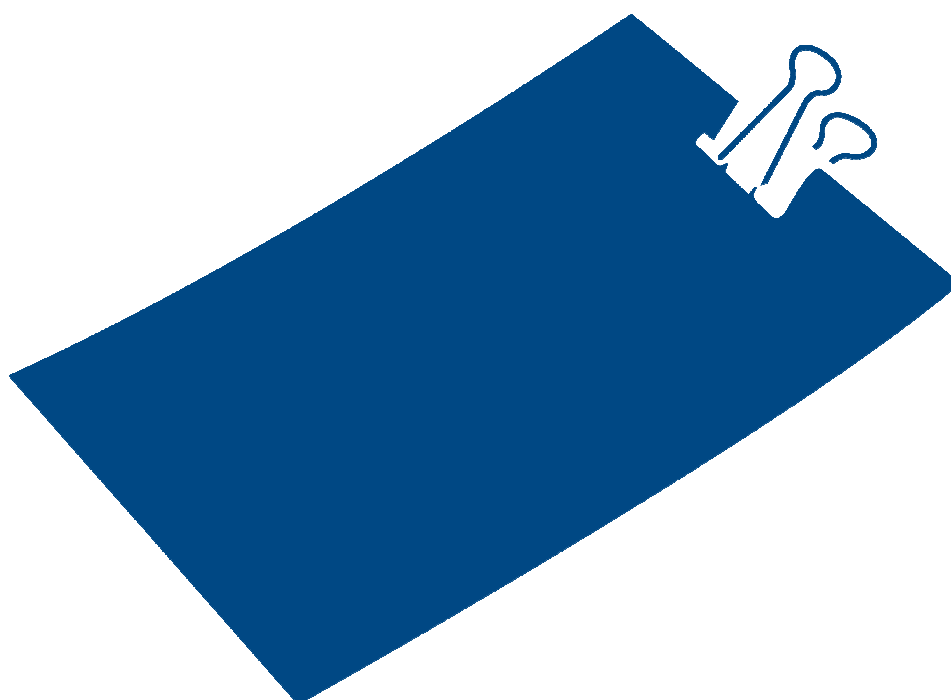


CITIZENS ADVICE RUTLAND

SURVEYS 2016



SURVEYS 2016

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 Rutland County Council, the Office of National Statistics and current research. This document includes the Client Survey, the Outcomes Survey and the Volunteers Survey.

CONTENT

	Page
Introduction	1
Client Survey	2
Outcomes Survey	6
Volunteers Survey	8

CLIENT SURVEY 2016

As in previous years questionnaires were given to a random sample of 100 clients who used the service during January and February 2016. Some of these clients agreed to be telephoned later and were 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.

Contents of the Survey:

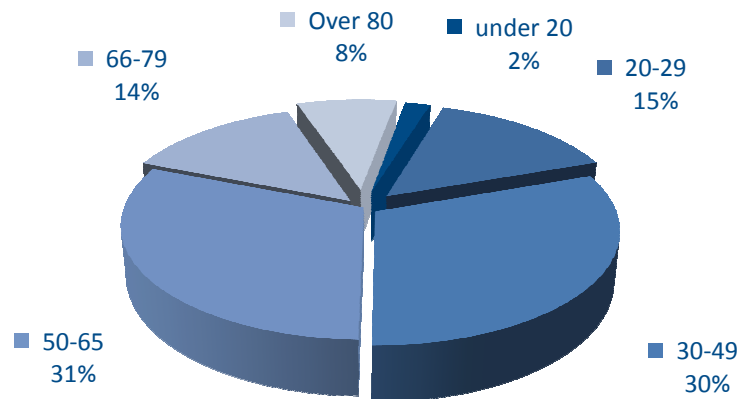
Details of the Survey	Page 2
About the clients	Pages 2, 3, 4
About the service	Page 4
Level of satisfaction	Pages 4, 5
Comparison with 2015	Page 5
Overall satisfaction	Page 5

About the Clients:

Our clients came from across all areas of Rutland, covering all aspects of our community. There was a noted predominance of female clients (58%), compared to an equal split of male/female clients last year (49% / 51%), with clients overwhelmingly describing their ethnicity as white (97%). These figures are not out of line with the most recent census data for Rutland (2011)¹.

The age range of clients is shown in Fig 1, showing that our clients do cover the whole age range.

Fig 1: Age range of clients



CLIENT SURVEY 2016

28% of clients indicated that they had a long term illness or disability, (a reduction from 35% last year), but still three times more than the figures reported in the 2011 census for Rutland, 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 2, 3 and 4, highlighting the wide distribution across county and households.

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

Fig 2: Where do you live?

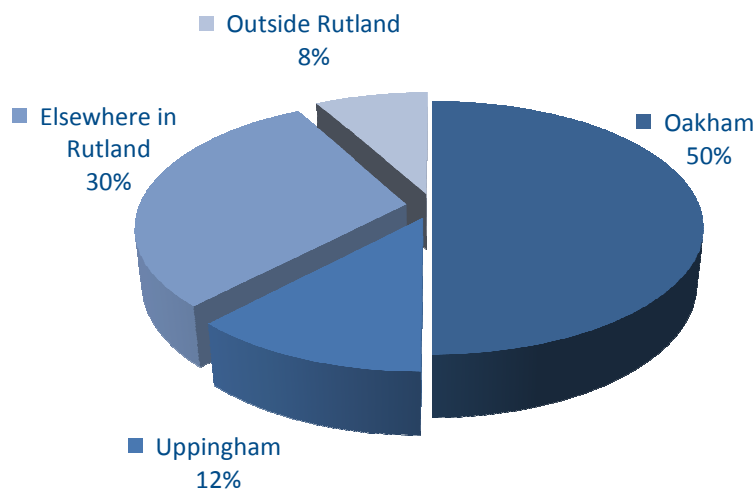
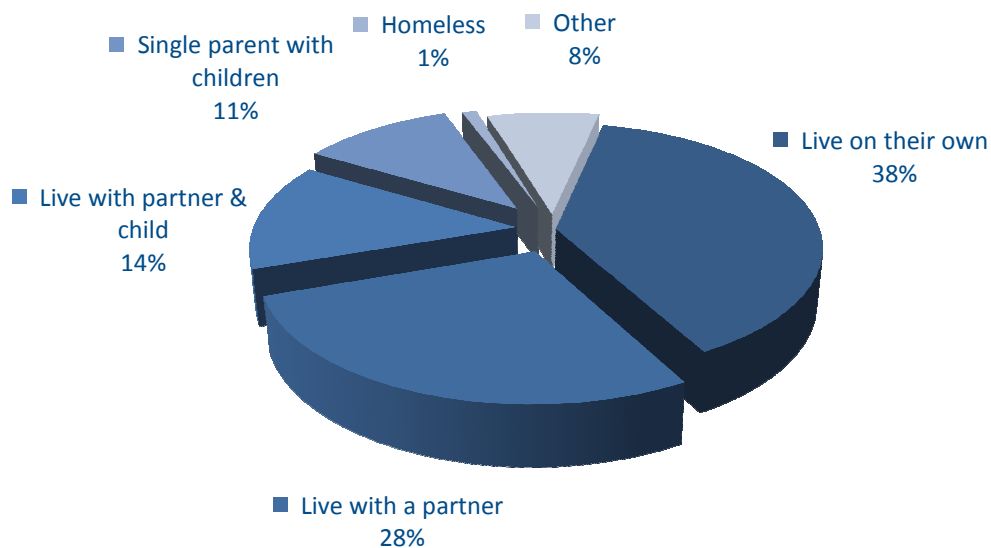
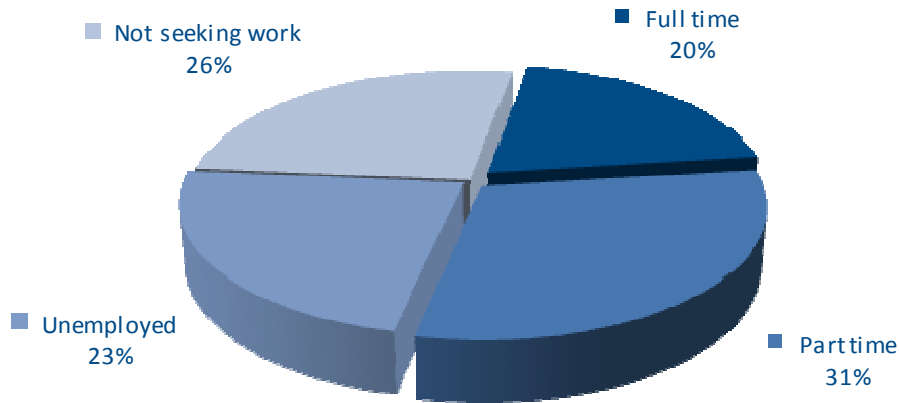


Fig 3: Type of household



CLIENT SURVEY 2016

Fig 4: Employment



About the Service:

Clients visiting the service 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 maintains the high standard achieved in 2015.

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 Citizens Advice Rutland 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* or *very unsatisfied*. As in previous years, our clients have reported a very high level of satisfaction with the services offered:-

- 90% said it was very easy and 10% easy to find out about the service
- 89% were very satisfied and 11% were satisfied with where Citizens Advice Rutland is located
- 81% were very satisfied and 19% were satisfied with our opening times
- 82% were very satisfied and 18% were satisfied with how long they had to wait to see an adviser

CLIENT SURVEY 2016

- 87% were very satisfied and 13% were satisfied with the length of time spent with an adviser
- 82% were very satisfied and 18% were satisfied with access to the service (e.g. office, telephone, email)
- 85% were very satisfied and 15% were satisfied with the service received
- 88% were very satisfied and 12% were satisfied that the information or advice provided was easy to understand

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

Comparison with 2015

As we have seen in other years, client profiles have remained very similar to those in 2015 and where there were small differences these were not statistically significant. Of particular note however, is the increase in number of clients who indicate that they are living alone (38% compared to 22% in 2015, and a number of adult clients who specifically indicated they are living with their parents). Clients from outside of the two main population centres of Oakham and Uppingham remain under-represented.

Additional comments by clients completing the 2016 survey

- Very helpful and friendly. I would be pleased to recommend anybody else to make an appointment if they are going through difficult times. Many thanks for all your help in person and on the phone
- Totally satisfied with the service I received, thanks
- Excellent service, went above and beyond
- Marvellous to be given all the answers to my questions and my forms completed
- Very friendly helpful advice, always welcoming. Couldn't ask for a better service
- Very pleasant and helpful staff. Relaxed atmosphere. Very willing to listen to, and help to solve any problems. Thank you
- Great speaking to you. Many thanks
- Thank you, always find everyone at CAB really friendly and understanding and easy to talk to

There were no negative comments recorded on the surveys by any of our clients

OUTCOMES SURVEY 2016

*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 had happened as a result of our help. Over 90% of clients provided positive feedback on the outcome of our help, with 49% 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 clients got had made. Our clients stated:

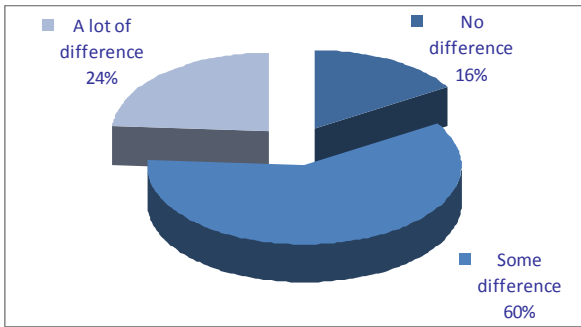
- The results made a lot of difference 48%
- The results made some difference 51%
- The results made no difference 1%

Overall 60% of clients reported that the assistance they received would help to prevent problems in the future, and 41% confirmed that they directly gained financially as a result of the advice.

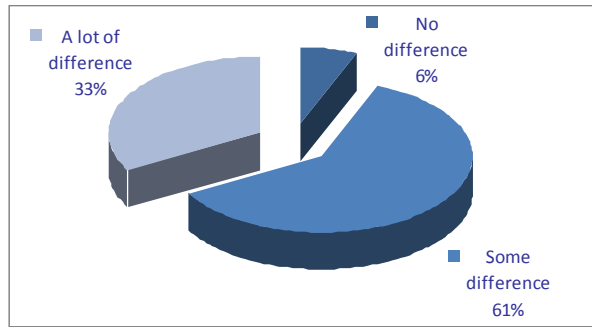
Finally we then explored the ways in which a difference had been made. The results are shown in the following 6 charts.

OUTCOMES SURVEY 2016

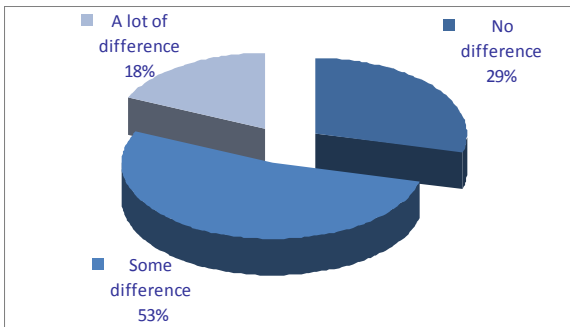
What difference has the result made to your confidence?



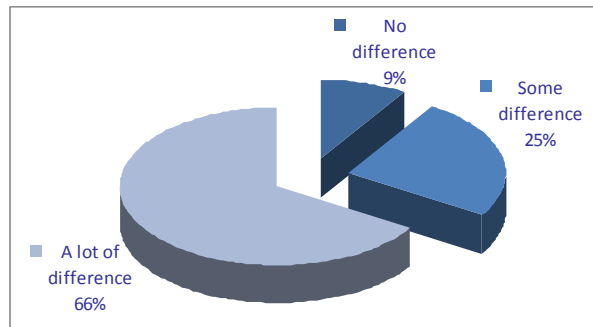
What difference has the result made to your reassurance and reduction in stress?



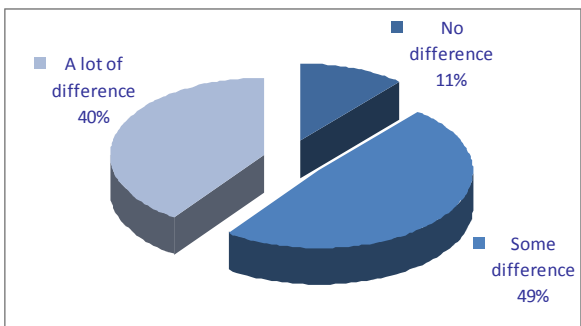
What difference has the result made to your health and wellbeing?



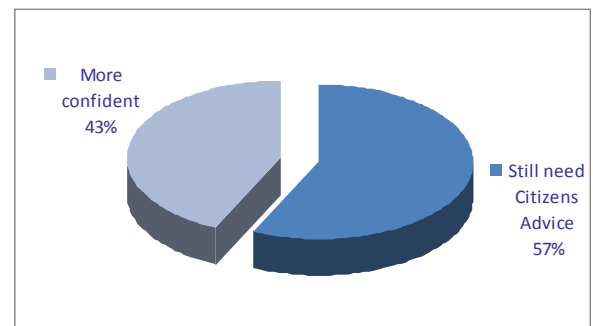
What difference has the result made to your relationship with your family?



What difference has the result made to your knowledge?



How confident would you feel in sorting a similar problem in the future?



VOLUNTEERS SURVEY 2016

As in previous years we used the questionnaire recommended by Citizens Advice as the basis for conducting this survey and it was completed by 17 of our volunteers, all currently working in Citizens Advice Rutland. Those participating in the survey answered 99% 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 service. 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 Citizens Advice Rutland

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 Citizens Advice Rutland. This is based on the equivalent paid role for each volunteer based on the National Annual Survey of Hours and Earnings. The figure for Citizens Advice Rutland volunteers for the financial year 2015 to 2016 was:

£156,059

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 Citizens Advice Rutland and its 39 volunteer's amounts to:

£526,500

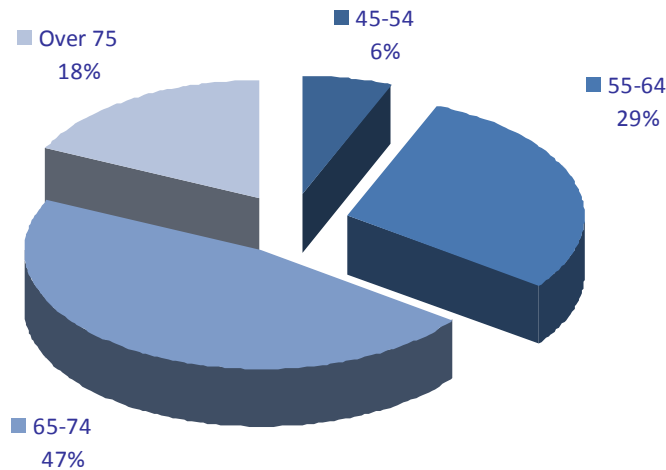
Profile of volunteers

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 (65%) with 76% female and 6% stating that they had a disability. 100% of volunteers considered themselves to be white.

VOLUNTEERS SURVEY 2016

This maintains the increase in male volunteers achieved during 2015, although the age profile continues to increase in that only 54% were over 65 years old previously.

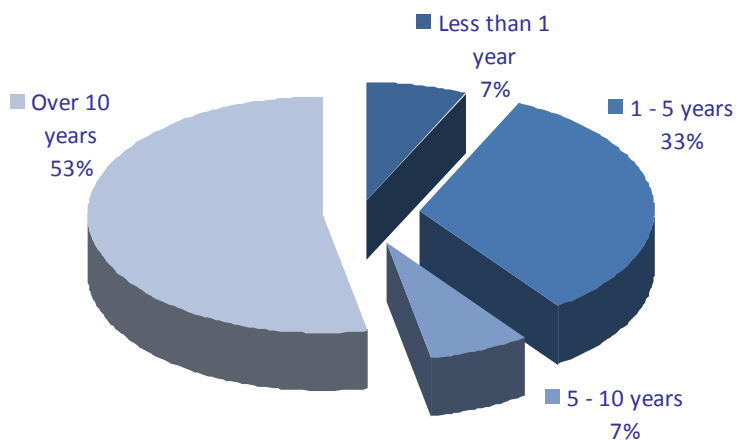
Age Profile of Volunteers:



Asking about the volunteers' present or previous occupations revealed a wide range of experience from those completing the survey, with backgrounds including Civil Servants, Solicitor, Nursing, IT, Education, Research and Business.

All those who took part in the survey work regularly in the office 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 very high, with over 50% recording more than 10 years experience.

Duration of Volunteering at Citizens Advice Rutland CAB



VOLUNTEERS SURVEY 2016

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

- 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.
- 70% reported an increase in self esteem,
- 89% an increase in their skills.
- 59% an improvement in their health and wellbeing.

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

References quoted:

1. Rutland Census Report 2011

<http://www.rutland.gov.uk/pdf/Rutland%20Census%20Report%202011%202.pdf>

Free, confidential advice.

Whoever you are.

We help people find a way forward with their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality and challenge discrimination and harassment. We're here for everyone

CITIZENS ADVICE RUTLAND

Registered Office:

56 High Street

Oakham

Rutland

LE15 6AL

Registered Charity No: 1107907

Citizens Advice Membership No: 45/D12

Company Registration Number: 5287678

Authorised and regulated by the Financial Conduct Authority.

FRN: 617720