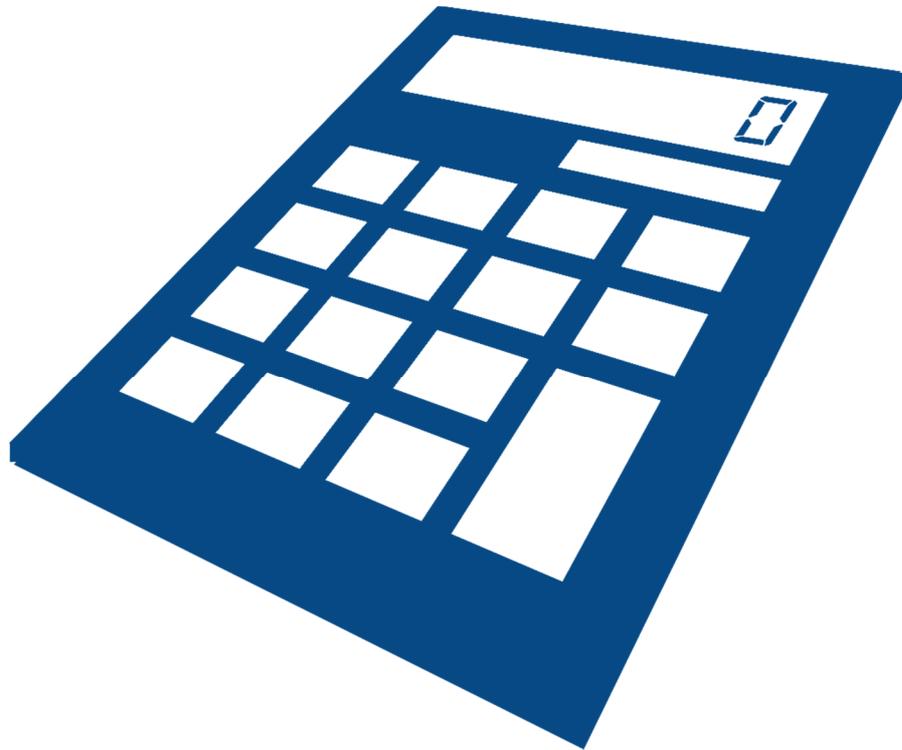


**CITIZENS ADVICE RUTLAND**

**SURVEYS 2019**



# **SURVEYS 2019**

## **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 2019

## CLIENT SURVEY

*As in previous years questionnaires were given to a random sample of 100 clients who used the service during January and February 2019. Some of these clients agreed to be telephoned later and were asked about the outcome of their problems. Not all 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, 5
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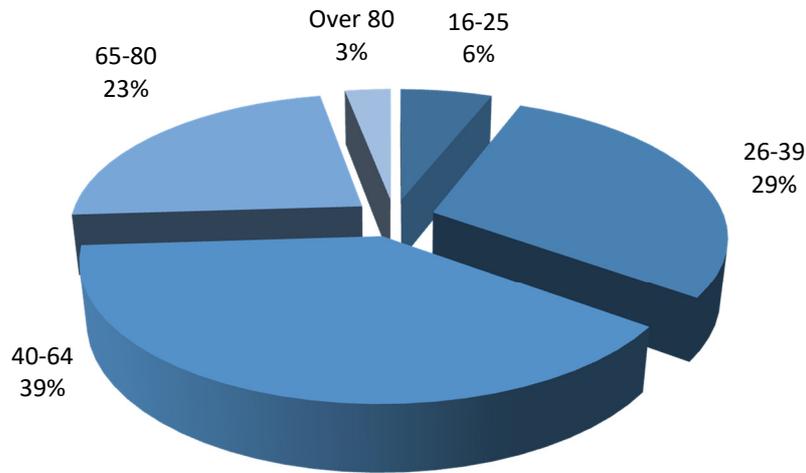
### About the Clients:

Our clients came from across all areas of Rutland, covering all aspects of our community. There was a continuing small predominance of female clients (68%) [56% in 2018, 63% in 2017] and, although clients overwhelmingly described their ethnicity as white (94%), this maintains the increase in 'non-white' clients, which in prior years was regularly reported at only 3%. 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.

# CLIENT SURVEY 2019

**Fig 1: Age range of clients**



The number of clients indicating that they had a long term illness or disability has returned to 29%, consistent with earlier years (2018 being a 'spike' at 41%). However, this is still three times more than the figures reported in the 2011 census for Rutland, highlighting the continuing needs of clients within this group.

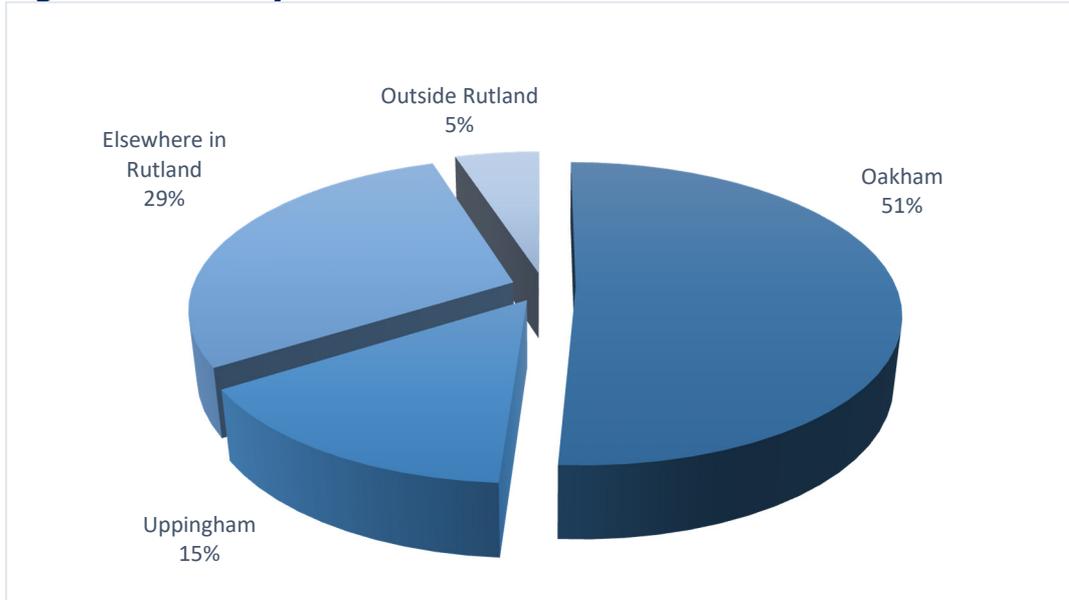
The level of clients struggling to pay for their heating remains has also reduced to 18%, back in line with earlier years.

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

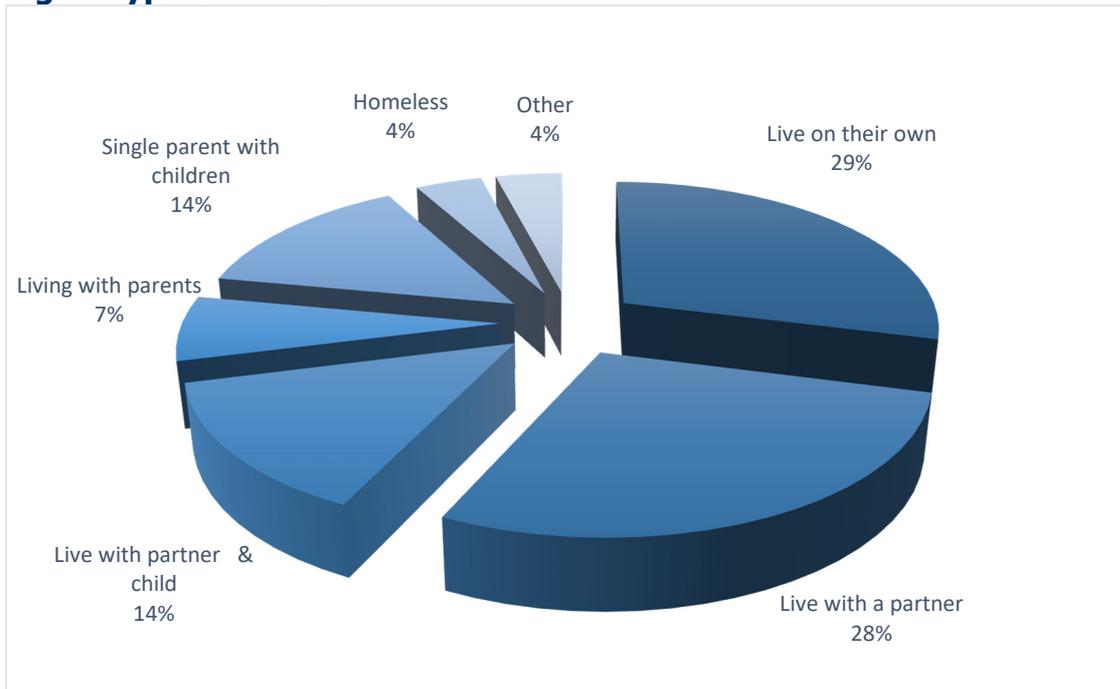
Overall the background of this year's clients remains consistent with the information collected in our surveys in previous years.

# CLIENT SURVEY 2019

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

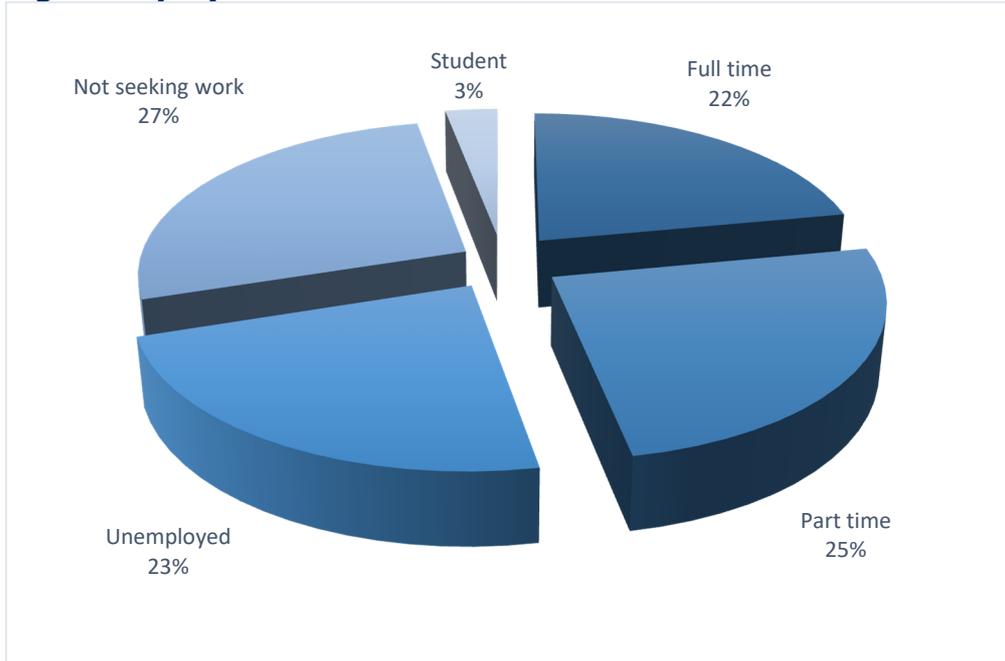


**Fig 3: Type of household**



# CLIENT SURVEY 2019

**Fig 4: Employment**



## About the Service

Clients visiting the service are given an initial check to ascertain the most appropriate route to address their needs. In this year's survey over 95% were seen within 5 minutes, and 97% of clients met an assessor within 10 minutes. This maintains the high standard achieved in 2018.

## 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:-

- 83% said it was very easy and 14% easy to find out about the service
- 91% were very satisfied and 9% satisfied with where Citizens Advice Rutland is located
- 75% were very satisfied and 24% were satisfied with our opening times; the main comment received here is a desire for longer opening times if possible
- 90% were very satisfied and 9% were satisfied with the Citizens Advice premises and facilities
- 82% were very satisfied and 17% were satisfied with how long they had to wait to see an adviser

## CLIENT SURVEY 2019

- 75% were very satisfied and 24% were satisfied with the length of time spent with an adviser
- 92% were very satisfied and 8% were satisfied with access to the service (e.g. office, telephone, email)
- 97% were very satisfied and 3% were satisfied with the service received
- 94% were very satisfied and 5% 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 2018

As we have seen in other years, client profiles remain very similar to those in 2018 and where there were small differences these were not statistically significant. The increase noted in 2018 in the number of clients who describe their ethnicity as other than white has continued in 2019 with 6% of clients identifying as 'non-white' and describe a range of ethnic backgrounds.

### Additional comments by clients completing the 2019 survey:

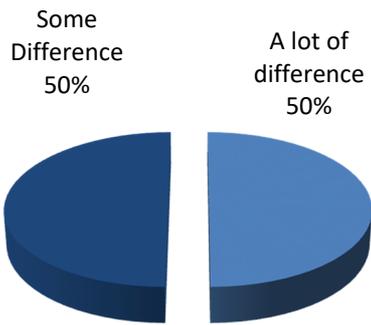
- *"I am most grateful for all the help I have received from your counsellor. She been most helpful to me"*
- *"My advisor didn't know the answer to my issue. However, she went out of her way to find the answer. She went above and beyond to help me resolve this matter. She was fantastic."*
- *"I have been in need of your services several times over a period of many years and have always found your help satisfactory."*
- *"Without your help I would not have been able to know that there were forms I could fill in for certain places to be aware of my situation and therefore help me even more. Many thanks."*
- *"Lovely staff very friendly and welcoming"*
- *"Difficult to find out about 'no smoking'"*
- *"I had no appointment, however I was seen straight away. The lady took her time to listen, explain and go through everything making sure both people understood each other. The lady got further advice for me. I would recommend others to come here and I would use the service again."*
- *"Very helpful, nice to have a friendly face to advise on matters. Couldn't rate the service more. Thank you."*
- *"Very helpful. I was very happy with the help I received, very nice lady, and very kind and understanding my problem. Thank very much."*
- *"Excellent advice every time. Thank you"*
- *"Very useful information which was much appreciated."*
- *"I was most satisfied with the advice I was given and the time allocated to me."*

## CLIENT SURVEY 2019

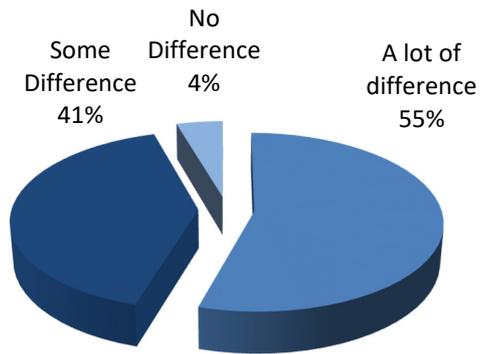
- *"Really satisfied with the level of help and advice. Really glad that there is a CAR in Oakham."*
- *"Very helpful with finding out information online which I don't have a clue to do. Thank you."*
- *"I am grateful for the time given to me and the explanation regarding my problems and how to resolve them. Kind and caring."*
- *"We have always found the staff and their help very satisfactory. We can't fault the help they have given us since we've been coming here. Thank you all so much."*
- *"The assessor I saw was professional, non-judgemental, patient. Very pleased with the service."*



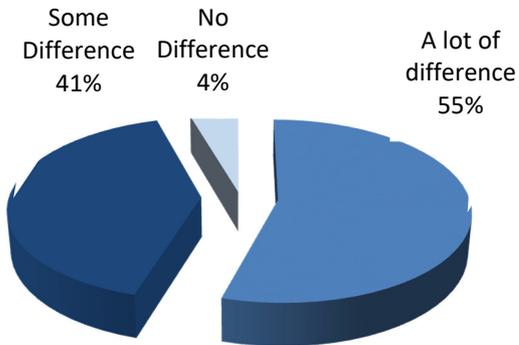
# OUTCOMES SURVEY 2019



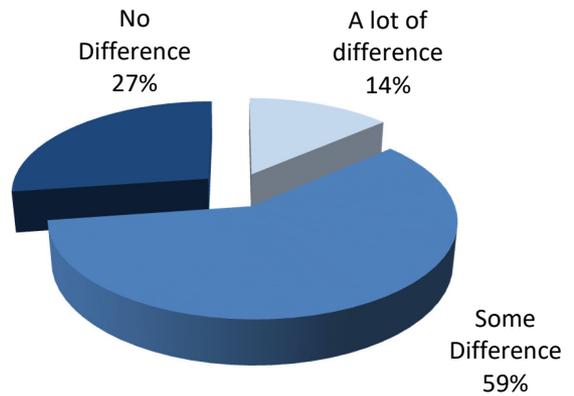
What difference has the result made to your health and wellbeing?



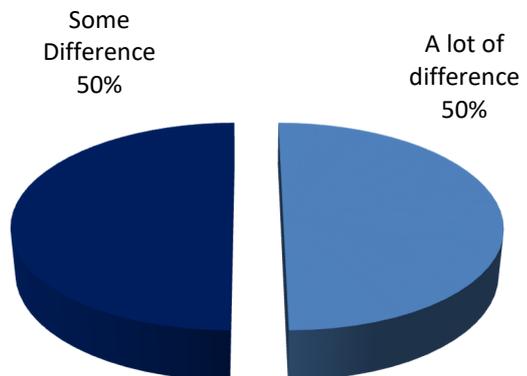
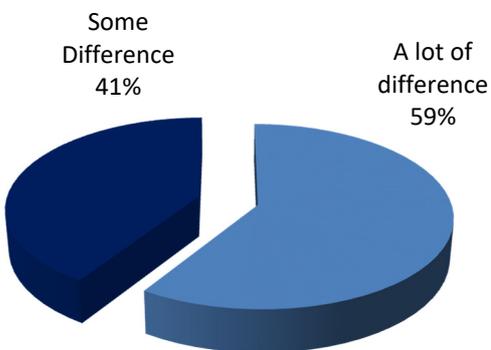
What difference has the result made to your relationship with your family?



What difference has the result made to your knowledge?



Your ability to help yourself?



## VOLUNTEERS SURVEY 2019

*As in previous years we have surveyed our volunteers to help us understand their experiences of volunteering with Citizens Advice. This year the structure of the questionnaire has changed as part of a nationwide improvement of the Citizens Advice membership scheme, and a different range of questions were asked. It was completed by 15 of our volunteers, all currently working in Citizens Advice Rutland. Those participating in the survey answered all of 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 2018 to 2019 was:

£164,511

Using 2011 figures, the Cabinet Office calculated the monetary value of volunteering to the wellbeing of the volunteers as an average of £13,500 per person per year, which in the case of Citizens Advice Rutland and its 43 volunteer's amounts to:

£614,210

### **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 with a continuing greater number of female volunteers than male. 6% stated that they had a disability and 100% of volunteers surveyed considered themselves to be white.

The key results from the volunteer survey are as follows:-

- 96% said that they were clear about their role and responsibilities at Citizens Advice

## VOLUNTEERS SURVEY 2019

- 96% confirmed that they they had the information, resources and equipment necessary to do their role effectively
- 100% agreed that they had had a review meeting within the last year to discuss their progress
- 100% agreed that over the last year they had had the opportunity to develop their skills and knowledge
- 100% agreed that their views were listened to, and valued
- 100% confirmed that they understood how their work contributes to the success of the Citizens Advice Rutland Business and Development Plan
- 96% confirmed that they felt well informed about what is happening at Citizens Advice Rutland
- 100% confirmed that they would recommend Citizens Advice Rutland as a place to work or volunteer

In addition, volunteers were asked what the best thing was about volunteering at Citizens Advice Rutland. This responses here demonstrate just how highly the volunteers consider their roles, and their contribution to the local community. This is a selection of their responses:-

- *"Feeling that you can help support the community and working as part of a team"*
- *"I feel I am being of help to the community and enjoy meeting my colleagues"*
- *"Feeling that I am making a contribution to the local community"*
- *"It is always interesting and challenging"*
- *"The opportunity to help people resolve their problems"*
- *"Satisfaction from helping others"*
- *"High quality service provided"*
- *"Opportunities to learn and develop personal skills"*

**Free, confidential advice.**

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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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