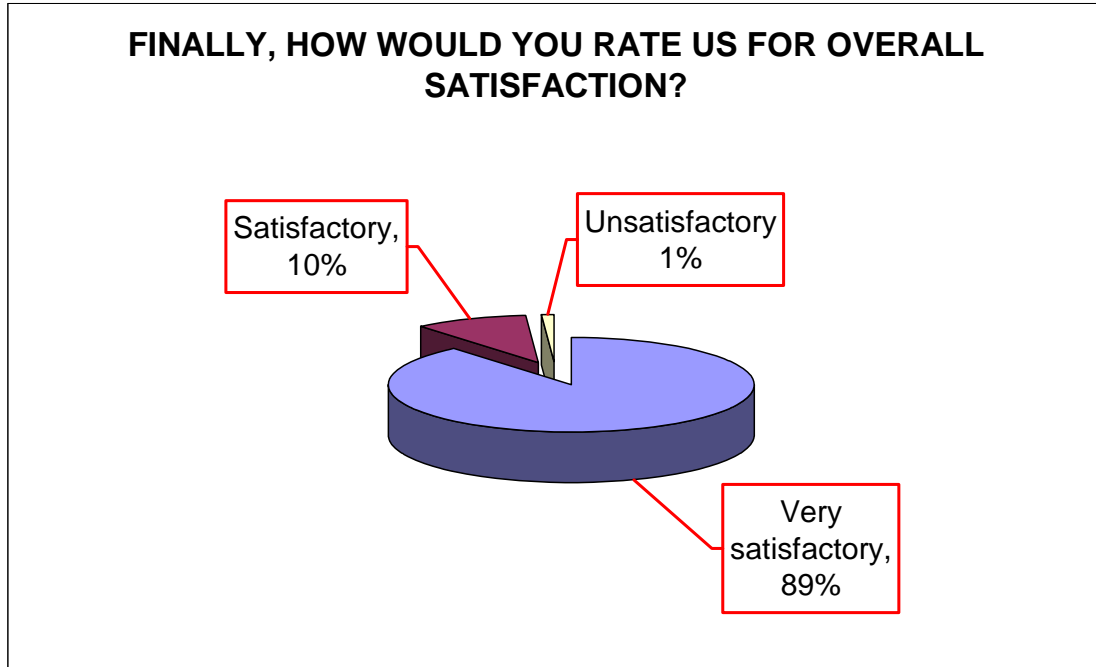
WOULD YOU USE THE CAB SERVICE AGAIN?



WOULD YOU RECOMMEND USING THE CAB SERVICE TO OTHERS?



.....OVERALL SATISFACTION.....



Additional comments by clients completing the 2013 survey

I very much appreciate all the help and information I have been given and it has been a great help in my present situation.

Very knowledgeable, helpful and friendly. Thank you for your assistance

I found the service very helpful and couldn't do without it at the present time.

Good service, excellent advice and understanding on a sensitive subject.

Wonderful people. Always clear information and advice.



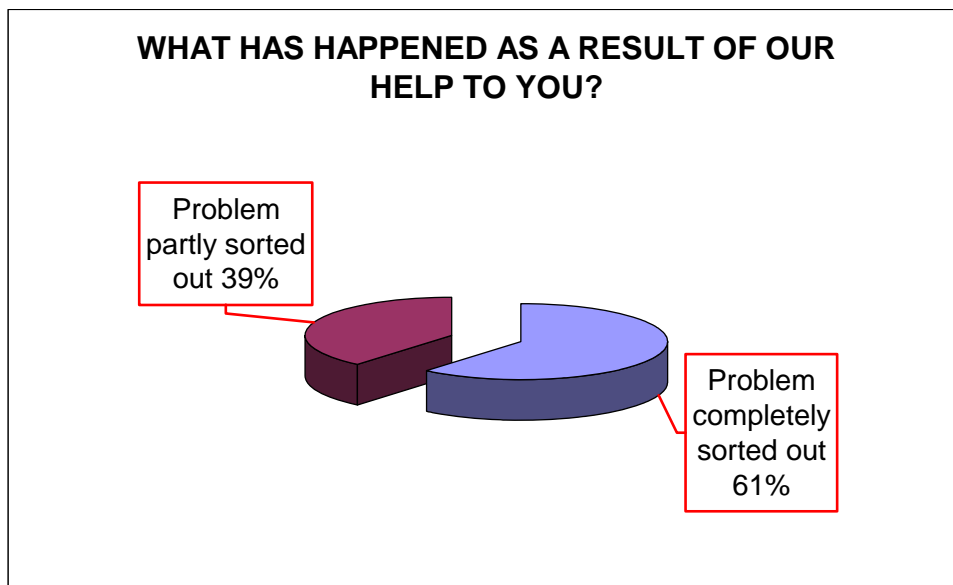
.....OUTCOMES SURVEY 2013.....

We also undertook an outcomes survey which was based on the model recommended by **Citizens Advice**. We asked those clients who took part in the client survey 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 below with full details in the accompanying charts. Not all of those involved could be contacted and the data shown is based on the information of those who were. As elsewhere in these surveys the results in both the summary and the charts have been rounded up or down to the nearest whole number.

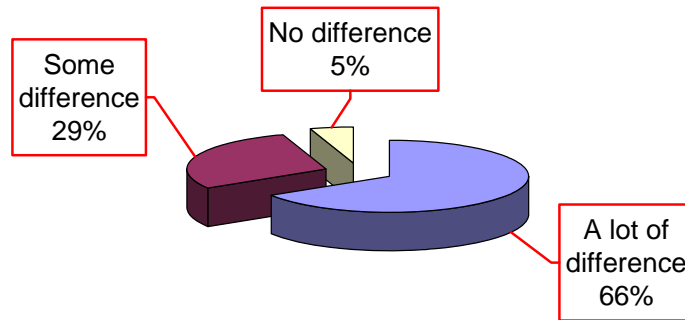
Summary

In the first question we asked what had happened as a result of our help and advice. 61% of clients said their problem had been completely sorted out and 39% said that it had been partly sorted out.

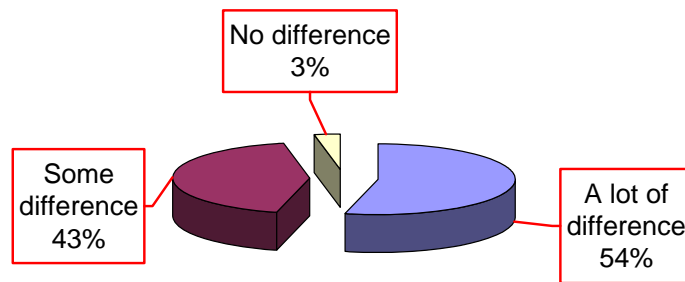
In the second question we asked how much difference the results had made. 66% said a lot of difference, 29% said some difference and 5% said no difference. These figures showed a marked improvement over those recorded in 2012. We then asked some more specific questions about the ways in which a difference had been made. 97% said that their confidence had improved, 80% said that there had been a reduction in stress levels and 97% that it had improved their knowledge. 79% said that it had improved their strength and well being, 44% said they had benefitted financially from the advice received and, finally, 92% thought that the assistance they had received would help to prevent problems in the future.



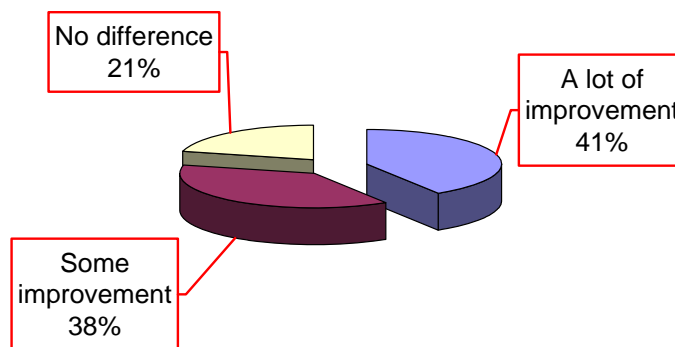
BEARING IN MIND THE PROBLEM WHAT DIFFERENCE DID THE RESULTS MAKE?



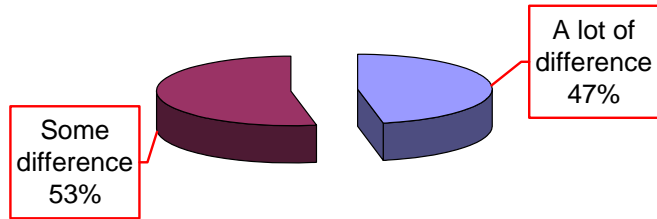
WHAT DIFFERENCE HAS THE RESULT MADE TO YOUR CONFIDENCE?



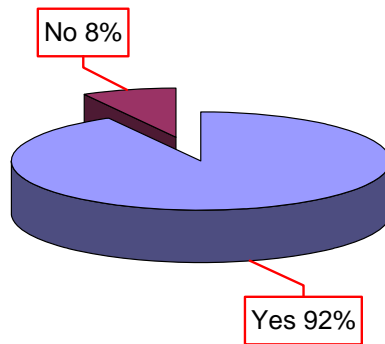
HOW HAS THE RESULT AFFECTED YOUR HEALTH AND WELL BEING?



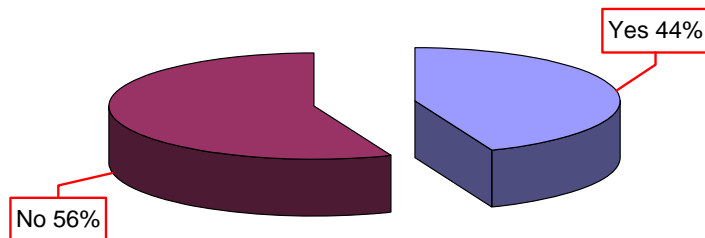
WHAT DIFFERENCE HAS IT MADE TO YOUR ABILITY TO HELP YOURSELF?



WILL THE ASSISTANCE YOU HAVE HAD HELP TO PREVENT PROBLEMS IN THE FUTURE?



DID YOU GAIN FINANCIALLY FROM THE ADVICE YOU RECEIVED?



VOLUNTEERS SURVEY 2013

As in previous years we used the questionnaire recommended by Citizens Advice as the basis for conducting this survey and it was completed by twenty one volunteers, all currently working in the Rutland CAB. Those participating in the survey answered 97% of all the questions asked and their answers have enabled us to compile a broad profile of our volunteers and their level of satisfaction with the work which they undertake in the Bureau. We also asked a number of specific questions about some of the aspects of volunteering and the results of these are recorded below. As elsewhere in these surveys percentages have been rounded up or down to the nearest whole number.

ECONOMIC VALUE OF 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 those in the Rutland Bureau. This is based on the equivalent paid role for each volunteer based on the National Annual Survey of Hours and Earnings. The figures for Rutland CAB volunteers for the financial year 2012 to 2013 are shown in the table below.

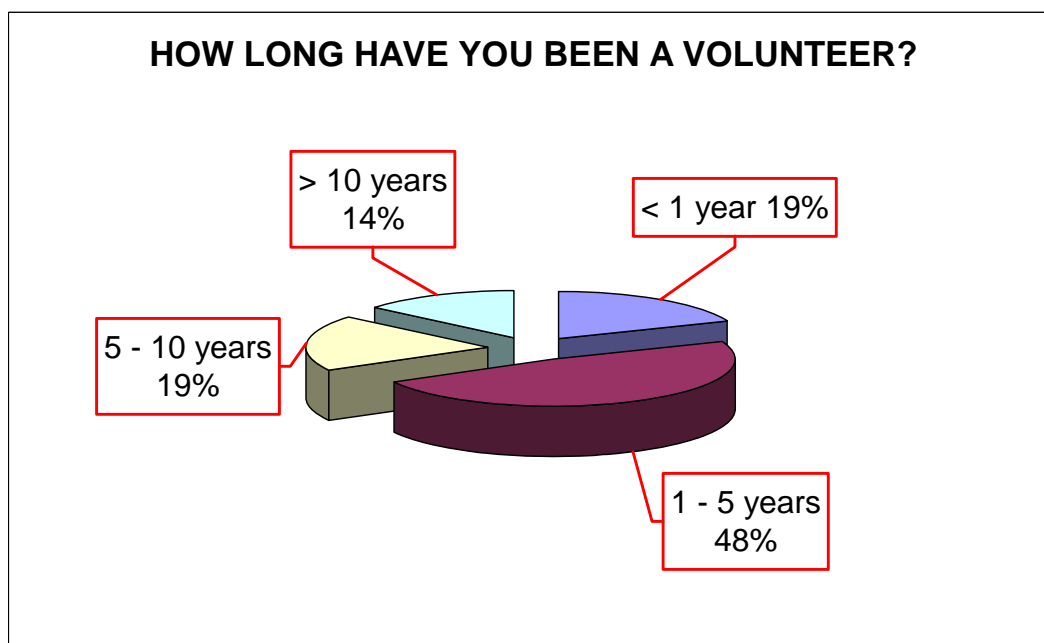
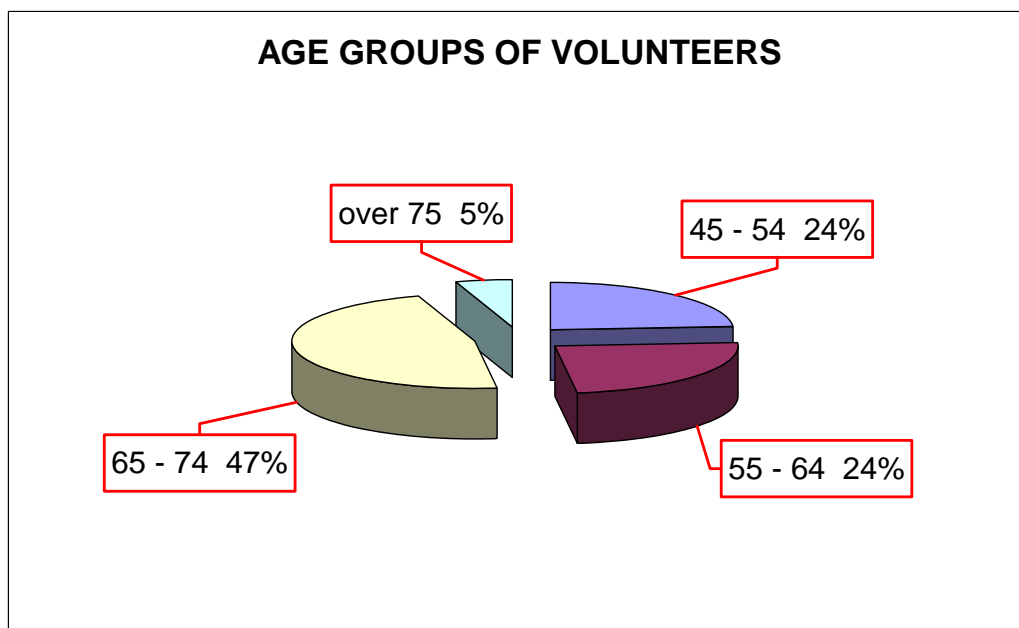
Volunteer Roles	Hours Per Week	Annual Value Rate X Hours X Weeks
Generalist Adviser	95	£84,189
Caseworker	6	£6,555
Gateway Assessor	38	£33,594
Social Policy Worker	8	£7,196
Support Function	45	£27,823
Trustee	15	£18,623
	TOTAL	£177,962

PROFILE OF VOLUNTEERS

As in previous years those taking part in the survey had a fairly predictable profile with numbers increasing as family and work commitments diminish and more potential volunteers become available in the older age groups. This year none of the sample were under 44 years of age, 48% were between 45 and 64 and 52% were over 65. All of those taking part considered themselves to be white, 10% said they had a disability, 29% were male and 71% female.

Asking about the volunteers' present or previous occupations revealed a wide range of experience and backgrounds including Accountancy, Civil Service, Local Government, Teaching, Administration, Catering and Marketing.

All of those who took part in the survey work regularly in the Bureau and we also asked *How long have you been volunteering with Citizens Advice ?* The answers to this question indicated that the stay on rates are surprisingly high. The results of these and a number of other questions are shown in the charts below.



LEVEL OF SATISFACTION

We also asked our volunteers *how satisfied they were with access to training for the work they did in the Bureau*. All said said that they were satisfied or very satisfied, similarly, we asked about *access to supervision and help* 95% were satisfied. All agreed that these two questions were entirely relevant. We also asked if *volunteering had led to a greater sense of self esteem* to which 78% said yes and also if it *had led to increased skills*, to which 95% said yes. Finally we asked those completing the survey *how they would rate their overall volunteering experience* and their response to this is shown below.

