

**CITIZENS ADVICE  
BOURNEMOUTH & POOLE**

**Helping to create sustainable and  
resilient communities**

**ANNUAL REVIEW 2017/18**



**citizens  
advice**

**Bournemouth  
& Poole**



# We are Citizens Advice

**We're here for everyone.**

**We provide free, confidential and independent advice to help people overcome their problems.**

**We work to fix the underlying causes of these problems. We are a voice for people on the issues that matter to them.**

**We value diversity, champion equality and challenge discrimination.**

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# Matthew Moore

## Chair of Trustees

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Citizens Advice Bournemouth & Poole is an independent charity and the leading organisation in Bournemouth and Poole providing free and confidential advice to anyone that needs it.

Through our 39 staff and 76 active volunteers we offer advice on benefits, housing, employment and other issues across Bournemouth and Poole.

### Impact

Last year, **we helped 15,287 people and dealt with 25,118 different issues** for these people. With 4 in 5 clients we support, say that Citizens Advice Bournemouth & Poole has helped change their lives.

An external Treasury approved model has enabled us to evidence the value we create through our advice provision and from working with volunteers. We estimate that the value to our clients through income gained in benefits, debts written off and consumer problems resolved, **derived a benefit to individuals of £23.35 for every £1 invested and had a total value in 2017/18 of £12,504.563.**

We also calculate that in **2017/18 every £1 invested** in Citizens Advice Bournemouth & Poole delivered a return of **£2,372,955 in fiscal benefit** for the government and tax payer. In addition, the return on investment in terms of the **public value of wider economic and social benefits was £15,197,267 per £1 invested.**

Citizens Advice Bournemouth & Poole is proud to deliver benefits for clients, their families and to make a broader contribution to society.

### Achievements

The last year has been a dramatic one for Citizens Advice Bournemouth. The big news is that Poole Citizens Advice Bureau and Citizens Advice Bournemouth have merged into one new organisation. This has already enabled us to expand the service provided across the whole area with Poole in particular seeing an increased service. The merger has and will continue to make it possible to maintain and grow the service.

Over the last 12 months the organisation has been very successful in obtaining new funding in a range of ways. This has enabled us to not only maintain the existing service but add extra support in areas of need.

One key area has been the introduction of Universal Credit. This new benefit joins several existing benefits into one new payment and the consequences of the change can be significant. We have secured additional funding to provide specific support to people struggling with the impact of the change from both local authority funders and local grant making charities.

One important issue for all Citizens Advice is being able to provide support where it is most needed. This means getting out and into the various parts of the town which have most need as many people struggle to get to the town centre for advice. As part of the merger we have been able to increase the number of outreaches to cover a larger proportion of the area and we have seen a significant increase from 7 outreaches across the conurbation at the beginning of the year to now 14 outreaches, ensuring we are accessible to all.

In the coming year we will continue to provide our free, independent and impartial general advice service and will look for new ways to provide more in depth support to those with more complex problems.

### **Trustees**

Finally I would like to wrap up with a show of appreciation by thanking all my fellow trustees for their efforts and commitment over the past year in helping to make a success of Citizens Advice Bournemouth & Poole. It has been a difficult one and their commitment has enabled us to strengthen and grow as an organisation.

### **Recognition**

I would also like to thank the staff and volunteers who work so hard to deliver the high quality service to the residents of Bournemouth and Poole. All those who work and volunteer within the organisation do an astounding job in some of the most difficult and harrowing situations, their dedication and commitment enables our clients to move forward positively. I also want to say a thank you to all those who work behind the scenes to ensure that those on the front line have the support and systems that they need to fulfil their roles.

**Matthew Moore**  
**Chair of Trustees**



# Zoe Bradley

## Chief Executive

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### Our Approach

We place our clients at the centre of everything we do. Our services are designed to equip our clients with the knowledge, skills and confidence to take control of their lives by taking informed decisions to address their problems.

Our service offer to clients is comprehensive. Our over-riding strategy is to deliver a mix of services that integrate intervention and prevention services offering our clients the best opportunity to make informed choices and decisions that will help them solve their problems, sustain their well being and achieve financial independence for individuals.

Our services are designed to help create resilient and sustainable communities, through community empowerment and mobilisation.

### Our Aims

We share the over-arching aims, values and principles of Citizens Advice to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that improve peoples' lives

### Our Principles and Values

As a member of the Citizens Advice Service, Citizens Advice Bournemouth & Poole provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

We value diversity, promote equality and challenge discrimination. Our commitment to equality, diversity and human rights is embedded throughout our business strategy and is based on the framework provided by Citizen Advice to:

- Challenge discrimination through advice
- Promote equality through advocacy

Our unique service has seen another busy year with a number of exciting new projects enabling us to expand our service to the residents of Bournemouth and Poole.

Citizens Advice Bournemouth & Poole finally completed its merger in December 2017 by becoming a larger entity enabling our services to grow using our joint expertise of staff and volunteers which has now extended to 39 paid staff and 76 volunteers.

An increase within the team has enabled us to expand of our Outreach service from 7 in 2016/17 to 14 in 2017/18 ensuring we are accessible to all across Bournemouth and Poole. Along side our daily drop in service within Bournemouth Town Hall which has continued to show an increase of clients month on month.

Clients come to our service with a wide range of issues from single through to multiple and complex issues which require more specialist support.

To this end we have expanded our specialist support in debt advice, financial planning and management, Universal Credit, Water Poverty, benefit appeals, income maximisation; gaining additional contracts to support these posts.

Over the last 12 months we have continued delivering our PensionWise service across Dorset in Partnership with Citizens Advice Plymouth, Taunton and Cornwall.

Externally we have continued to develop our partnerships with a wide range of organisations, and statutory bodies enabling wider funding opportunities both now and in the future.

Local Government Reorganisation is taking place across Dorset and this has enabled us to strengthen our relationships with Bournemouth Christchurch and Poole Councils enabling us to be prepared and be a prominent partner with the local authority of the future. We have also welcomed Bournemouth's Tobias Ellwood MP team into the service to meet our team of staff and volunteers and spoken with Connor Burns MP on issues such as Homelessness and Universal Credit.

We held an information afternoon with all Councillors within Bournemouth and Poole enabling us to present our services, staff and volunteers to them and deepen our relationships, obtaining feedback on what services and support they require for their constituent; a very informative afternoon for us all.

Following the merger with Poole we embarked on a further restructure with the introduction of new management team roles creating a new Senior management team. We have welcomed to the senior management team Donna Martin as Head of Service Delivery and Emma Lee has been promoted to Head of Partnerships and Business Development. This has enabled us to recruit 3 new roles of team leaders for our key teams: Melissa Parsons – Mahon as our Core Service team lead, Nikki Juniper as our Debt and Financial Wellbeing team lead and Elena Green as our Benefits team lead. The team leaders are supported by a team of Advice Session Supervisors. We have also welcomed Dan Stannard as our new Training and Development Manager.

We have seen 3 members of our management team retire this year George Scuffham, Operations Manager, Angela Garner, Advice Service Manager and Beryl Ratcliffe, Training Manager. Between them they gave us over 20 years of valuable service and input. We wish them a long, happy and healthy retirement and thank them for all their respective years of service.

I would like to thank all our Trustees, management, staff and volunteers who have supported our service and responded so enthusiastically to the challenges within the process in helping shape and build our new entity and all their dedication and hard work over the year. We have an amazing team within Citizens Advice Bournemouth & Poole which I am so proud to be a part of.





# Our Strategy

**Our current strategy , which covers the period 2015-2020, has 5 key goals. This report explains what we've done to deliver against them.**

1. Make it easier to get advice
2. Be more influential
3. Work together as one service
4. Be even more effective and sustainable
5. Be a stronger equality champion

Looking ahead we're taking forward conversations across the service to help shape our business model for the years to come. We're focusing on finding ways to ensure we offer a truly multi-channel, seamless service to clients.

## How we work

Citizens Advice Bournemouth & Poole is part of the Citizens Advice, the national charity, and a network of over 280 independent local Citizens Advice members.

Nationally, Citizens Advice deliver the Witness Service, PensionWise, the Consumer Service and the Money Advice Service Funded Debt Advice Project. We're also the consumer champion for the energy market and the statutory consumer watchdog for the postal service.

Locally, Citizens Advice Bournemouth and Poole deliver PensionWise, Money Advice Service Funded Debt Project and other locally funded projects including the Borough of Poole Financial Wellbeing Service, Wessex Water & South West Water Water Guru Project and Bournemouth Borough Councils Targeted Enforcement.

Locally, our service is run by 39 staff and 76 trained volunteers. Citizens Advice Bournemouth & Poole is run from 3 offices, Beech House, Poole, The Town Hall, Bournemouth and Bournemouth Central Library. In addition we have 14 outreaches based in community centres, libraries and children centres.

Our reach means that 99% of people can access our service within 30 minutes of where they live.



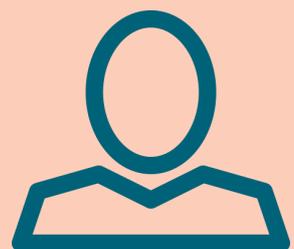
### Our Service:



**76** TRAINED VOLUNTEES



**17** LOCATIONS



**39** STAFF



## Advice

## Advocacy

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Together we deliver advice and support to thousands of people

Together we use our data and expertise to fix the underlying causes of peoples problems.

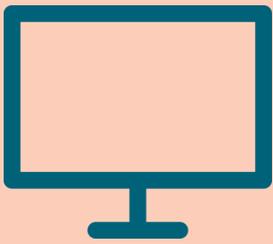
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The below map of Bournemouth and Poole gives you an idea of our spread of outreaches across the conurbations.

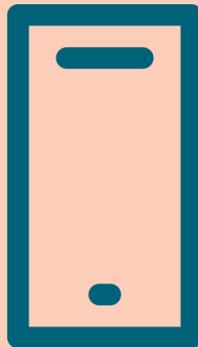


# How we help

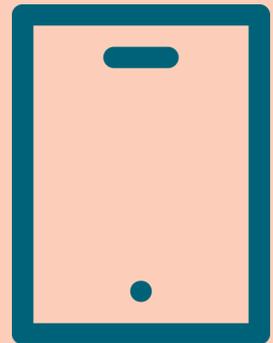
Every year our national Citizens Advice website helps **millions** of people.



**38%**  
Desktop

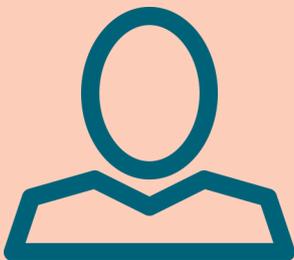


**52%**  
Mobile

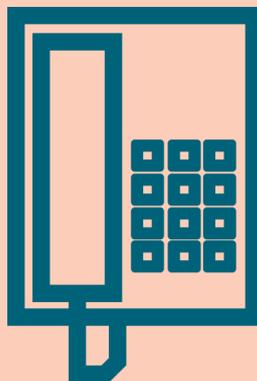


**10%**  
Tablet

Locally we give advice directly - whether face-to-face, on the phone, or through email - to **15,287 people**, with **25,118 different issues**.



**48%**  
Face-to-face

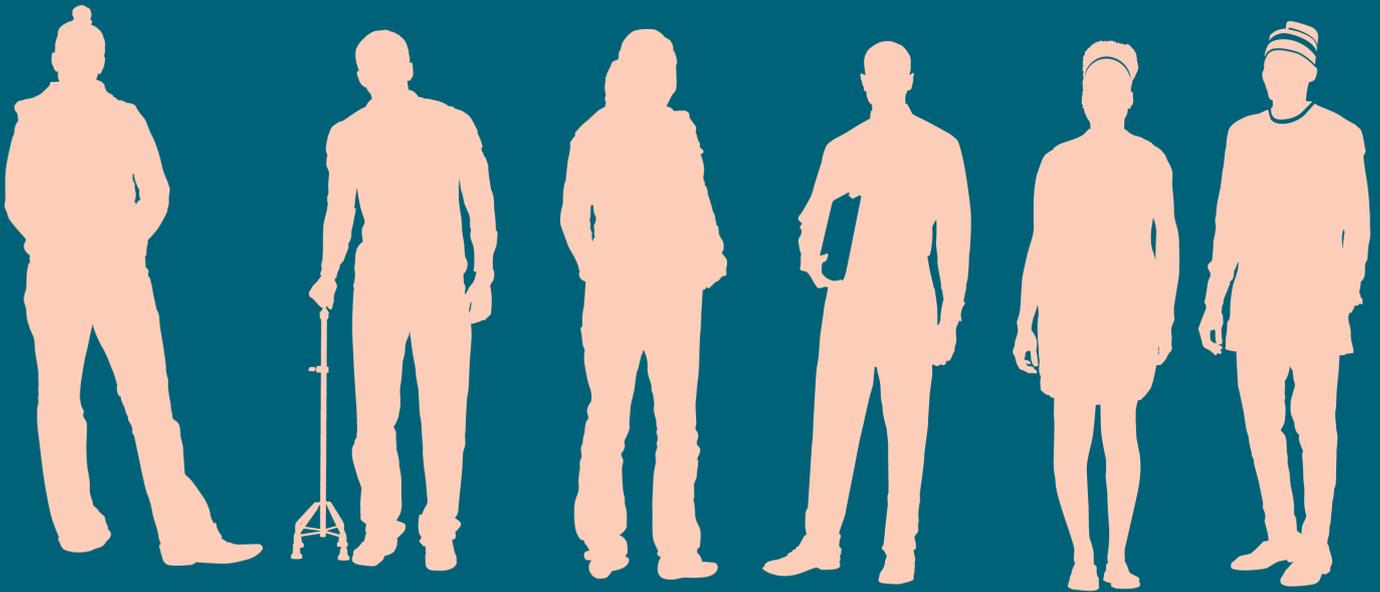


**24%**  
AdviceLine



**28%**  
Email &  
Letter

# The **top 6 issues** people came to Citizens Advice Bournemouth & Poole about were:



Highest

Lowest

**Benefits  
& Tax**

**Debt**

**Housing**

**Employment**

**Family &  
Relationships**

**Consumer**



# We help people find a way forward

## Everything we do shares this aim



### As a service we:

- Help people overcome their problems through advice, support and education
- Campaign on the big issues when peoples voices need to be heard
- Benefit society through the way we work

### Advice & Education

We will work with you to find a way forward taking into account all the ways your problem might be affecting your life and finding the best next steps for you.

We will also consider if we could develop your skills to prevent similar situation arising again .

We provide integrated advice to solve individuals problems either directly through our local Citizens Advice service or through the Citizens Advice self help website.

### Research & Campaigns

Where a systematic barrier with private or public policy and practice stops us resolving your problem, we'd look at other client experiences.

We use our data to understand the impact of policy and regulation and campaign locally nationally for changes to solve collective problems.

So one way or another we're helping everyone not just those we assist directly.

### How we work

When you come to us with a problem you are more than likely to be helped by one of our trained volunteers.

We also create a benefit to society through the way we deliver our services.

This is in addition to the impact our principle activities have on our clients lives:

- The benefit of working with 76 volunteers.
- Our support for local communities
- The power of our national network

# What makes our advice unique?

From knowing whether to challenge an employment decision to checking an energy contract, our clients can expect the same overarching approach from us.

## **We're impartial:**

Our primary objective is to get the best for our clients, and it is what determines the advice and options we give.

## **We're confidential and non-judgmental:**

Our role is to help people find a way forward, so we'll be straight talking and practical about how to resolve problems.

## **Our advice services can be accessed in different ways:**

Being able to access timely free advice that meets user needs is essential, so we offer advice in person, over the phone and through email.

## **We understand the complexity of issues that affect people's lives:**

This doesn't daunt us, and we'll work with the client to understand the root cause and aim to tackle that too.

## **We understand that experiencing a problem affects self confidence:**

We'll provide as much support as needed, empowering clients to regain control of their circumstances, with the certainty they are taking the right approach.

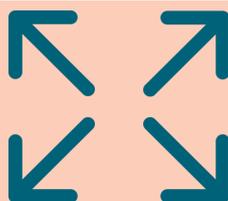
## **We help redress the power-balance:**

We support people to address their problem bringing our voice, credibility and experience.

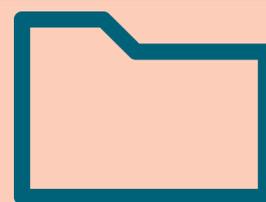
## What level of advice and support is needed to resolve problems?



We deal with quick simple queries.



As well as everything in between.



We manage complex cases.

We tailor our advice and allocate our resources to meet our client's need, whatever stage their problem may have reached or level of support needed.

People come to us with quick questions, they might want to check a piece of information or ensure they have chosen the right course of action. After ensuring there are not any underlying issues, we're likely to support them through signposting or self help, enabling them move forward quickly and effectively.

Some clients come to us when problems have initially arisen – for others, their situation may rest on a knife edge. We help people that have reached a real crisis point and need urgent help. They may have bailiffs due that day, their energy is about to be disconnected or their home is about to be repossessed. These clients are more likely need more specialist advice and support.

# Kate's story

Kate was having trouble organizing her bills. She came to Citizens Advice Bournemouth and Poole for help.

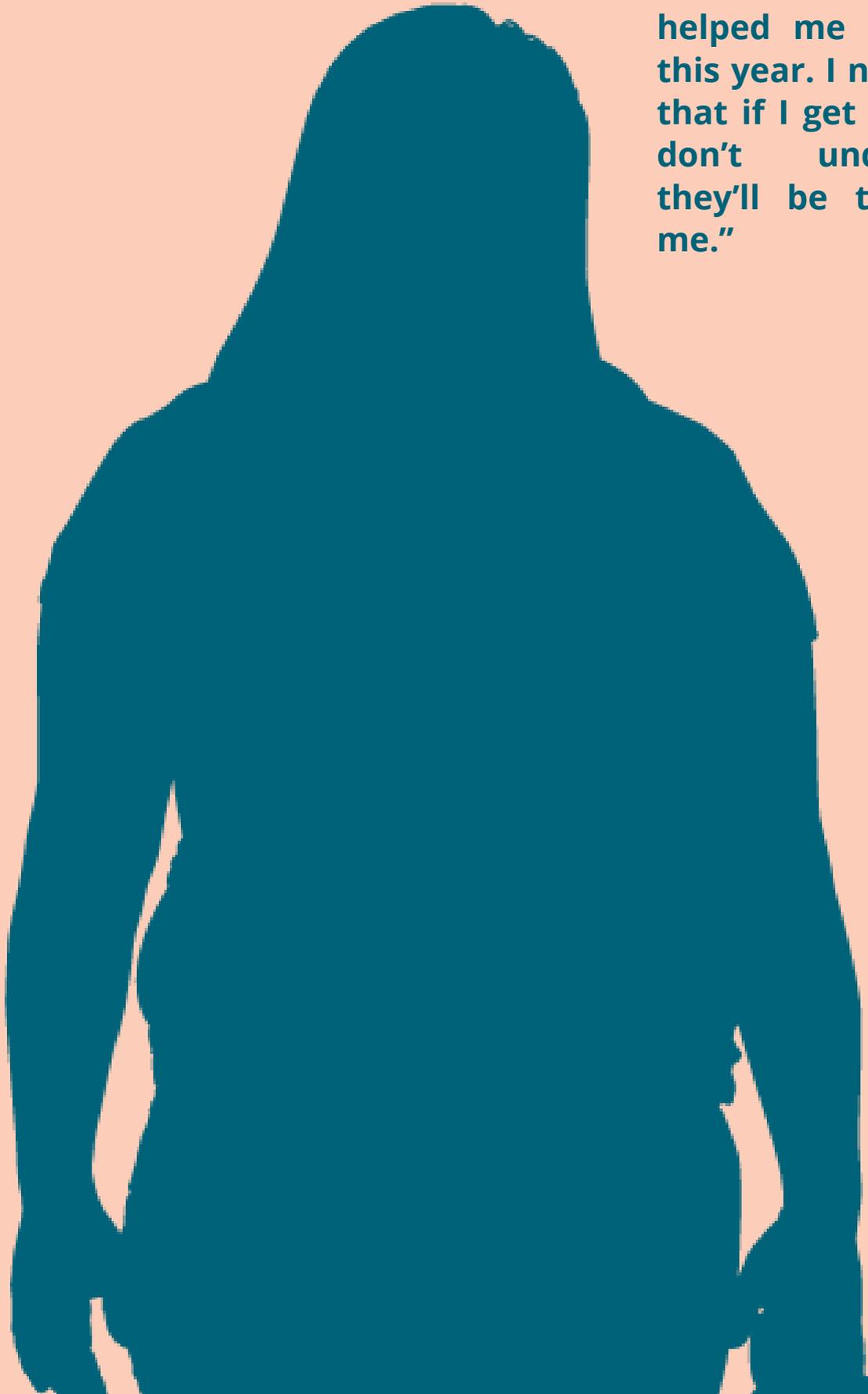
"I'm not that great at reading and writing and it makes life very difficult. I was swamped with my bills. They kept coming in but I couldn't always understand what they were telling me—which was most important and when they needed to be paid. It was really stressful.

My adviser worked with me to figure out a way forward. She showed me how to file my letters by the company and in month order. She also helped me mark my payment dates on a calendar to make a schedule. I now know how to keep on top of things.

Citizens Advice Bournemouth and Poole have helped me so much this year. I know that if I get a letter I don't understand, they'll be there for me. Everyone from the reception staff to the advisers are amazing. I am so happy—I can see the light at the end of the tunnel."

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**“Citizens Advice have helped me so much this year. I now know that if I get a letter I don’t understand, they’ll be there for me.”**



# Our Impact

We help 7 in 10 people to solve their problems. 4 in 5 clients say that our help improved their lives in other ways such as reducing their stress, improving their physical health or increasing their finances.

For every £1 spent on the Citizens Advice Bournemouth & Poole, we benefit our clients by £23.35. In 2017/18 we saved government and public services £15.2 million, and we estimate that our total social and economic value to society was £2.3 million.

Our wider social value can also be seen in the way we bring local people together, through our army of volunteers, our support for diverse local communities and our national network.

## In 2017/18

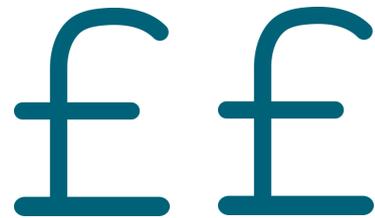
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For every £1 we spend on Citizens  
Advice Bournemouth & Poole



**£1**

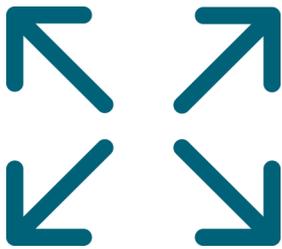
For every pound we spend



**£23.35**

Benefits to our clients

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**£15.2 million**

We save for the government  
and public services



**£2.4 million**

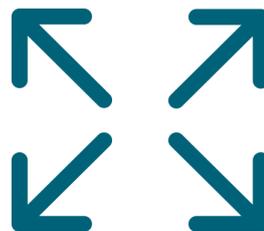
Social and economic value to  
society

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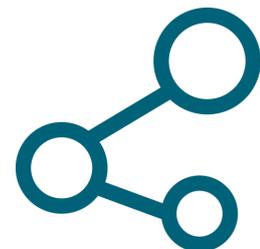
Our wider social value can also be seen in  
the way we bring local people together



OUR ARMY OF  
VOLUNTEERS



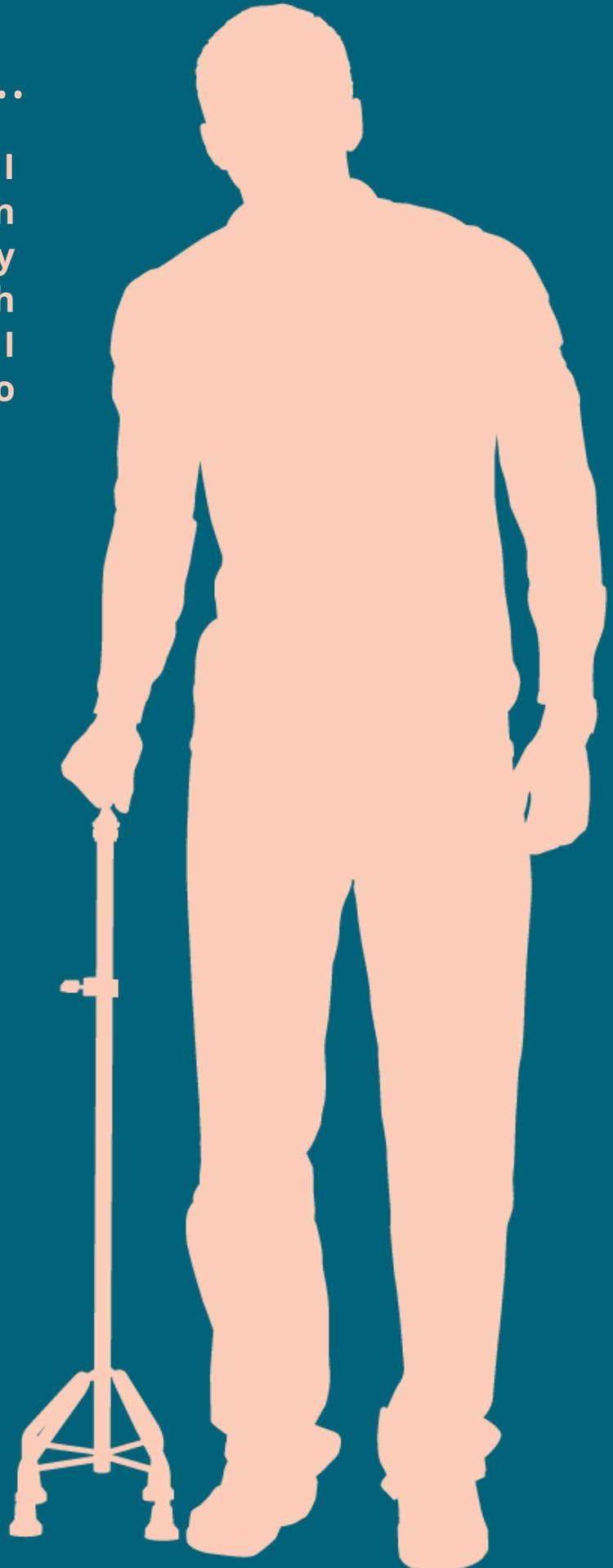
OUR SUPPORT FOR  
LOCAL  
COMMUNITIES



OUR NATIONAL  
NETWORK

.....

**“Our adviser told us that I was entitled to pension credit and helped me apply for it. Now we’re in a much better financial position. I tell everyone to go to Citizens Advice now.”**



# Frank's story

Frank was struggling to keep his home warm.

"I used to have solid fuel heaters but only one of them worked. It was OK downstairs but I suffered terribly upstairs and it really affected my arthritis in my hands, legs and back. I didn't know if Citizens Advice Bournemouth & Poole could help me but I was desperate so I went to see.

The adviser there was brilliant. She told me that sometimes the council funded home improvements for disabled people. She managed to get them to agree to put in electric storage heaters all through the house. It makes such a difference to my quality of life.

I was on a very small pension and me and my wife were struggling. We had to be so careful about what we were spending. Our adviser told us that I was entitled to pension credit and helped me apply for it. Now we're in a much better financial position. I tell everyone to go to Citizens Advice now."

## Our year in a glance



**15,287** people have asked us for advice with **25,118** issues, compared to the previous 12 months at 24,438 different issues.



**44%** of those seeking advice were disabled or had a long term health condition

### Key Issues



**8,184** Benefit, Tax  
Credit issues



**5,860** Debt issues



**2,368** Housing issues



**28%** increase in issues relating to Housing Association Properties  
**39% increase** in issues relating to Employment Support Allowance  
**160%** increase in issues relating Guarantor Loan Debts  
**136%** increase in issues relating to Debt Relief Orders  
**25%** increase in issues relating to Employment Tribunals

**200** Issues of threatened homelessness



**302** Referrals for food banks



**2,135** Issues relating To employment



### Outcomes

Income gain came to **£1,215,763**

Debt written off came to **£1,109,168**



# The impact of our advice

## Our advice solves problem and lives

### Solving problems

We have robust evidence to the effectiveness of our advice provision showing that our service really works.



**2 in every 3** clients have their problem solved



**78%** Said that they would not have been able to resolve their problem without us.

Whoever you are, whatever your problem and however you access our advice locally, we're just as likely to solve your problem.

This is the level of consistency is testament to our advisers skill in knowing how to deliver the right advice and best support our clients, regardless of issue or circumstance.

As part of their research, nationally, Citizens Advice followed up with clients 3-5months after receiving advice – often problems need more time to be resolved.

Where a problem has not been resolved, our evidence shows there are often systematic barriers or market failures which prevent problems being solved. Our research and campaigns work aims to remove these barriers by improving policies and practice.

### Changing lives

Our advice does more than help solve the immediate problem: it can reduce stress, improve finances and stabilise housing or employment.



**1 in 2** had more money or control over their finances



**Nearly 1 in 5** found it easier to do their job or find a job



**Nearly 1 in 4** had more secure housing situation



**1 in 5** had a better relationships with other people

# Miriam's Story

Miriam contacted Citizens Advice Bournemouth & Poole through our email advice to discuss her financial problems.

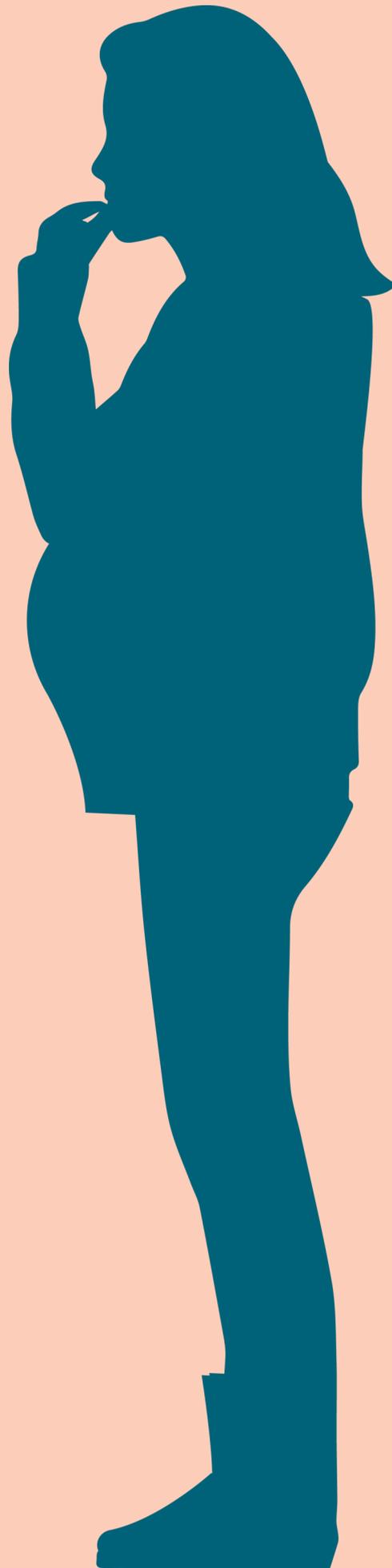
“After I fell pregnant my only income was maternity allowance and it became a struggle to pay my bills. I used the website to email Citizens Advice Bournemouth & Poole for help. They called me soon after and suggested I do a quick benefits check with their online benefits calculator . I found that I was eligible for Universal Credit and Council Tax Support.

That was a huge relief but I wasn't sure exactly how to fill out the forms, I really didn't feel confident that I would get it right and knew that if it wasn't done properly there would be a delay in getting the financial help I needed.

The adviser told me that there was a drop in available at the Town Hall where they could help me fill in these online forms. I was really happy with the help I got from Citizens Advice.”

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**“The adviser told me that there was drop in at the Town Hall where they could help me fill in these online forms. I was really happy with the help I got from Citizens Advice.”**



# Our projects

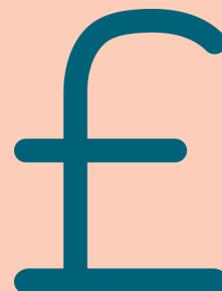
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## Money Advice Service Funded Debt Project

We provide advice, support and guidance to those in financial difficulty supporting people with insolvency, write offs or negotiations.

We have 1.5 FTE debt specialists delivering service supported by our generalist advisers.

This project is funded until March 2019.



## Specialist Benefit Appeals

Through this project we can advise, guide and support someone through their benefit appeals from mandatory reconsideration, appeal and tribunal.

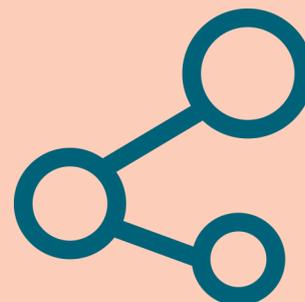
We have a 0.8 FTE specialist who is supported by our generalist advisers. This project is funded by the Valentine Trust and Alice Ellen Cooper Dean Charitable Trust .

## PensionWise

Bournemouth & Poole are part of the South West partnership that delivers pension guidance helping people to understand their pension options under the pension freedoms act.

We have 1.5 FTE guiders delivering across Dorset. Which is funded by Citizens Advice and the Department of Work and Pensions.

The project is funded until March 2019.



## Water Guru Project

We provide advice and guidance to those on a low income and struggling with their water and sewage bills. Supporting them in applying for social tariffs and grants.

This is funded through Wessex Water and South West Water.

The project is funded until March 2019.

### Universal Credit Support

We provide advice and support to those who are homeless or at risk of homelessness and are claiming or need to claim Universal Credit.

We have a drop in at the Town Hall on Tuesdays and Wednesdays. The project is funded by Bournemouth Borough Council until March 2019.



### Macmillan Specialist Benefit Service

Through this project we provide advice and guidance on applying for benefits and accessing financial support available to those affected by cancer.

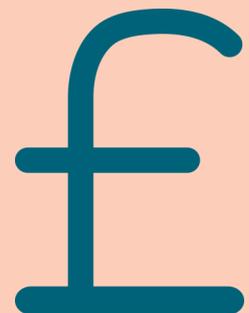
This project is funded by Macmillan Cancer Support until December 2019.

### Financial Wellbeing Service

This Borough of Poole funded project enables us to provide advice and guidance to those at risk of homelessness.

Tackling issues that are putting their housing at risk such as debt, financial capability, domestic violence and addiction.

This project is funded until March 2019.



### Income Maximisation Project

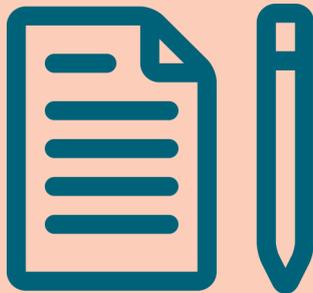
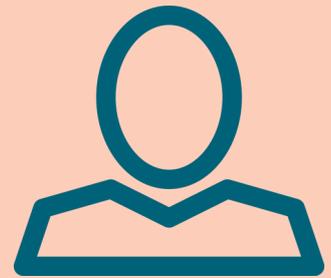
Supporting the residents of Poole, Christchurch and East Dorset with maximizing their income by assisting them with universal credit and other relevant benefit claims. Signposting to other relevant support services where appropriate.

Funded by the Stour Valley & Poole Partnership until October 2018.

### EDAS Outreach

0.1 FTE service specifically for those accessing and using EDAS providing appointments to those recovering from addiction at their offices in Poole. For support with debt, benefits or housing.

Funded by EDAS until October 2018.



### Personal Budgeting Service

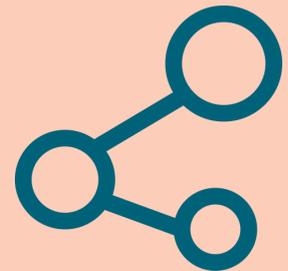
Referral based project from Jobcentre+ for those claiming Universal Credit but need support with budgeting their finance in preparation to moving from weekly or fortnightly payments to monthly.

Funded by SVPP until January 2019.

### St Ann's Benefit Project

Specialist benefit project delivered with in St Ann's Psychiatric Hospital. Offering appointment to in-patients requiring advice and guidance with claiming benefits or appealing benefits decisions.

This 0.5 FTE specialist project is funded by the Borough of Poole until March 2019.



### Cherry Tree Nursery Outreach

Project specifically for those working and volunteering at the Cherry Tree Nursery in Poole . Providing advice and guidance on benefit entitlement and appeals when necessary.

Project is funded by Cherry Tree Nursery until March 2019.

# OUTREACHES

## Ensuring we are accessible to the community

.....

One of our main aims for 2017/18 was to improve our accessibility within the community. At the beginning of 2017 we only had 7 outreaches based in libraries and community centres. By the end of March 2018 we have 14 different outreaches in addition to our weekday drop in at the Town Hall.

<b>Weekday</b>	<b>Outreach</b>	
Monday	Rossmore Library	10am -12pm
	Poole Central Library	9.30am – 12pm
	Townsend Community Centre	9am – 12.30pm
	Hamworthy Library	9.30am – 1pm
	Southbourne Library	2pm – 5pm
	Turlin Moor Childrens Centre	1.30pm – 3.30pm
Tuesday	West Howe Library	9.30am – 1pm
	Broadstone Library	9.30am – 1pm
	Canford Heath Library	2pm – 5pm
	Poole Jobcentre Plus	2pm – 5pm
Wednesday	Rossmore Library	10am -12pm
	Poole Central Library	9.30am – 12pm
	Bournemouth Jobcentre Plus	10am – 1pm
Thursday	Boscombe Library	9.30am – 1pm
	Kinson Hub	9.30am – 1pm
	Westbourne Library (alternate weeks)	2.30pm – 5pm
Friday	Poole Central Library	9.30am – 12pm

# Research and Campaigns

## We aim to improve policies and practices

.....

Some problems are too difficult to solve with advice alone, often where there is a systematic issue with a market, a policy or a set of regulations. This is why our research and campaigning functions are so important

By listening closely to the people who come to see us, using our real-time data and gathering insight and intelligence from clients, consumers and frontline advisers, we spot emerging issues and policies, practices and regulations are not delivering for society.

We then take action locally and nationally as part of the Citizens Advice network. This involves:

- Publishing evidence reports
- Expressing views through national and local media
- Responding to consultations
- Working with regulators
- Giving evidence to select committees
- Providing briefings to MP's and local councilors

Our local reach means we understand the issues affecting people all over the country. And our national network means together we have a voice to really change things.

### Universal Credit Campaign

We have worked locally and nationally on the campaigning for changes to universal Credit.

<p><b>Digital Disadvantage Report</b></p> <p>Countywide cluster report exploring the impact of Universal Credit on those who do not have access to the internet across Dorset.</p>	<p><b>Universal Credit &amp; Debt</b></p> <p>National research through Casebook the completion of surveys with Universal Credit claimants and the impact claiming Universal Credit has had on their finances.</p>	<p><b>Third Party Phone Number</b></p> <p>Countywide campaign gathering evidence to show the need for a third party phone number to the Universal Credit department. Currently evidence shows that our advisers on average are spending 45minutes on hold.</p>
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## Awareness Campaign

We also run awareness campaigns and education programmes to help inform people of their rights and to create a community of informed, confident consumers.

Two such campaigns we've taken part in the last year

### Big Energy Savings Week

Helping people know how to check tariffs, switch suppliers where needed, and make their homes more energy efficient and cutting energy bills.

### Scams Awareness Month

We work with Trading Standards to help people avoid being ripped off by dishonest traders and scammers.



## Future Campaigns

Moving into 2018/19 we have 3 key campaigns:

### Targeted Enforcement Project

Partner project with Bournemouth Borough Council. Through this campaign we will promote, raise awareness and encourage the communities of East & West Boscombe, Springbourne and Eastcliff to know their rights as a tenant, landlord's responsibilities and encourage them to report.

### West Hill Migrant Project

Another partnership project with Bournemouth Borough Council. With the aim to encourage tenants to report their landlords when they are not properly addressing concerns, repairs or illegal evictions.

The West Hill area is primarily made up of migrant families who are on low incomes and have no other option but to rent rooms within HMO's that are converted over crowded hotels that have a reputation of being in poor condition. In addition to this there are some illegal immigrants living within the area that have been housed within the HMO's.

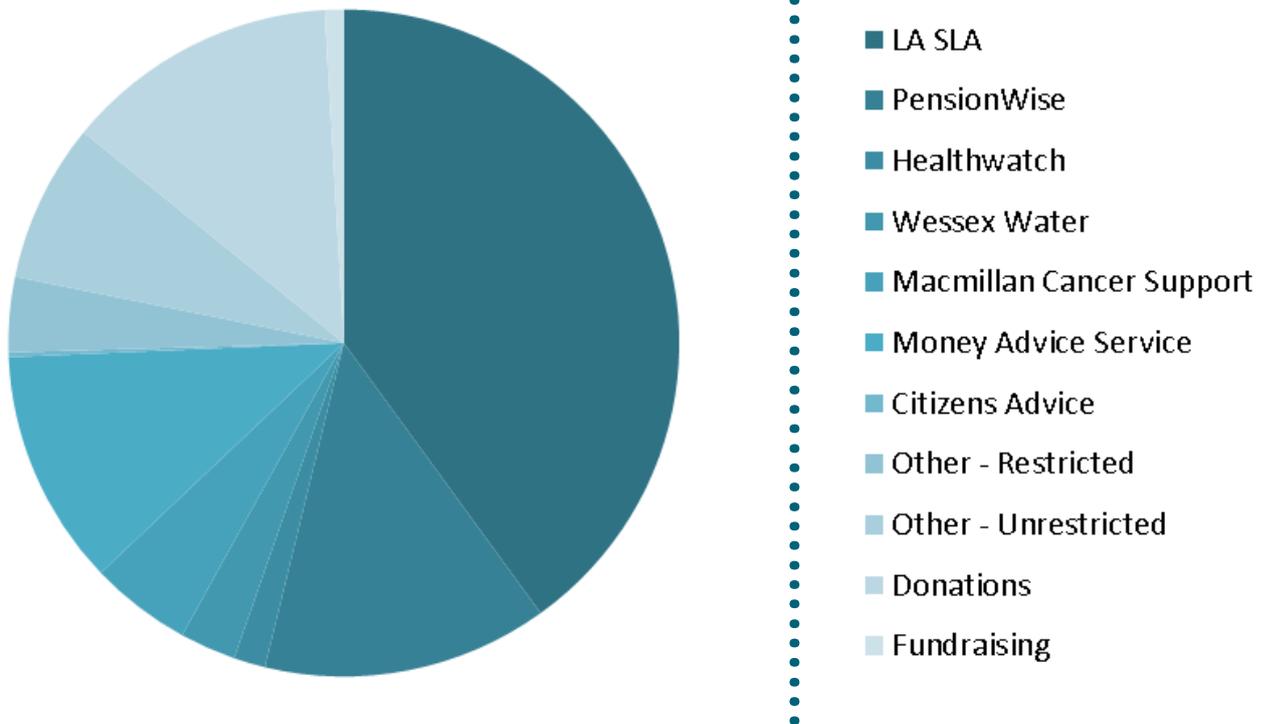
### Hate crimes and Discrimination Project

Through this campaign we will be raising awareness of hate crime, the impact discrimination and hate crime has on the victim and their community. We will be promoting the support Citizens Advice Bournemouth and Poole can provide victims and their families to report and tackle incidences through education and awareness.

# Income

## 2017/18

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**Total Income 2017/18: £569,431**  
**(2016/17: £472,650)**

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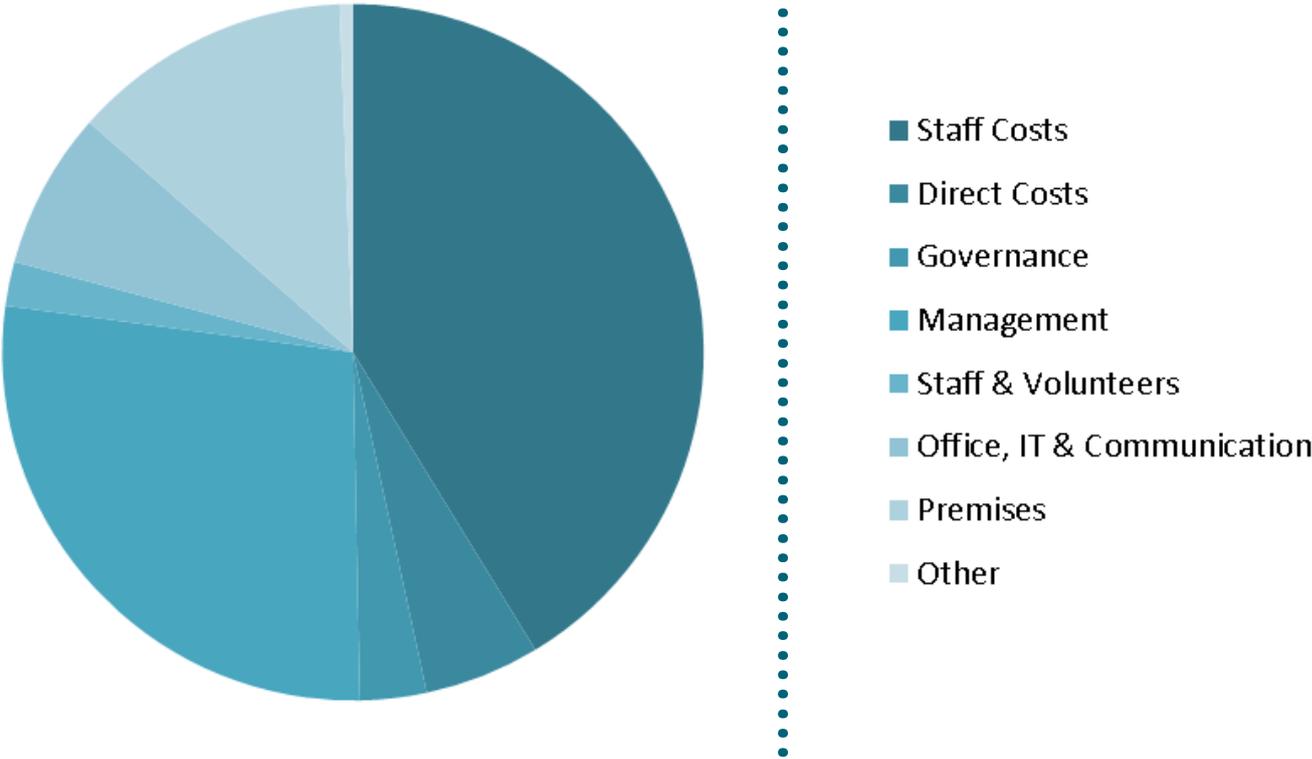
In 2017/18 total income for Citizens Advice Bournemouth & Poole was £569,431 compared to £472,650 in the previous year. This increase was due to the merger .

The LA SLA is in relation to our Local Authority core funding from Bournemouth Borough Council and the Borough of Poole. All income has been in relation to specialist projects such as our Water Guru project funded by Wessex Water and South West Water, our debt advice project funded by the Money Advice Service and our pension guidance service funded by PensionWise.

We have also been successful in securing some donations from local charities such as Valentines Charitable Trust and the Alice Ellen Cooper Dean Charitable Trust which has enabled us to continue our specialist benefit appeals service.

# Expenditure

2017/18



**Total Expenditure 2017/18: £632,469**  
**(2016/17: £512,578)**

This year Citizens Advice Bournemouth & Poole spent £632,469 delivering our charitable activities this is in comparison to the £512,578 during 2016/17. The above chart shows our 2017/18 expenditure against our key budget lines.

We have had an increase in expenditure including an overspend partially due to the merger between the two organisations and the expansion of the service across the conurbation which has meant that we have invested in our staff and service.

There is a clear plan to replenish our reserves moving into 2018/19 ensuring we are in-line with our reserves policy and the organization is robust and sustainable for the future.

# Thank you to our funders:

## We gratefully acknowledge all funding support

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Citizens Advice Bournemouth & Poole enjoys support from a wide range of funders, and we obtain the maximum value for every pound we spend. We would like to thank all of the organisations that have supported us during 2017/18. We look forward to working with you all in future years.

### Local Authority funders

- Bournemouth Borough Council
- Borough of Poole
- Stour Valley & Poole Partnership

### Citizens Advice Partnership Funders

- Department of Work and Pensions—PensionWise

### Other public bodies

- The Money Advice Service
- Big Lottery Fund—Awards For All

### Other major funders

- Wessex Water
- South West Water (formerly Bournemouth Water)
- Macmillan Cancer Support
- East Dorset Drugs & Alcohol Service (EDAS)
- Cherry Tree Nursery
- Hamworthy Advice Service
- Alice Ellen Cooper Dean Charitable Trust
- Valentine Charitable Trust

# Thank you to our sponsors:

## We gratefully acknowledge all your support

.....

Citizens Advice Bournemouth & Poole would like to thank all those companies who have offered advice, sponsorship and prizes during 2017/18 .

### Prizes

- Dorset Marine Training, Poole
- The Boat Club, Poole
- The Village Hotel, Bournemouth
- Nordic Walking, Poole
- ZipWire Experience, Bournemouth
- Rock Reef, Bournemouth
- Sands Hairdressing, Southbourne
- Tesco, Southbourne
- Tesco, Triangle, Bournemouth
- Flying Tiger, Bournemouth
- The Works Ltd, Bournemouth
- The Hermitage Hotel, Bournemouth
- The Duck, Westbourne

### Sponsorship

- Ridgewater Energy

### Advice & Guidance #

- Investec - Bournemouth
- Barclays Wealth – London
- RJ & Chapter Marketing, Bournemouth

# How to get involved

## Whether you donate your money, time or skills, you can help us make a difference

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Citizens Advice Bournemouth & Poole is a registered charity reliant on donations and funds from a variety of sources. Together from **280** other local Citizens Advice members and the national Citizens Advice Charity we make up the Citizens Advice Service.

For over 75 years, the Citizens Advice service has helped tens of millions of people to solve their problems. We help people develop skills they need to help themselves and we campaign on the issues that our clients face to bring about policy changes that benefit everyone.

Nationally over **19,000 volunteers** contribute an **estimated £119 million** working hours annually to the Citizens Advice service. Citizens Advice Bournemouth & Poole employs 39 people who work alongside **76** volunteers.

The demand for our services is as great as ever. Our volunteers, staff and supporters ensure we are ready with help and advice when we are needed. If you would like to work and to make a difference why not get involved?

### Fundraising

From fun runs to running the London Marathon, from bake sales to sky dives – there are many ways to help us raise vital fund. To find out more contact us.

### Donate

As a charity we rely on support from people like you to ensure we are ready to help with advice when we are needed. Every penny really does make a difference. To donate go to: <https://mydonate.bt.com/charities/citizensadvicebournemouth>

### Volunteering

Volunteering your time with Citizens Advice Bournemouth & Poole is a rewarding way to make a real difference to the lives of people in your community. It's a great way to pick up new skills, use existing ones, make friends and feel part of an enthusiastic team.

There are many different roles to choose from; advisers, administrators, receptionists, trustees, campaigners and IT specialists. To find out more visit: <https://www.bournemouthcab.co.uk/get-involved/>



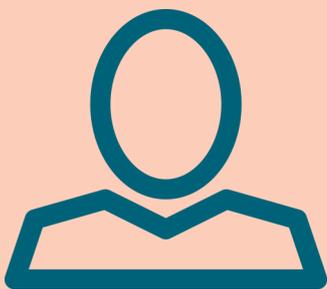
**£479,030**

The estimated value of the hours donated last year by our 76 volunteers in Bournemouth & Poole.

# How to get advice from us

Whoever you are, whatever the problem, we're here to help—in person, by phone and online

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## Face-face Advice

### Visit:

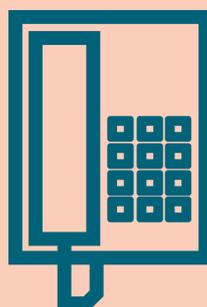
Town Hall, Bournemouth  
Monday to Friday  
10am - 3.30pm

Poole Central Library  
Monday, Wednesday & Friday  
9.30am - 12pm

### Face-to-face Outreaches

We also have a range of outreaches across the conurbation.

More information can be found on page 31 or on our website  
[www.bournemouthcab.co.uk](http://www.bournemouthcab.co.uk)



## Telephone Advice

You can call Dorset AdviceLine to speak to one of our advisers

Call  
**03444 111 444**

Lines open  
**Monday to Friday 10am - 4pm**

Calls to this service **cost the same as calling 01 or 02 numbers.** They will usually be included as part of a mobile allowance or landline call package. Landline calls typically cost up to 12p per minute plus a set up fee of up to 19p per call. Calls from mobiles typically cost between 3p and 55p per minute. Tariffs vary and are subject to change please check with your provider.



## Online Advice

You can find Self Help information on the Citizens Advice website.

Visit:  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Webchat

If you can't find what you are looking for on the website, you can chat online with an adviser.

### Email

You can email us for advice using our contact us page on our local website.  
[www.bournemouthcab.co.uk](http://www.bournemouthcab.co.uk)





# Free, confidential advice.

# Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion quality, and challenge discrimination and harassment.

We're here for everyone.

**Registered office:**

**Citizens Advice Bournemouth & Poole  
The West Wing, The Town Hall  
Bourne Avenue, Bournemouth, BH2 6DX**

**AdviceLine: 03444 111 444**

**Online advice: [citizensadvice.org.uk](https://citizensadvice.org.uk)**

**Administration office:**

**Citizens Advice Bournemouth & Poole  
Bournemouth Library, 22 The Triangle  
Bournemouth, BH2 5RQ**

**Telephone: 01202 290967**

**Website: [bournemouthcab.co.uk](https://bournemouthcab.co.uk)**

Citizens Advice Bournemouth & Poole is a registered charity and a member of the National Association of Citizens Advice.

Charity Registration number: 1074727

Company limited by guarantee in England and Wales. Registered number: 0537836

Authorised and regulated by the Financial Conduct authority. FRN: 617515