

# RUTLAND CITIZENS ADVICE BUREAU

## SURVEYS 2014

### 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 the 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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## CLIENT SURVEY 2014

*As in previous years questionnaires were given to a random sample of 100 clients who visited the bureau during April and May 2014 and 99 of these were completed and returned. Some 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 this report and in the accompanying charts. In both the written section of the 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,
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### About the Clients:

This year 49% of the clients were men and 51% were women. When asked about their kind of household, 28% were living on their own, 35% with a partner, 18% with a partner and children, 15% as a single parent with children and 4% in other households. 32% said they had a long term illness or disability. Regarding employment 22% were in full time work, 24% were part time, 25% were unemployed, 28% not seeking work and 1% students. We also asked about clients home locations, 52% lived in Oakham, 8% in Uppingham, 28% in other Rutland parishes and 12% from outside Rutland. We asked about type of housing and 42% were owner occupiers, 23% private rented, 21% social housing, 4% with friends or relatives and 10% elsewhere. We also asked about the cost of household heating and 28% said they had difficulty in paying for this. Overall the background of this year's clients was very similar to those completing our surveys in previous years.

## **About the Service:**

Clients visiting 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 92% were seen within ten minutes, 7% within 20 minutes and 1% over 20 minutes.

## **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 service, 100% were satisfied or very satisfied with where the Bureau is located and 100% satisfied or very satisfied with the premises and facilities.

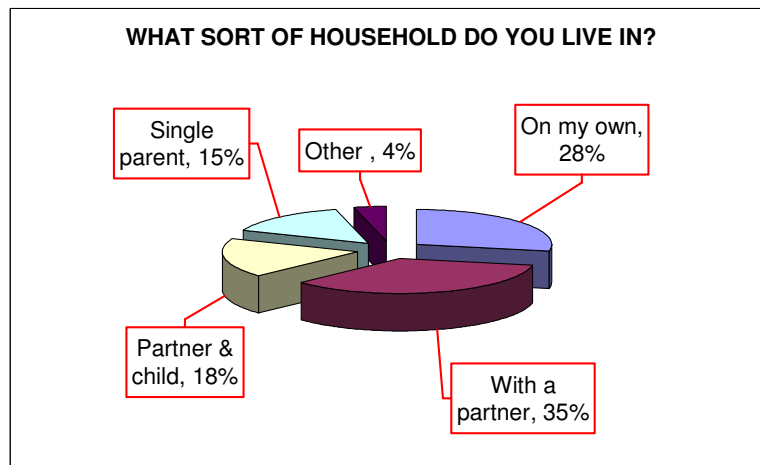
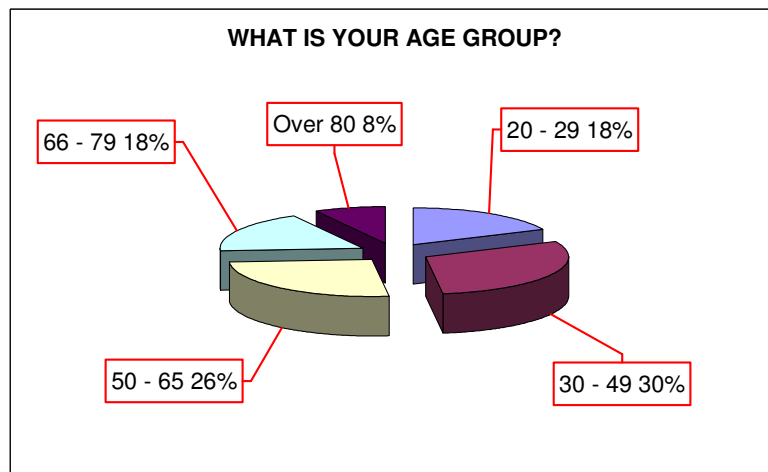
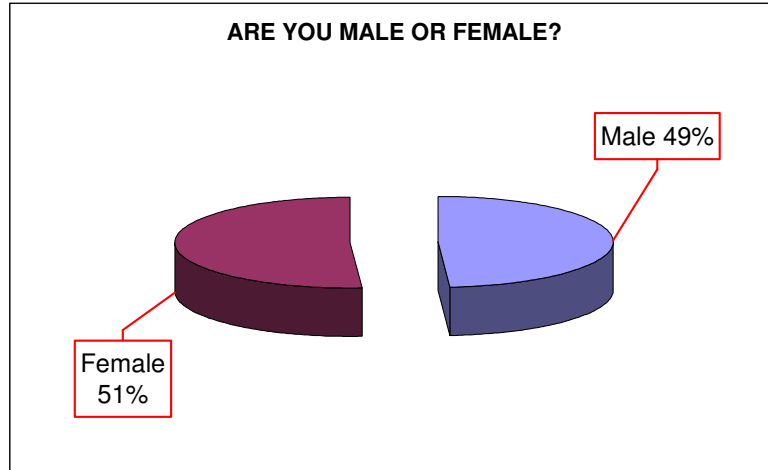
We also asked seven other questions about specific aspects of the service in which we asked those participating to indicate their level of satisfaction by ticking one of three boxes – *very satisfied*; *satisfied*; *not satisfied*. The actual questions asked and the detailed results for each of those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

Additionally we asked *would you use the CAB service again* and *would you recommend the CAB service to other people?* 100% replied *yes* to both of these questions. Finally, when asked to rate us for overall satisfaction 100% said *satisfactory* or *very satisfactory*.

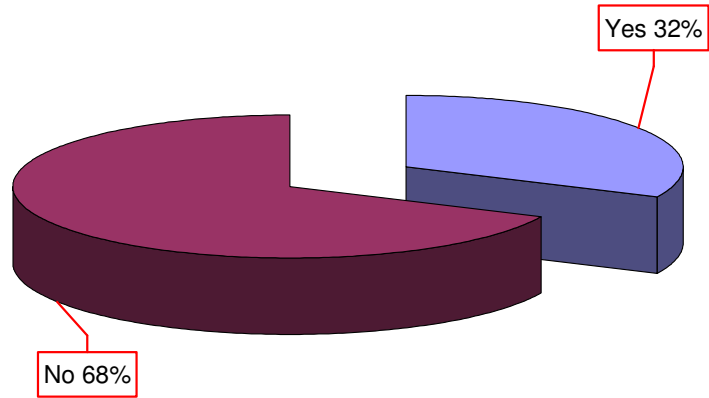
## **Comparison with 2013**

As we have seen in other years, client profiles have remained very similar to those in 2013 and where there were small differences these were not statistically significant. However there were some differences. Those in the age group 20 -29 increased by 13%, there was a small increase in those with part time work and a 30% increase in clients from Uppingham. With regard to housing there was a small decrease in those living in social housing , otherwise there was little change.

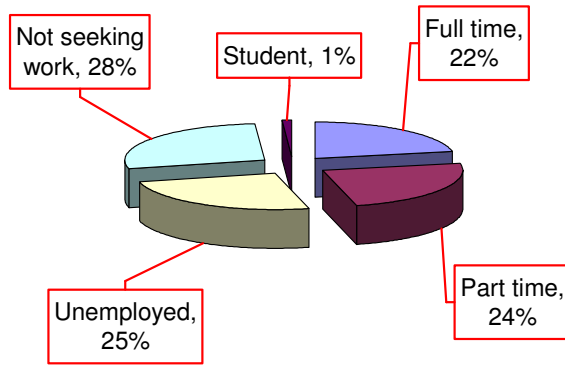
## ....ABOUT THE CLIENTS....



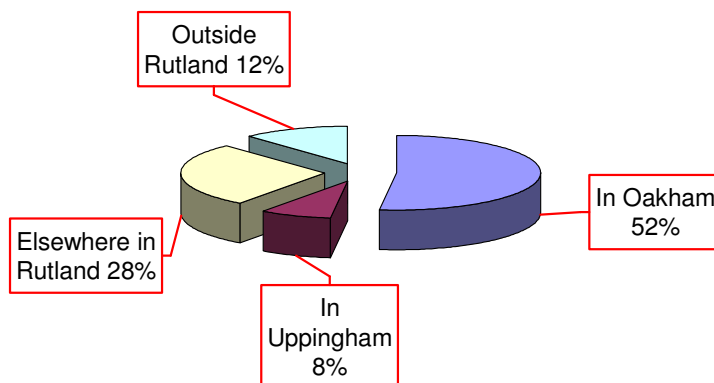
**DO YOU HAVE A LONG TERM ILLNESS OR DISABILITY?**



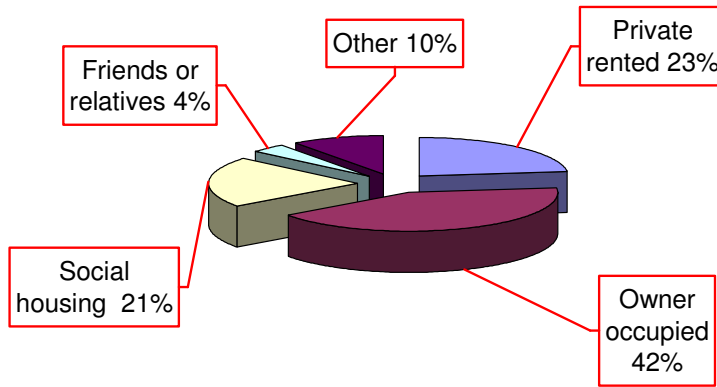
**ARE YOU EMPLOYED?**



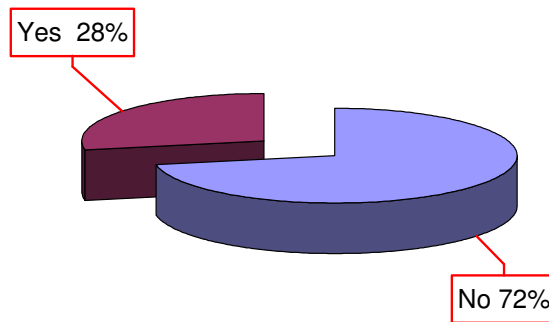
**WHERE DO YOU LIVE?**



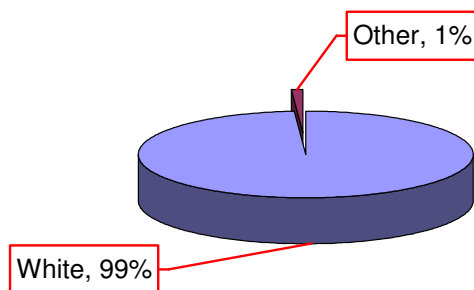
### WHAT SORT OF HOUSE DO YOU LIVE IN?



### DO YOU HAVE DIFFICULTY IN PAYING FOR HEATING?

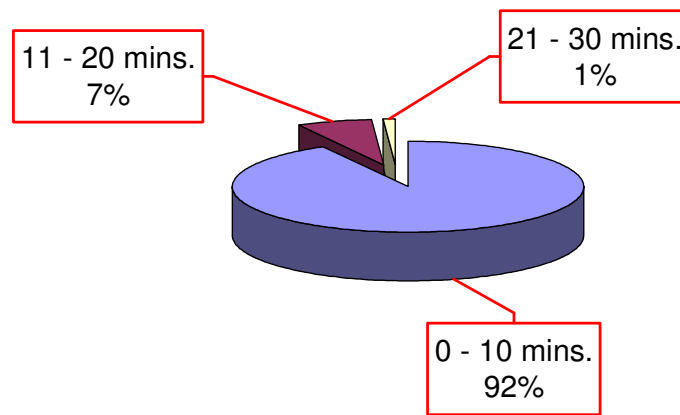


### ETHNIC IDENTITY

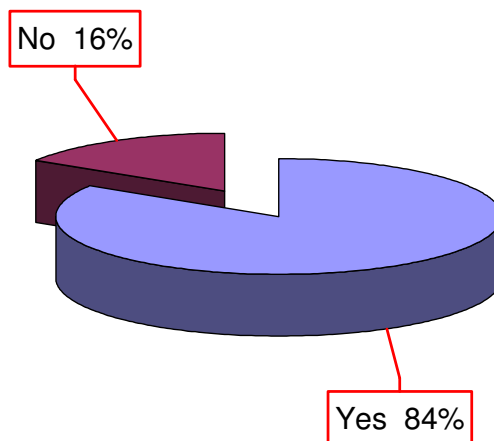


## ....ABOUT THE SERVICE ....

**HOW LONG DID YOU HAVE TO WAIT BEFORE BEING SEEN?**

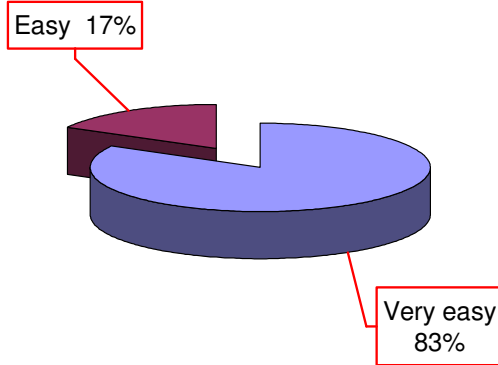


**DID WE MAKE AN APPOINTMENT FOR YOU?**

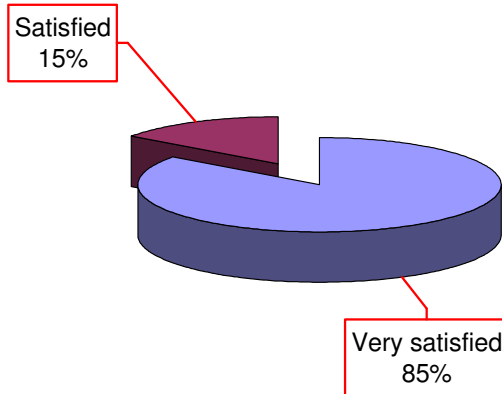


## ...LEVEL OF SATISFACTION...

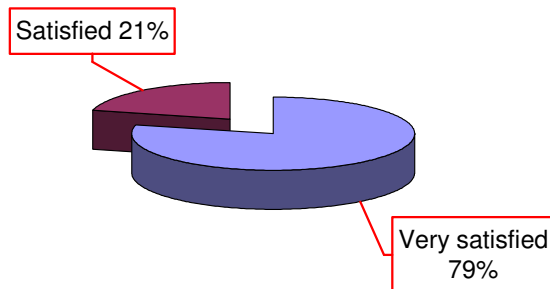
HOW EASY WAS IT TO FIND OUT ABOUT US?



HOW SATISFIED ARE YOU WITH WHERE THE BUREAU IS LOCATED?

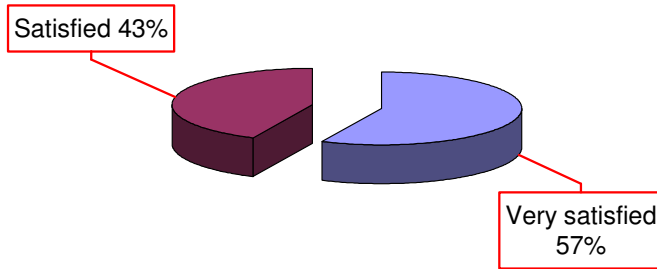


HOW SATISFIED ARE YOU WITH OUR PREMISES AND FACILITIES?

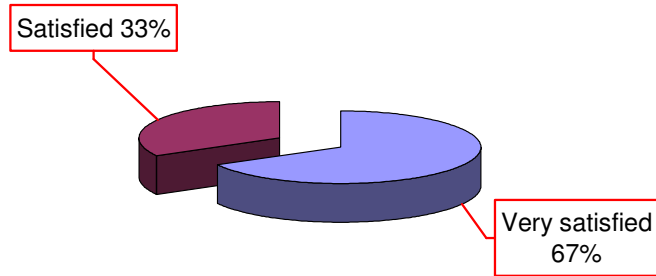




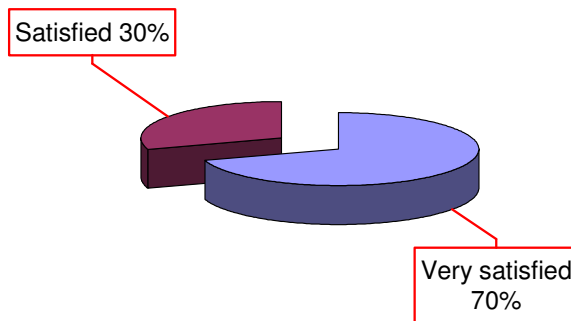
**HOW SATISFIED ARE YOU WITH THE TIMES WE ARE OPEN?**



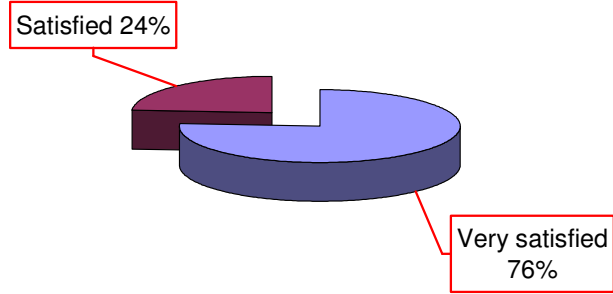
**HOW SATISFIED ARE YOU WITH ACCESS TO THE SERVICE ?**



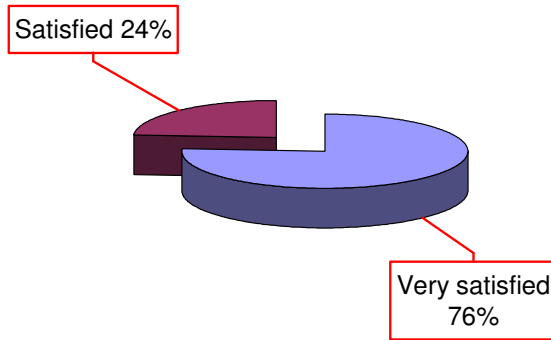
**HOW SATISFIED ARE YOU ABOUT HOW LONG YOU HAD TO WAIT TO SEE AN ASSESSOR?**



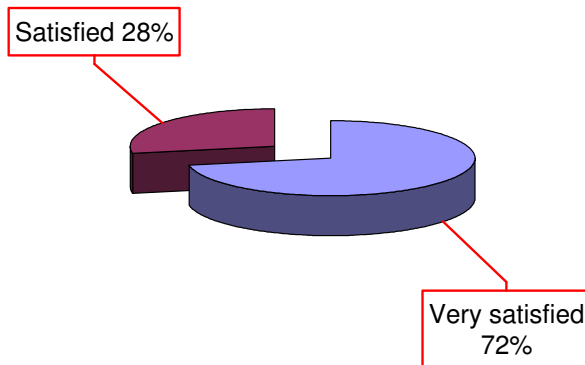
**HOW SATISFIED ARE YOU ABOUT THE TIME YOU HAD TO DISCUSS YOUR PROBLEM?**



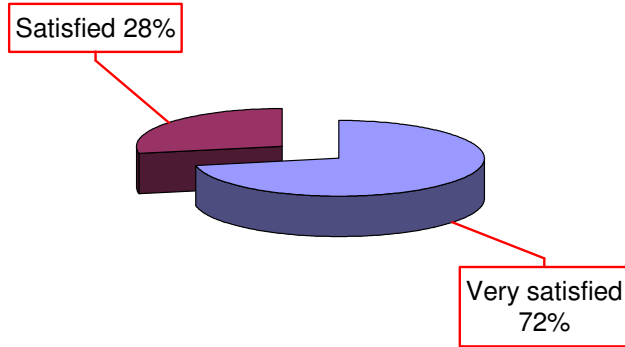
**HOW SATISFIED ARE YOU THAT THE INFORMATION AND ADVICE WAS EASY TO UNDERSTAND?**



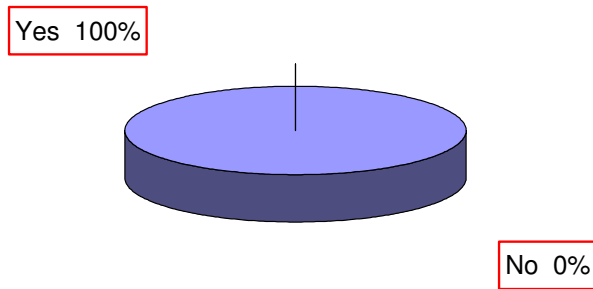
**HOW SATISFIED ARE YOU WITH THE ADVICE RECEIVED?**



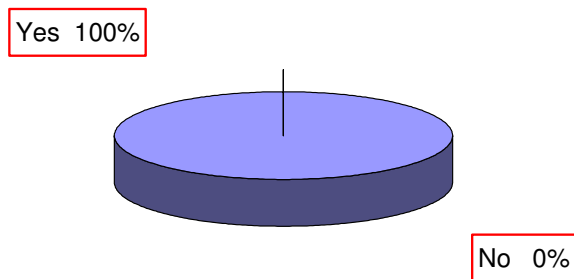
**OVERALL HOW SATISFIED ARE YOU WITH THE SERVICE YOU HAVE RECEIVED?**



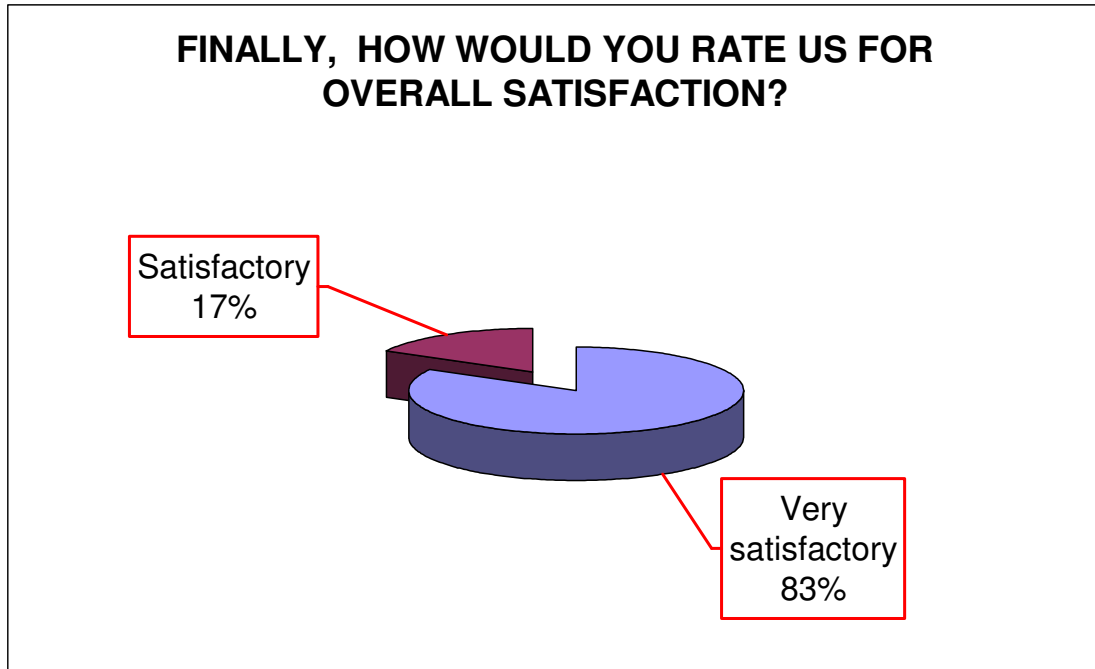
**WOULD YOU USE THE CAB SERVICE AGAIN ?**



**WOULD YOU RECOMMEND USING THE CAB SERVICE TO OTHERS?**



## .....OVERALL SATISFACTION.....



### **Additional comments by clients completing the 2014 survey**

*I would just like to thank all the staff at the Oakham CAB for all their help and wonderful support.*

*Thank you for helping me with my query. I have come a couple of times now and everybody is lovely and non judgemental and nothing is ever too much trouble.*

*Great. Have been real stars and very supportive and cannot thank the staff enough.*

*Thank goodness you are here to help us with our problems with your very good advice.*

*I have found the CAB in Oakham to be very helpful and would definitely hope to use it again in the future.*

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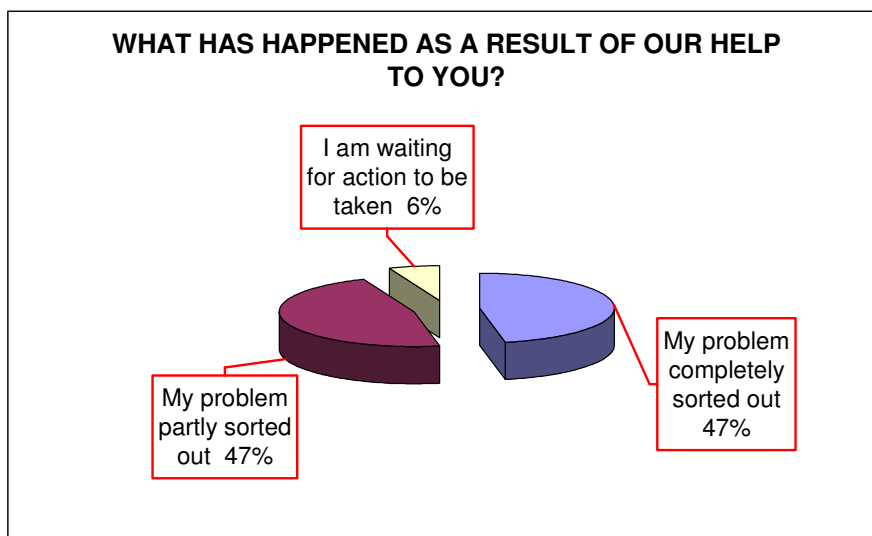
## .....OUTCOMES SURVEY 2014.....

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 provided by those who were. As elsewhere in these surveys, the results in both the summary and the charts has been rounded up or down to the nearest whole number.

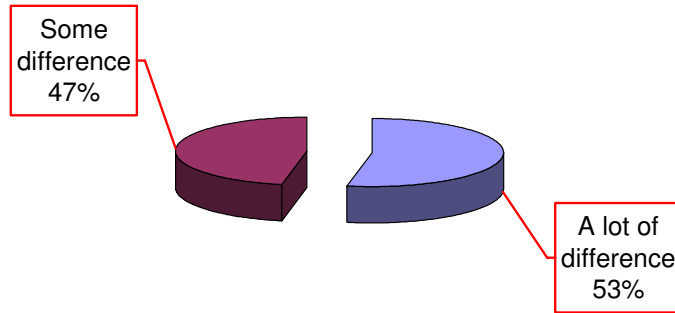
### Summary

In the first question we asked what has happened as a result of our help to you? 47% of clients said their problem had been completely sorted out and 47% said partly sorted out. 6% were waiting for action to be taken.

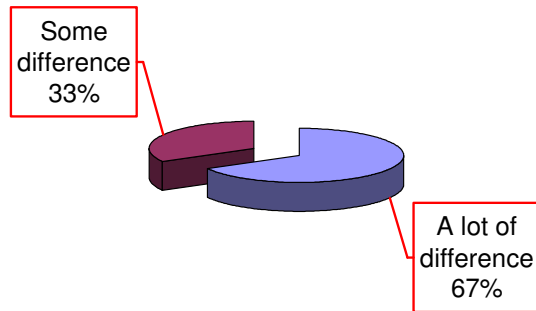
In the second question we asked how much difference the actual results you got have made? 53% said *a lot of difference* and 47% said *some difference*. None of the clients replied *no difference*. We then asked some more specific questions about the ways in which a difference had been made. 80% said they had benefitted from reassurance and a reduction in stress and 71% said there had been an improvement in their health and well being. 100% of clients contacted felt that the assistance they had received would help to prevent problems in the future. Finally, 29% replied that they had gained financially from the advice received.



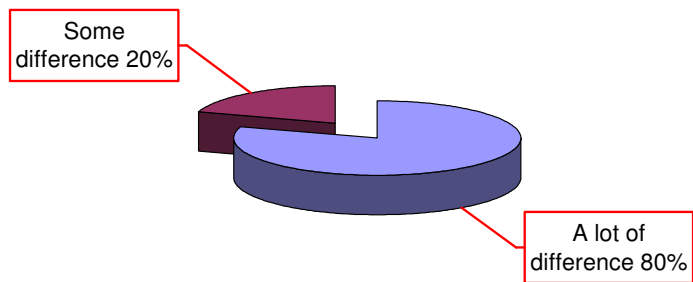
**BEARING IN MIND YOUR PROBLEM WHAT DIFFERENCE  
HAVE THE RESULTS MADE?**



**WHAT DIFFERENCE HAS THE RESULT MADE TO YOUR  
CONFIDENCE?**

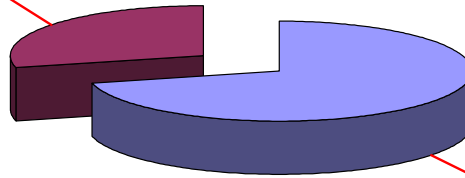


**WHAT IS THE DIFFERENCE TO YOUR REASSURANCE AND  
REDUCTION IN STRESS?**



**HOW HAS IT IMPROVED YOUR HEALTH AND WELL BEING?**

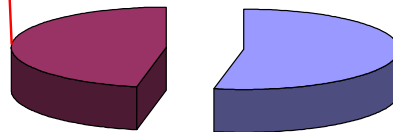
Some difference 29%



A lot of difference 71%

**HOW HAS IT IMPROVED YOUR KNOWLEDGE?**

Some difference 47%



A lot of difference 53%

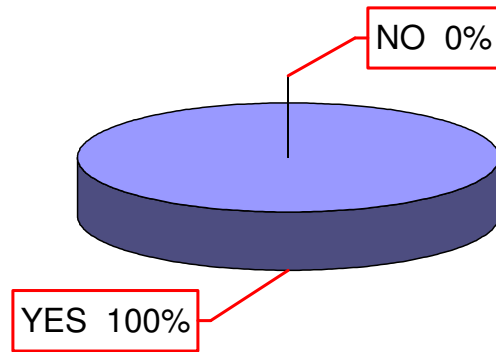
**HAS IT IMPROVED YOUR ABILITY TO HELP YOURSELF?**

Some difference 53%

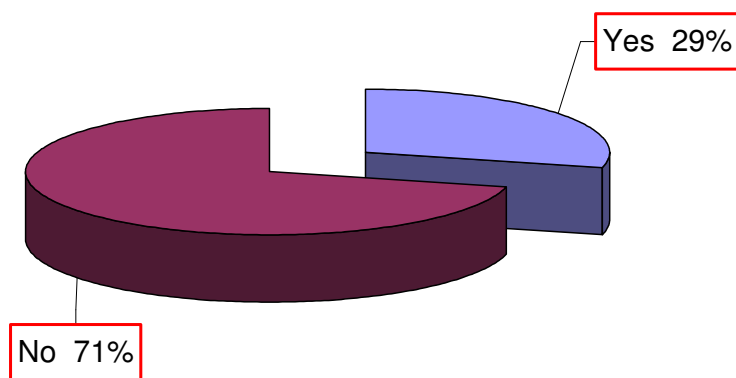


A lot of difference 47%

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



**DID YOU GAIN FINANCIALLY FROM THE ADVICE YOU RECEIVED?**





## VOLUNTEERS SURVEY 2014

*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 two of our volunteers, all currently working in the Rutland CAB. Those participating in the survey answered 98% 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 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 all of these surveys percentages have been rounded up or down to the nearest whole number.*

### ECONOMIC VALUE OF VOLUNTEERING AT RUTLAND CAB

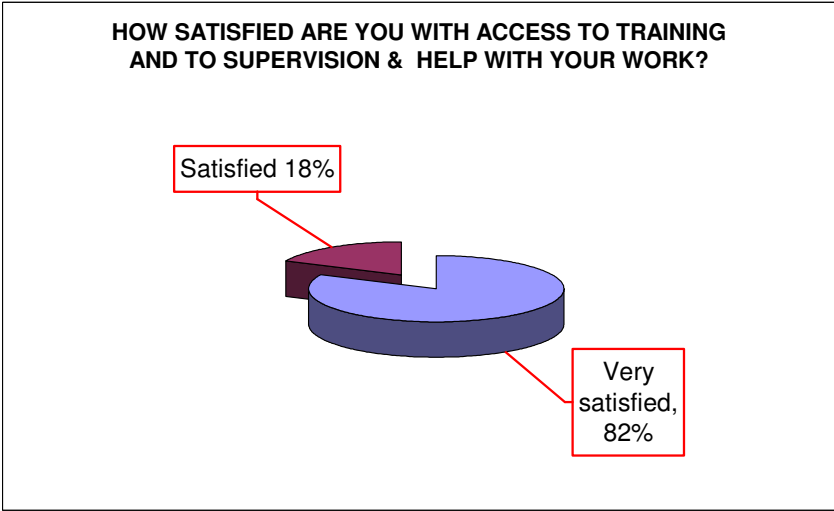
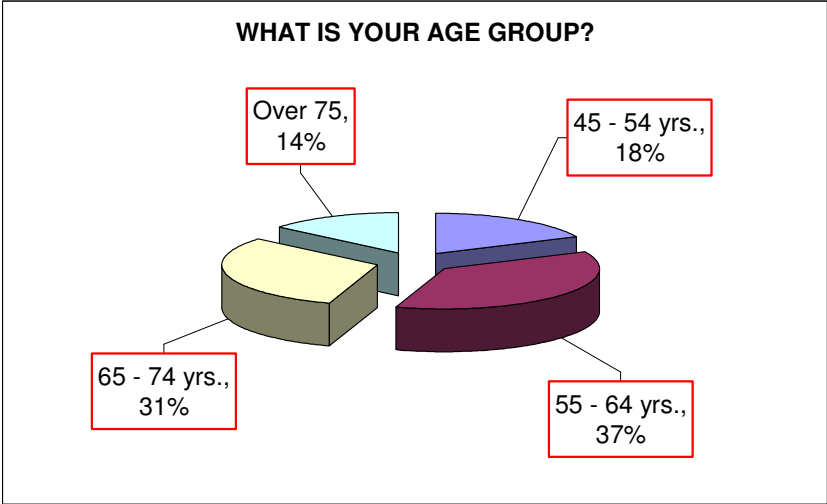
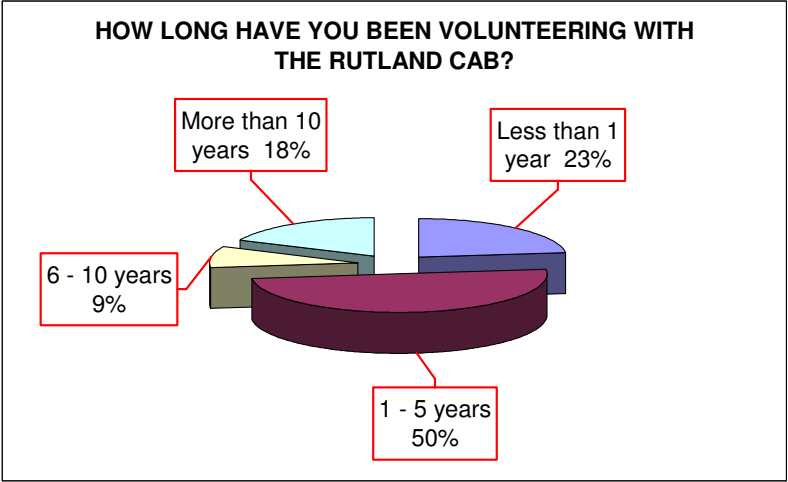
As in all Bureaux we are required to submit an annual return to our parent organisation, Citizens Advice, detailing the work of our volunteers and they in turn provide us with information showing the economic value of those in the Rutland Bureau. This is based on the equivalent paid role for each volunteer based on the National Annual Survey of Hours and Earnings. The figure for Rutland CAB volunteers for the financial year 2013 to 2014 was:

£183,309
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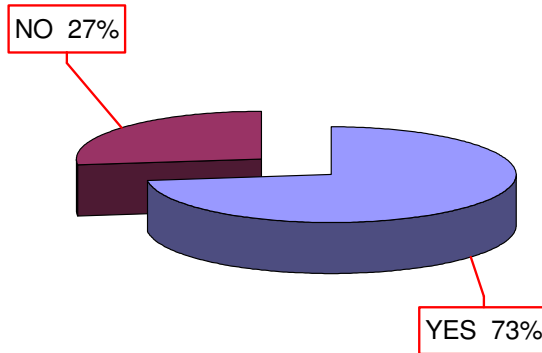
### PROFILE OF VOLUNTEERS

As in previous years those taking part in the survey have a fairly predictable profile with their numbers increasing as family and work commitments diminish and more volunteers become available in the older age groups. As in most previous years 18% were aged between 45 and 54 years, 37% between 55 and 64, 31% between 65 and 74 and 14% over 75. All of those participating considered themselves to be white, 5% said they had a disability, 14% were male and 86% female. Asking about the volunteers' present or previous occupations revealed a wide range of experience and backgrounds including Civil Servants, Nursing, Insurance, the Law, Accountancy, Education and Business.

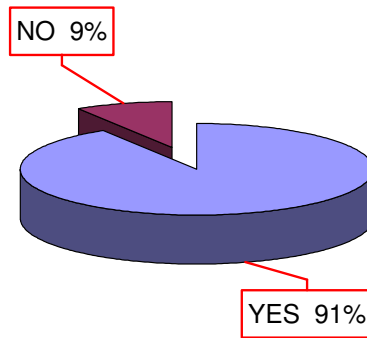
All those who took part in the survey work regularly in the Bureau and we also asked *How long have you been volunteering with Citizens Advice?* The answers to this question indicate that the stay on rates are surprisingly high. The results of these and other questions are shown in the charts below.



**HAS VOLUNTEERING LED TO A GREATER SENSE OF SELF ESTEEM?**



**HAS VOLUNTEERING LED TO INCREASED SKILLS?**



**HOW WOULD YOU RATE YOUR OVERALL VOLUNTEERING EXPERIENCE?**

