

Rutland Citizens Advice Bureau



Surveys: 2014/15

Client Survey

Outcomes Survey

Volunteer Survey

RUTLAND CITIZENS ADVICE BUREAU

SURVEYS 2015

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 for the future provision of our services. We also have to understand the needs of our volunteers and quantify the value of their volunteering. 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 2015

As in previous years questionnaires were given to a random sample of 100 clients who visited the bureau during January and February 2015. 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. All percentage figures have been rounded up or down to the nearest whole number

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About the Clients:

Our clients came from across all areas of Rutland covering all aspects of our community. There was an equal split of male/female clients (49% / 51%), with clients overwhelmingly describing their ethnicity as white (98%). These figures are not out of line with the most recent census data for Rutland (2011).

The age range of clients is shown in Fig 1; this is compared to the overall Rutland population in Fig 2 (discounting children under 16), showing that our clients do cover the whole age range.

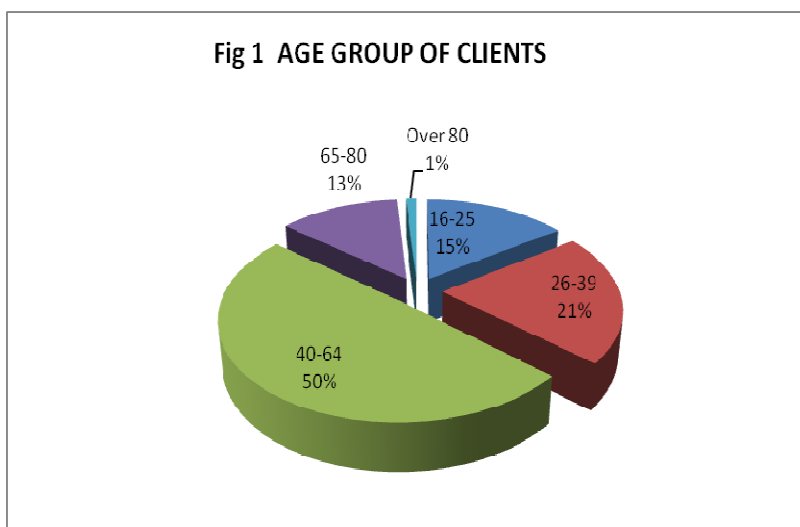
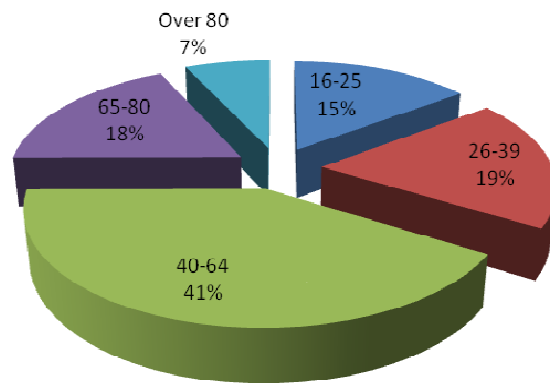


Fig 2 RUTLAND POPULATION (2011 census)

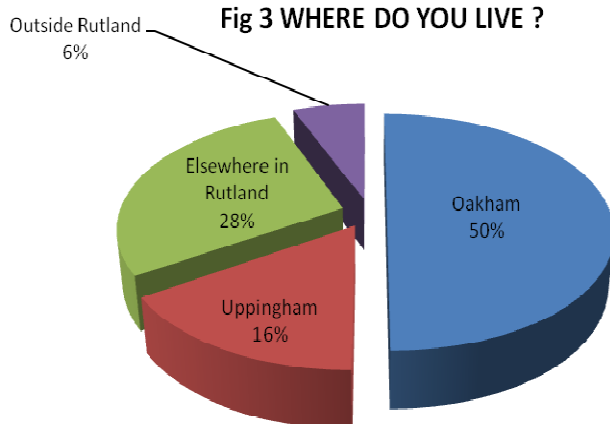


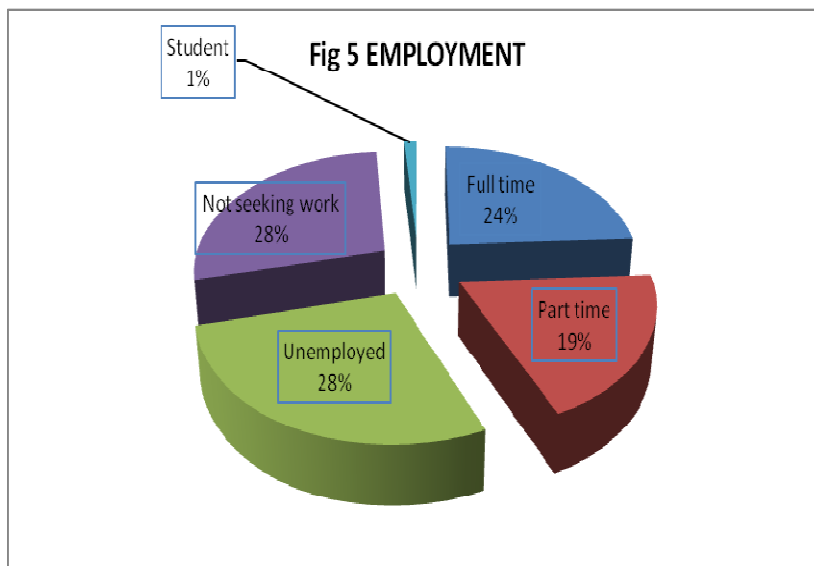
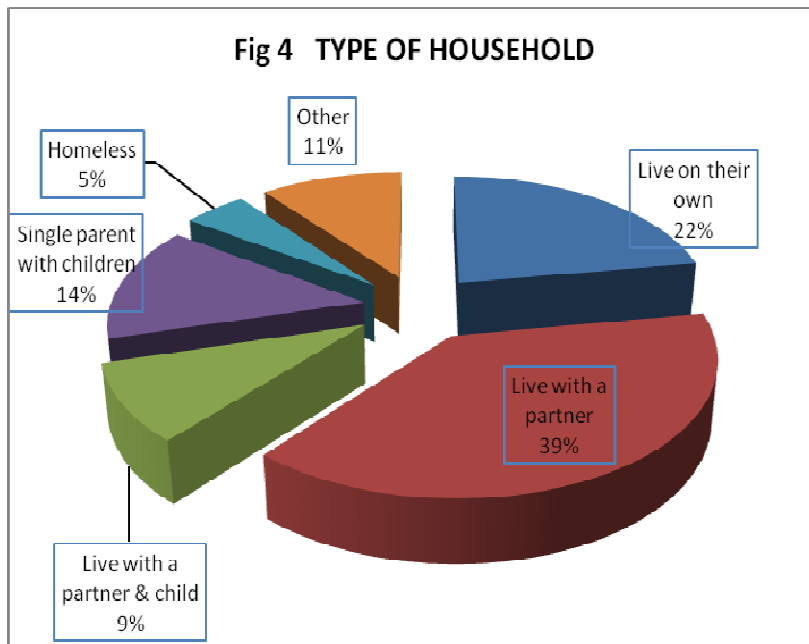
Of specific note is that 35% of clients indicated that they had a long term illness or disability, an increase from 32% last year, and more than double the figures reported in the 2011 Rutland census, highlighting the continuing needs of clients within this group.

The backgrounds of clients in terms of location, employment and living arrangements are shown in Figures 3, 4 and 5, highlighting the wide distribution across county and households. Of particular note is the doubling of clients surveyed from *Uppingham*, up from 8% in 2014 to 16% this year.

Overall the background of this year's clients was very similar to those completing our surveys in previous years.

Fig 3 WHERE DO YOU LIVE ?





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 over 60% were seen within 5 minutes, and all clients met an assessor within 10 minutes. This is a marked improvement on the 2014 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. We also asked other questions about specific aspects of the service to assess each element

individually. In each case, we asked those participating to indicate their level of satisfaction by ticking one of four boxes:- *very satisfied, satisfied, not satisfied, very unsatisfied*. As in previous years, our clients have reported a very high level of satisfaction with the services offered:-

- 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
- 100% were satisfied or very satisfied with our opening times
- 100% were satisfied or very satisfied with how long they had to wait to see an adviser and the length of time then spent with an adviser
- 99% were satisfied or very satisfied with the premises and facilities.
- 99% were satisfied or very satisfied with access to the service (e.g. bureau, telephone, email)
- 98% were satisfied or very satisfied with the advice received
- 98% were satisfied or very satisfied with the service received
- 97% were satisfied or very satisfied that the information or advice provided was easy to understand

Overall, 99% of clients expressed their satisfaction with the CAB service. Finally, 100% of clients would use the service again and 100% of clients would recommend CAB to others.

Comparison with 2014

As we have seen in other years, client profiles have remained very similar to those in 2014 and where there were small differences these were not statistically significant. Of particular note therefore, is the increase in the number of clients from Uppingham which is now in line with the town's population. However, clients from outside of the two main population centres remain under-represented.

Additional comments by clients completing the 2015 survey

Above all, although the government makes the process of benefits and grants so incredibly complicated and difficult, the CAB are incredibly helpful and encouraging to ones cause. Thank you.

I found it very pleasant and staff most helpful dealt with quickly and now happier about it

I am in a wheelchair and it was very difficult getting into the room for my appointment. Apart from that 10/10

[Post survey update - as a result of this feedback, appointments for wheelchair users are now booked into specific accessible rooms]

Clare was brilliant

.....OUTCOMES SURVEY 2015.....

*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 have been rounded up or down to the nearest whole number.*

Summary

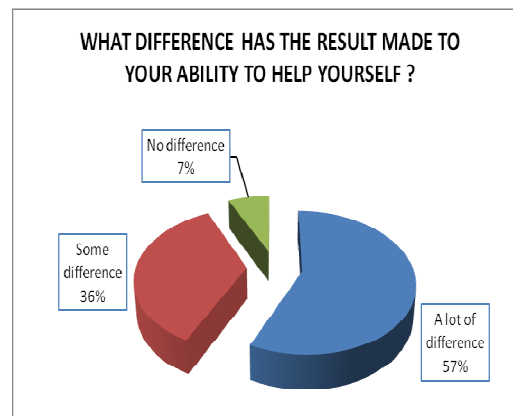
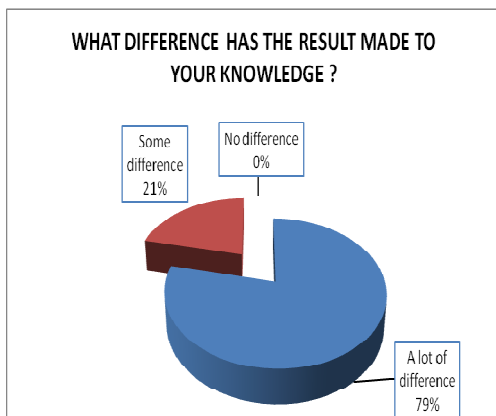
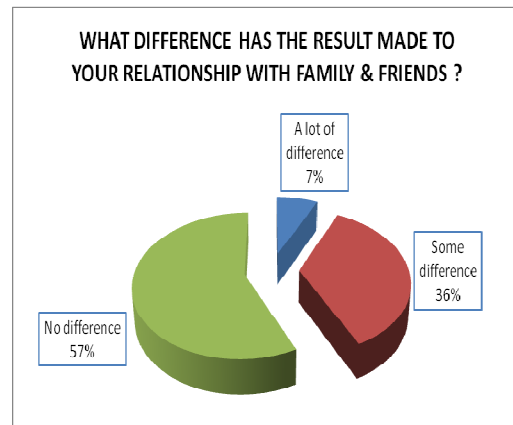
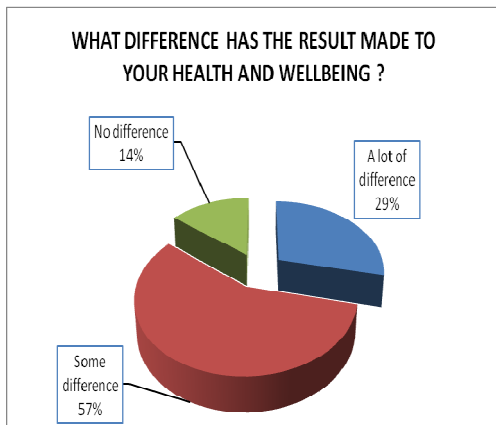
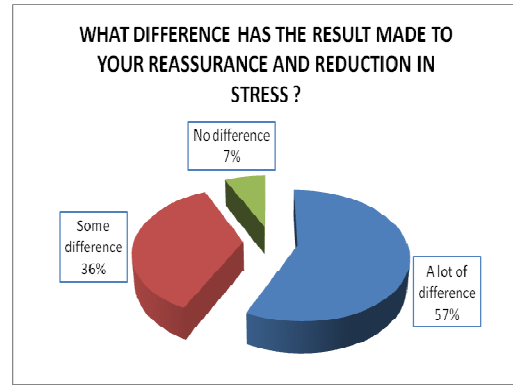
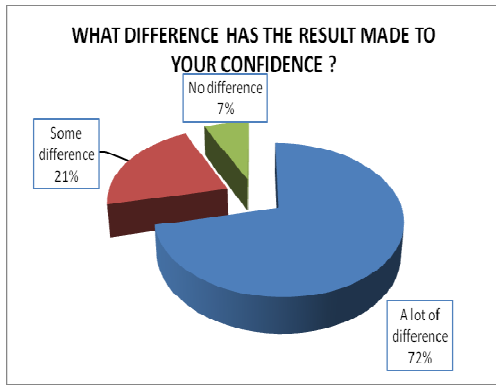
In the first question we asked what has happened as a result of our help to you? 100% of clients provided positive feedback on the outcome of our help, with 57% stating their problem had been completely sorted and the remaining 43% said partly sorted.

We then moved on to ask how much difference the actual results you got have made? Our clients stated:-

- | | |
|--|-----|
| - The results made a lot of difference | 57% |
| - The results made some difference | 36% |
| - The results made no difference | 7% |

Overall 86% of clients reported that the assistance they received would help to prevent problems in the future, and 36% confirmed that they directly gained financially as a result of the advice.

Finally we then explored the ways in which a difference had been made. The results are shown in the following 6 charts.



VOLUNTEERS SURVEY 2015

As in previous years we used the questionnaire recommended by Citizens Advice as the basis for conducting this survey and it was completed by 16 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 2014 to 2015 was:

£180,263

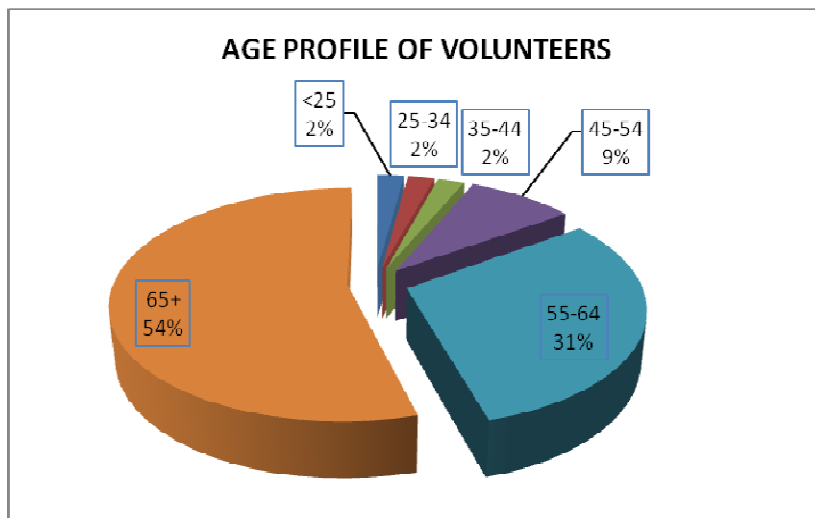
Using 2011 figures, the Cabinet Office calculated the monetary value of volunteering to the wellbeing of the volunteers as £13,500 per person per year, which in the case of Rutland CAB and its 32 volunteer's amounts to:

£432,000

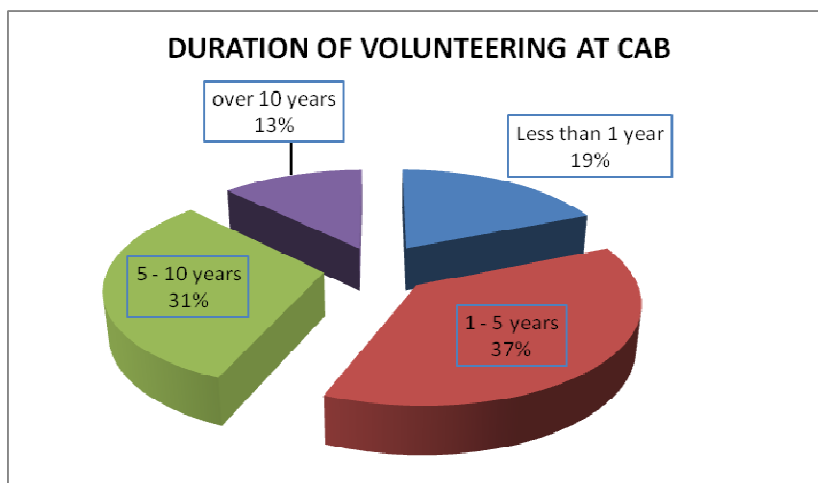
PROFILE OF VOLUNTEERS

As in previous years, our volunteers 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. The majority of volunteers are over 65 years old (54%) with 72% female and 6% stating that they had a disability. 98% of volunteers considered themselves to be white. This does demonstrate an increase in male volunteers during the last year from 14% to 28%, although the age profile has increased marginally in that only 45% were over 65 years old previously.

Asking about the volunteers' present or previous occupations revealed a wide range of experience from those completing the survey, with backgrounds including Civil Servants, Nursing, IT, Education, Research 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 volunteer retention rates are surprisingly high.



The remaining questions asked volunteers to review their experiences of volunteering at CAB.

- 100% of those responding indicated that they were satisfied or very satisfied with both the training provided and the access to supervision while they were volunteering.
- 60% reported an increase in self esteem,
- 87% an increase in their skills.
- 60% an improvement in their health and wellbeing

Overall 100% of volunteers rated their time spent at CAB as satisfactory or excellent.