

**CITIZENS ADVICE RUTLAND**

**SURVEYS 2017**



# **SURVEYS 2017**

## **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.

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# CLIENT SURVEY 2017

*As in previous years questionnaires were given to a random sample of 100 clients who used the service during January and February 2017. 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:

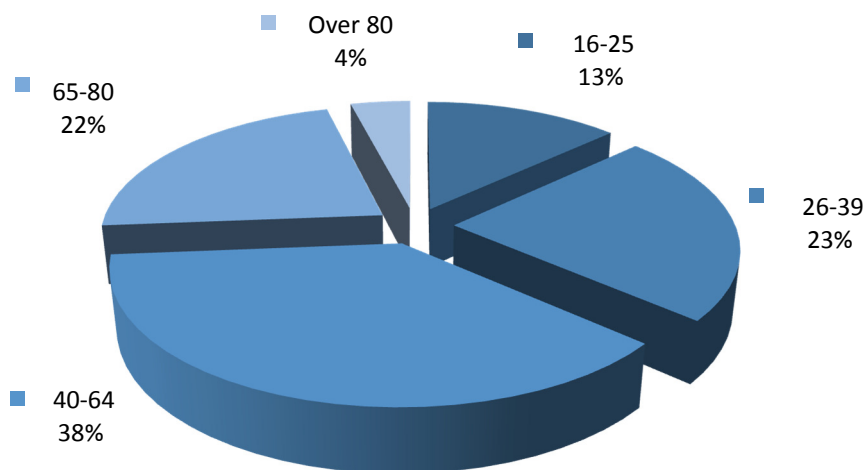
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## About the Clients:

Our clients came from across all areas of Rutland, covering all aspects of our community. There was a continuing predominance of female clients (63%) [58% in 2016] and, although clients overwhelmingly describing their ethnicity as white (93%), this is a marked change from the 97% reported in 2016. These figures are not out of line with the most recent census data for Rutland (2011)<sup>1</sup>.

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**



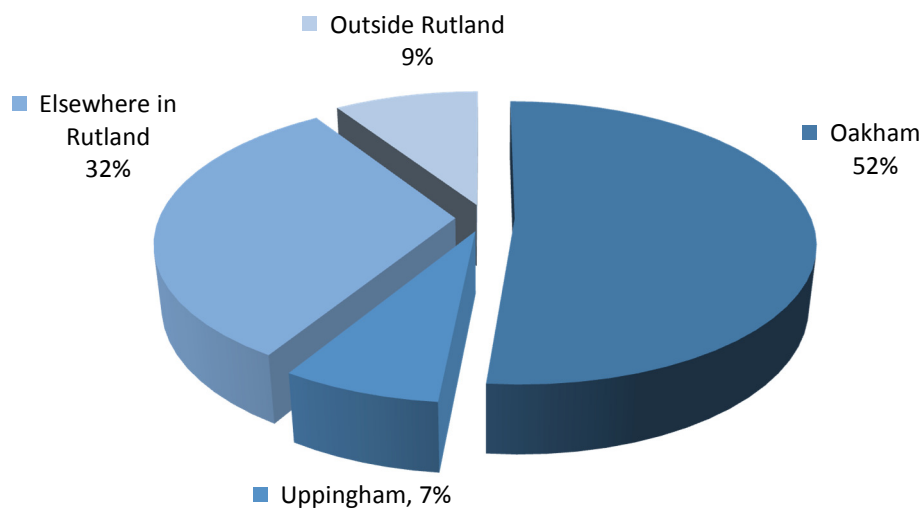
## CLIENT SURVEY 2017

29% of clients indicated that they had a long term illness or disability, (virtually unchanged from 28% in 2016, but still three times more than the figures reported in the 2011 census for Rutland), highlighting the continuing needs of clients within this group.

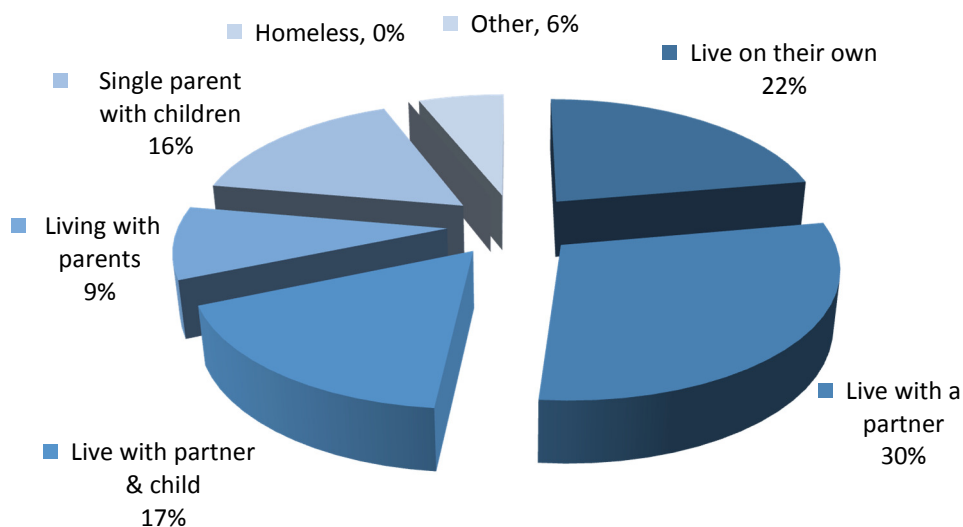
The backgrounds of clients in terms of location, employment and living arrangements are shown in Figures 2, 3 and 4, highlighting the wide distribution across county and households.

Overall the background of this year's clients remains consistent with the information collected in our surveys in previous years.

**Fig 2: Where do you live?**

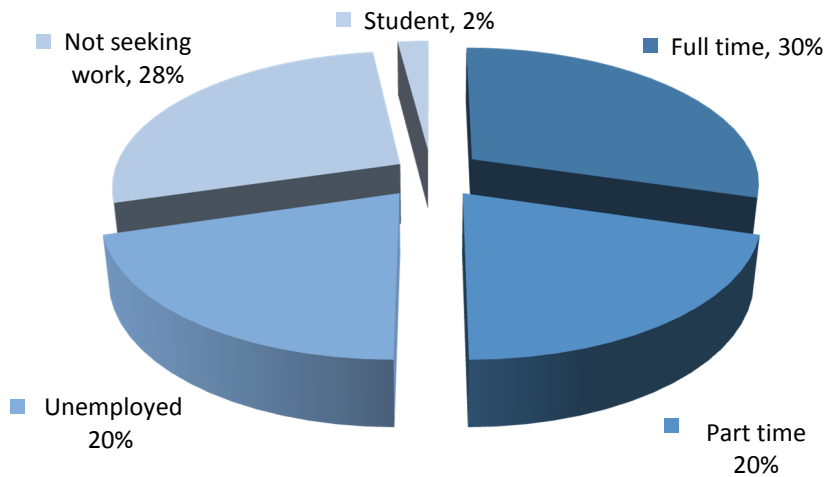


**Fig 3: Type of household**



# CLIENT SURVEY 2017

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 85% were seen within 5 minutes, and 98% of clients met an assessor within 10 minutes. This maintains the high standard achieved in 2016.

## 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:-

- 88% said it was very easy and 11% easy to find out about the service
- 85% were very satisfied and 14% satisfied with where Citizens Advice Rutland is located
- 70% were very satisfied and 28% were satisfied with our opening times
- 85% were very satisfied and 15% were satisfied with how long they had to wait to see an adviser
- 87% were very satisfied and 13% were satisfied with the length of time spent with an adviser

## CLIENT SURVEY 2017

- 79% were very satisfied and 21% were satisfied with access to the service (e.g. office, telephone, email)
- 92% were very satisfied and 8% were satisfied with the service received
- 86% were very satisfied and 14% 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 2016

As we have seen in other years, client profiles remain very similar to those in 2016 and where there were small differences these were not statistically significant. Of particular note, however, is the increase in number of clients who describe their ethnicity as other than white. This has doubled from 3% to 7% with clients describing a range of ethnic backgrounds, the most common being Black African.

The 'spike' in the 2016 survey where 38% of clients indicated that they were living alone has returned to the more typical figure of 22%.

### Additional comments by clients completing the 2017 survey:

- *very helpful, excellent service. Kind, sympathetic staff who are very professional*
- *all the people I have had the pleasure to assist me have been very wonderful. They have given me the confidence to do things and the information I have needed to achieve. Thank you*
- *all staff were very friendly, professional and helpful towards me and I would recommend using CAB to others*
- *thank you very much for all your support and help. I really appreciate the help that I got today from you. I have no words to express my thank you. Really satisfied at the support that you all give to us. Thank you once again*
- *Caroline was very helpful, thank you*
- *I was very worried about doing an LPA. Maureen and colleague have been most helpful. Thank you*

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

## OUTCOMES SURVEY 2017

*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 85% of clients provided positive feedback on the outcome of our help, with 44% stating their problem had been completely sorted and the remaining 41% said partly sorted, and that they were awaiting further action to be taken.

We then moved on to ask how much difference the actual results clients got had made. Our clients stated:

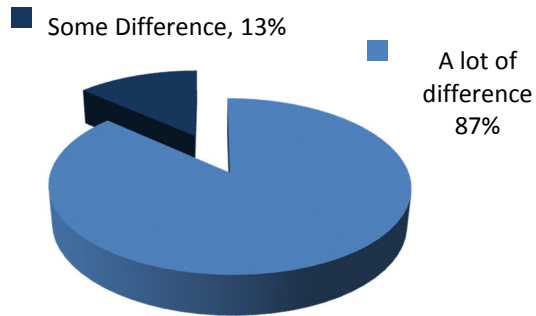
- The results made a lot of difference                      70%
- The results made some difference                              15%
- The results made no difference                                      15%

Overall 60% of clients reported that the assistance they received would help to prevent problems in the future, and 42% confirmed that they directly gained financially as a result of the advice.

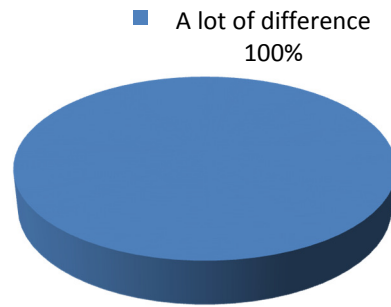
Finally we then explored the ways in which a difference had been made. The results are shown in the following 6 charts.

# OUTCOMES SURVEY 2017

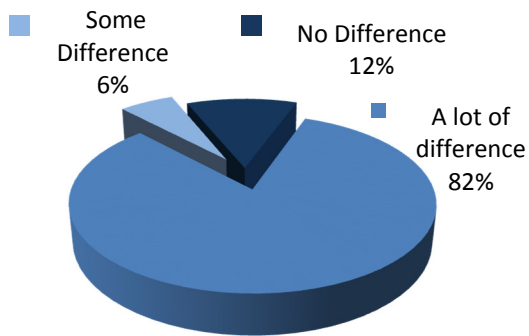
What difference has the result made to your confidence?



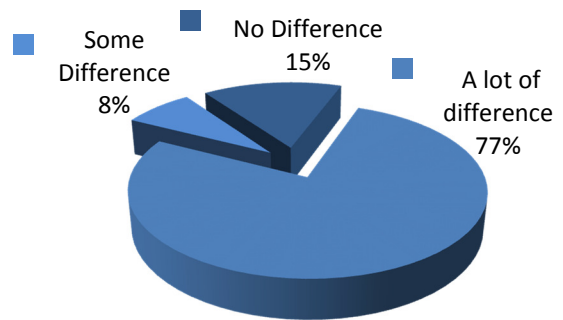
What difference has the result made to your reassurance and reduction in stress



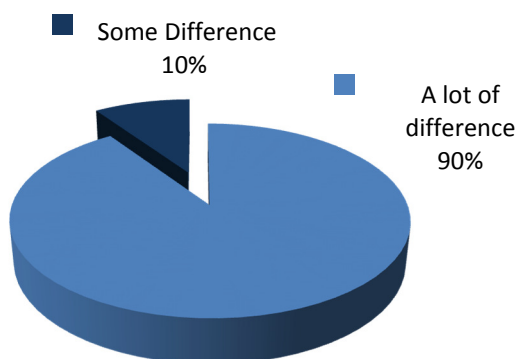
What difference has the result made to your health and wellbeing?



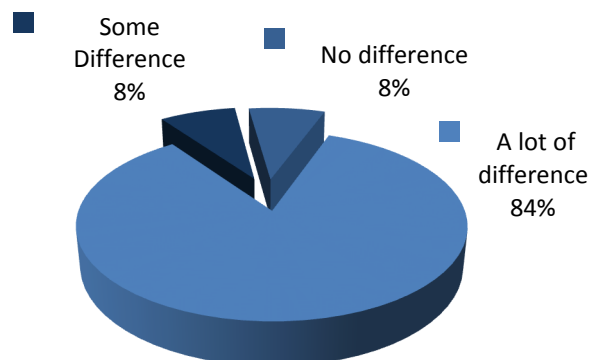
What difference has the result made to your relationship with your family?



What difference has the result made to your knowledge?



Your ability to help yourself?





## VOLUNTEERS SURVEY 2017

*As in previous years we used the questionnaire recommended by Citizens Advice as the basis for conducting this survey and it was completed by 15 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 2016 to 2017 was:

£138,059

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 34 volunteer's amounts to:

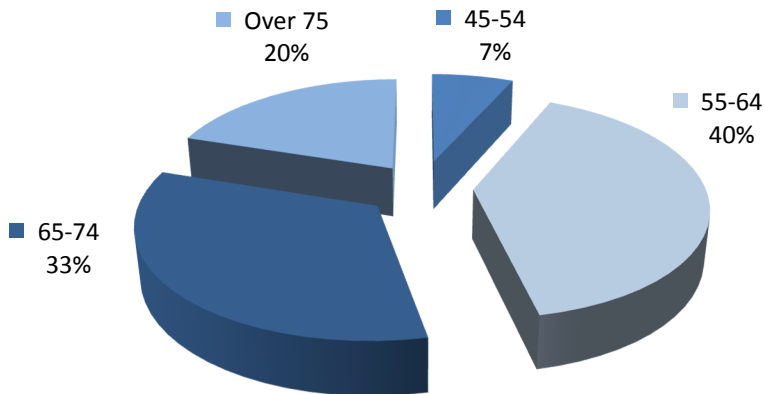
£459,000

### 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 (53%), although this is significantly down from 65% in 2016. The Female/Male ratio has also moved from 76/24 in 2016 to a slightly more balanced 60/40 ratio in 2017. 6% stated that they had a disability and 100% of volunteers surveyed considered themselves to be white. This maintains the increase in male volunteers achieved during 2016, and the reduction in the age profile is encouraging for continuity of the service.

# VOLUNTEERS SURVEY 2017

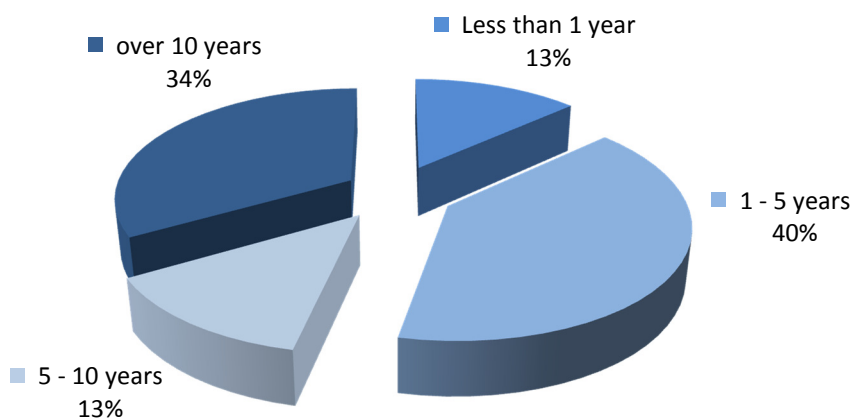
## Age Profile of Volunteers:



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, Teaching, IT, Education, Research Scientist 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, although the number with more than 10 years' experience has reduced from last year's 53% to 34% through the retirement of a number of long serving individuals.

## Duration of Volunteering at Citizens Advice Rutland CAB



## **VOLUNTEERS SURVEY 2017**

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.
- 60% reported an increase in their confidence,
- 100% an increase in their skills,
- 67% 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**

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**Citizens Advice Rutland is the operating name of Rutland Citizens Advice Bureau Ltd.**

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