

**Appendix B – West Devon Citizens Advice Bureau SLA Report**  
**April 2012 – March 2013**

<p><b><u>Extract from SLA</u></b></p>	
<p><b>2.3 CORE SERVICES FUNDED UNDER THIS AGREEMENT</b></p>	
<p>The Bureau will take a co-ordinated approach to service delivery, which will ensure that:</p> <ul style="list-style-type: none"> <li>▪ Demand can be managed effectively;</li> <li>▪ Clients in greatest need receive the most appropriate service;</li> <li>▪ The maximum number of clients can be dealt with.</li> </ul> <p><b>Gateway Assessment (GA)</b> Please see Appendix for GA data.</p>	<p>In order to be of benefit to all, our service is provided free of charge through face-to-face consultations or by telephone through our sites Okehampton and Tavistock. Sessions are operated by volunteers who are supported and supervised at all times by a paid Advice Session Supervisor.</p> <p><b>Gateway Assessment methods recognise that:</b></p> <ul style="list-style-type: none"> <li>• There are some people who are able to resolve their own problems provided that key elements of information are identified and /or highlighted (assisted information);</li> <li>• There are some people who are able to resolve their own problems following detailed advice or a brief intervention on their behalf (generalist advice);</li> <li>• There are some people, those in greatest need, who, at a particular point in their lives require a skilled adviser to act on their behalf (referral).</li> </ul> <p>During the year 681 clients went through the WDCAB Gateway process. In total we saw 1840 clients, 1240 of whom were new to CAB. 6,935 contacts were made to deal with the 6,219 issues raised. The interdependence of the corner stones of living were represented; 7% concerned employment, 6% concerned housing and 5% relationships. Demonstrating its overriding influence of the need to be financially stable were debt enquiries at 16% and 53% concerned the need to for Welfare Benefits advice.</p>

<p>Adviceline: a single telephone number for the people of Devon</p>	<p><b>Adviceline</b> is the single telephone number which WDCAB has been piloting, and which was adopted by all Devon CABx in December 2012. Throughout 2012/13 at WDCAB the <b>Advice Services Fund</b> enabled employment of a paid Adviceline operative for 22 hours of Gateway Assessment, the doorway into the full advice service, thus preserving our extended opening hours. Having a paid Gateway Assessor available to answer the Adviceline has resulted in WDCAB being able to deal with 81% of the calls it receives, thus proving many fold the worth of the project. Additionally, it provided the opportunity for the Development Officer to use dedicated hours to work toward securing the Bureau's financial future into 2013/14 and beyond, something key in a year of financial uncertainty. A grant from Okehampton United Charities towards costs of Okehampton service was gratefully received. Applications to Devon County Councillors and Citizens Advice Bureau Grants were successful will allow the continuation and extension of the paid Adviceline post into 2013/14.</p>
<p>Working with HMP Dartmoor</p>	<p>We continued to work with the Resettlement and Reducing Offending staff at <b>HMP Dartmoor</b> to deliver advice to 45 prisoners. After a Health &amp; Safety inspection the procedures for delivering this service will be amended from September 2013.</p>
<p>Information kiosk</p>	<p>An <b>information kiosk</b> linked to the internet and including access to Adviceline, the CAB self-help website, is available in partnership with West Devon Borough Council at their One-Stop-Shop office in Okehampton between office hours of 9.00 – 5.00 weekdays. This facility enables people to research and address their enquiries with an inherent CAB presence.</p>
<p>Legal and employment specific advice</p>	<p>Appointments with an <b>Honorary Legal Adviser</b> have continued for another year. We thank Jason Libby, of Drake Legal, Brentor and Sean McHugh of Queens Street Chambers, Exeter for providing this service pro bono. Appointments were also available with our volunteer <b>employment specialist</b> adviser who has usefully progressed cases to Employment Tribunal level.</p>

<p><b>Young people</b></p>	<p>These services are available fortnightly and are accessible by full advice interview.</p> <p>Young people are another hard to reach group and we have made an attempt to attract the ‘missing’ client age group of <b>17-24 age group</b>, whom Welfare Reform is likely to affect. This age group is particularly hard to attract to CAB as it is an IT savvy group with its own network. Nonetheless WDCAB has had a project with Room 13 in Okehampton since February 2012; although it is proving slow starting it has been of use to the few young people who have sought advice</p> <p>With IT in mind we have begun to use Twitter and Facebook reach a wider audience. We posted about such things as the House of Commons report on ATOS, Welfare Benefits reform and what the changes mean and feeding in from a team meeting speaker from the Illegal Money Lending Team warned about loan sharks.</p>
<p><b>Services additional to the core SLA service</b></p>	
<p>Specialist debt and welfare benefits</p> <p>Financial capability</p>	<p>The <b>specialist debt and welfare benefits</b> advice surgery provided on our premises in partnership with North Devon, Mid Devon, Torrridge, Bideford and Bude Citizens Advice Bureaux as part of their Legal Services Contract continued to assist WDCAB clients but will cease on 1<sup>st</sup> April 2013 when the LSC contract ends.</p> <p>An opportunity to provide a more proactive way of dealing with money issues was begun with a financial capability project funded by the <b>Santander Foundation</b>. This helped to increase our capacity to deliver high quality training to people in greatest need of understanding and managing their money. Designed for individuals, groups, and the frontline workers who support them the Devon</p>

	<p>wide CAB targets were achieved but take up was poor in West Devon. A sparse population and personal reticence were probably factors in this but the skills learned will be carried into the future and we are planning to integrate Financial Capability into the generalist advice process...</p>
<p>Barnardos' Children's Centres</p>	<p>Our work with Barnardo's continued at Okehampton, Tavistock and Hatherleigh <b>Children's Centres</b>. The paid CAB adviser works in the midst of her potential client base by being present during sessions such as ante natal or 'play &amp; stay'. 132 clients have used this opportunity, 75% for the first time. An initial Gateway Assessment here will lead to a fuller interview in the Bureau. Enquires are often complex within this group of families all of whom have at least one child under 5, and are often multi layered. A significant number were affected by the changes to entitlement to child tax credit leading and significant delays in the processing of benefit claims has put some families into significant financial difficulty</p>
<p>Big Lottery Fund, Rural Outreach Project</p> <p>Incorporating Home visiting service, outreach sessions and West Devon Connect</p>	<p>This was the fourth year of the <b>Rural Partners Reaching Rural People</b> project, funded by <b>Big Lottery Fund</b> under the Advice Plus funding stream. The project addresses rural isolation and disadvantage brought about by health, circumstances and social exclusion in West Devon. It provides through a home visiting and outreach service, for those unable to get to our Bureau premises. A second purpose is build strength into the community in which it operates through partnership and enablement and this has been achieved with the 33 partners through our West Devon Connect Partnership, who saw 2886 people in 2012/13. RPRRP assisted 276 of these; 13 were helped with debt management, and 770 financial outcomes were recorded at an average of £5800. Confirmed figures to date are of gains of £896,459 to help overcome disadvantage, but correlates up to an estimated £1,487,432. Our client satisfaction survey reveals an enhanced quality of life for project clients. 56% of those who responded felt in better health because of the advice they had received.</p>
<p>CABx working together in Devon; CABDevon</p>	<p><b>CAB Devon</b> is a company limited by guarantee and a consortium of six Devon</p>

<p>Additional funding to improve access.</p>	<p>CABx and Devon Welfare Rights Unit, a Citizens Advice department. It was officially launched following the Citizens Advice AGM in September 2012 at Exeter University.</p> <p>The Board have taken an active and contributory part in the building of the CABDevon consortium with a view to the additional security the enterprise will lend to WDCAB's future. Noel Cartwright represents WDCAB at all CABD Board meetings and the Bureau Manager attends when required to. CABD has been part of several small but valuable campaigns such as Staying Warm Keeping Well, a scheme to promote insulation and Surviving Winter, where some of the governments £250 Winter Fuel grants were offered back by those who felt they did not need it, so they could be redistributed to those who did. Calculated on a % basis all 5 of the £125 grants allocated to WDCAB were paid out to residents in fuel poverty.</p> <p>A successful application to the Big Lottery Fund <b>Awards for All</b> has covered the cost of a new telephone system for both offices, a paid member of staff retired, and the photocopier contract was changed.</p>
<p>In accordance with the Citizens Advice membership agreement the subjects covered will include:</p> <ul style="list-style-type: none"> <li>Money and debt advice</li> <li>Welfare benefits</li> <li>Employment</li> <li>Housing</li> <li>Family and personal matters</li> <li>Taxes</li> <li>Immigration and nationality</li> <li>Health</li> <li>Education</li> <li>Consumer issues</li> </ul>	<p>Statistics shown are for period 1.4.13 and 31.3.13.</p> <p>Please see Appendices for full details.</p>

<p><b>2.4 MEANS OF ACCESSING THE SERVICE</b></p> <p>The core service shall be available at the locations and times specified in Appendix 1 of the SLA:</p> <p>by letter and fax; to personal callers on a drop-in basis; by face-to-face appointments for general help; By telephone.</p> <p>All these services shall be clearly advertised through appropriate local media.</p>	<p>Advice is available by all required methods and is advertised widely and clearly in local press articles, publications and events, including West Devon Connect events.</p> <p>2011 saw the launch of WDCAB website <a href="http://www.westdevoncab.org.uk">www.westdevoncab.org.uk</a>. From this one access point the public can learn about what, when and where WDCAB does, and volunteer to join us or read about our current social policy campaign issues. Our partners can make referrals for clients needing our services, and the direct links to the Citizens Advice Adviceguide self-help webpage gives access to anyone wishing to research a problem at any time or place convenient to them. WDCAB, and all Devon CABx, websites are also available by link from the <a href="http://www.cabdevon.org.uk">www.cabdevon.org.uk</a> and <a href="http://www.askdan.me">www.askdan.me</a> websites.</p>
<p><b>2.5 QUALITY ASSURANCE</b></p> <p>The bureau complies with Citizens Advice Quality Assurance Standards Membership Agreement, which is fully convergent with the Community Legal Service Quality Mark at General Help level but contains additional requirements. The quality areas covered are:</p> <p>Quality of advice; Quality of social policy work; Governance; Operational management; Financial management; Planning and managing resources; Volunteers and paid staff; Training and people development; Networking and partnership; Complaints and suggestions; Client-centred service;</p>	<p>Following a successful Citizens Advice audit in 2010 of both quality of advice and operational standards, Citizens Advice service membership has continued bringing with it accreditation to Community Legal Service Quality Mark at General Help level. Citizens Advice membership is audited for every three years and in April a Quality of Advice Assessor awarded WDCAB a mark of 80%, placing it once again in the top 17% of CABx nationally. This is true validation of the service we offer at WDCAB. The operational aspect of the CitA audit was carried out remotely, as it coincided with the final moves towards merger of WDCAB and its neighbouring Bureau Torridge, North Devon &amp; Mid Devon CAB, which is also to be audited in 2013. Nothing untoward at WDCAB was reported by the CitA auditor</p> <p>Careful husbandry of Bureau funds is a material responsibility for the Board. The charity is only too well aware of the financial pressures experienced by its major funders, and in view of this has taken active measures to seek additional sources of funding for its services. During 2012.13 various smaller funds have been successfully found to support the services provided by the team of</p>

<p>Case management.</p> <p>A copy of the scheme is available on request.</p>	<p>volunteers and to continue the sound base for the client based service.</p> <p>Maintaining the service and securing it into the future is an obvious part of our Business and Development plan. Exploratory talks with neighbouring CABx developed into discussions of the potential for an amalgamation with Torridge, North Devon &amp; Mid Devon CAB and a working party was set up. This is of particular importance with regard to the fact that the BLF A+ project whose successes and activities are outlined elsewhere in this report, ends on 31st March 2014, but will also allow an expansion of revenue sources and development of effective partnerships for the future.</p> <p>Kingdon House Association, the CAB landlord s in Tavistock has long been aware of the restrictions of their old building and able to commission a local architect to look at a complete redesign and refurbishment. Of course, space for WDCAB is included in this and we were pleased to be asked to contribute to the architects ideas. The new plans aim to provide complete disabled access both into and within the building.</p> <p>The Board are also employers of the paid staff and recognise and accept the responsibilities this brings. The team of 10 paid staff and 45 volunteers are provided with opportunities to learn and develop; retention is high thus giving stability to the service. 11 volunteers joined as Gateway Assessors, 2 as Advisers, as Financial Capability workers and 2 as trustees. Two volunteers left to take employment, one to move into further education and two retired.</p> <p>Future plans for the Board</p> <ul style="list-style-type: none"> <li>• Continued involvement with the <b>CABDevon</b> consortium, thereby gaining the opportunity to provide services that it could not support alone.</li> <li>• Participation in the national project, <b>Healthwatch</b> through partnership with the Community Council of Devon. Our Healthwatch Champion</li> </ul>
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	<p>who will work at client level, dealing with the realities and actual experiences of those with health and social care needs and playing an invaluable part in shaping services for the future. It provides the opportunity to simultaneously use CAB advice skills and to fulfil our social policy aims.</p> <ul style="list-style-type: none"> <li>• Adoption of the new Citizens Advice electronic <b>case recording</b> system, Petra. Petra brings increased levels of Information Assurance (data protection) and has been piloted for over 18 months.</li> <li>• The Governments <b>Welfare Reform</b> programme seeks to address the fact that the working-age welfare budget has risen by 40 per cent in real terms during the last decade, a decade of economic growth, and to reduce spending by £18bn before 2015 and the Chancellors 2012 budget contained measures for a further £10bn reduction. The base line of these cuts is encouraging people into work and away from Welfare Benefit support, regardless of their circumstances. It will do this by changing both qualification for and administration of Welfare Benefits and the people affected by WR are already coming to CABx for advice but more will do so as the introduction timetable becomes a reality.</li> <li>• Having appointed a Business Consultant to examine the probity of a <b>merger</b>, the working party accepted her conclusion that “A merged Bureau would be stronger, not only financially, but also operationally with the opportunity to share and implement best practice by both parties. There is therefore a good business case for merger”. Due Diligence was carried out, including close examination of finances, consideration of the new governance, consultation with interested parties, gaining permissions, and of generally progressing toward the final act of merger. The merger was ratified at an EGM’s on 19th June in Okehampton for WDCAB and 25th June in Bideford for TNMDMCAB and Torridge, North, Mid &amp; West Devon CAB came into being Now begins the real work of restructuring, developing and implementation.</li> </ul>
The bureau will inform the Council(s) of the results of	At its Annual Liaison Visit with Citizens Advice, where various scenarios and



any audit or quality assurance review which indicates less than fully satisfactory performance.	risks are explored, West Devon CAB was awarded “medium risk bureau” status. This reflected the uncertainty of funding following the ending of various restricted fund income flows and the potential effect that might have on the future Bureau service delivery.
<p>The bureau will provide to the Council the annual information that it provides to Citizens Advice such as follows:</p> <ol style="list-style-type: none"> <li>1. Opening hours and locations from which the service is provided;</li> <li>2. Number of client contacts;</li> <li>3. Number and nature of issues dealt with;</li> <li>4. Number of issues categorised by their complexity;</li> <li>5. Percentage of people using the bureau by telephone;</li> <li>6. Number and nature of any formal complaints about the bureau which are upheld.</li> </ol>	<p>1 –5; Please see appendices for this information. Please see section 1 of this report for full explanation of available services.</p> <p>Two complaints were made about difficulty in getting through on Adviceline, one of which also complained about the cost when using a mobile phone. A cheaper 0300 number has been introduced for mobile phone users. There was also a complaint about sparse advice and information, which proved to be the case as the client had already progressed her enquiry to its resolution before coming to CAB.</p>
<p>Amount of benefit generated for clients during each 12 month period. Analysis of amount of debt dealt with. Information about where clients reside by town or ward. Any other information of value that the bureau can readily supply, making appropriate use of CASE</p>	<p>During 2012/13 WDCAB helped clients to gain Welfare Benefits of £1,504,217</p> <p>Please see Appendices</p>

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**Appendices**     **Statistics shown are for period 01/04/12 – 31/03/13 unless otherwise indicated.**

1. Key WDCAB Annual Monitoring Statistics key WDCAB Outcomes 2012.13
2. Key West Devon outcomes
3. Gateway Assessment; contact methods and next steps
4. Advice services times, venues and purposes and client profiles
5. Contact types
6. WDCAB enquiries by type and breakdown of benefits enquiries and comparison Q1 2012/13 & 2013/14
7. Complexity of issues dealt with
8. Adviceline enquiries
9. Debt enquiries
10. Where do our clients reside?
11. Client satisfaction survey

**Appendix 1; key WDCAB Annual Monitoring Statistics**

<b>WDCAB Annual Monitoring Key Statistics</b>	<b>11/12</b>	<b>12.13 face to face</b>	<b>12.13 Advice Line</b>	<b>12.13 total</b>
Number of client contacts	5,874	6033	1627	7660
Total number of issues handled	6,559	6219	1990	8209
Number of issues categorised by subject:				
Benefits	3,163	3296	785	4081
Consumer	103	103	84	187
Debt	1,278	1013	299	1312
Education	33	26	14	40
Employment	499	463	196	659
Finance (other than debt)	96	85	43	128
Health	69	77	25	102
Housing	353	371	196	567
Immigration	31	28	21	49
Legal issues	255	210	96	306
Relationship and family matters	372	299	152	451
Tax	121	74	18	92
Travel	36	34	19	53
Utilities	100	97	20	117
Signposting	5	5	0	5
Other	45	38	22	60
Amount of benefit generated for clients	£624,460	£1,504,217		
Amount of debt work dealt with by the bureau	£1,462,403	£2,497,873		

**Appendix 2: key West Devon  
Outcomes 2012/2013**

	Q1	Q2	Q3	Q4	TOTAL	Target	Difference
Issues	2035	2063	1884	1705	7687	4875	2812
Contacts	1910	1948	1777	1504	7139	5602	1537
Financial Gains	313,291	65,097	35788.87	97987.17	512164	£706,398	-194234
Estimated Gains	46,975	291,410	209323	220632.4	768340.4		
Presenting Debts	84277	1,121,314	375312	916970.1	2497873	£2,401,756	96117
New Volunteers (1)	4	9		3	16	7	9
eBEFs	16	20	20	25	81	35	46
New Funding	58585	9960	9000	9794	87339		

National SP Reports						4	-4
DSPG Meetings						4	-4
Health & wellbeing impact	5% of WDCAB clients returned a survey				56.00%	25%	31%
Client Satisfaction	5% of WDCAB clients returned a survey				95%	90%	5%
Volunteers Experience						80%	-80%
Devon Wide Campaign						1	-1

**Appendix 3: Gateway Assessment****Contact methods from Gateway Assessment**

Outlet	At Bureau	At Outreach	By Email from Client	By Letter/ Fax/Text	By Phone from Client	By Visit to Client	Other Contacts	Total No. of GA Contacts
ADVICE PLUS	46	17	1	0	8	0	0	72
CHILDRENS CENTRE	3	0	0	0	0	0	0	3
OKEHAMPTON	418	3	0	1	2	0	1	425
TAVISTOCK	648	1	1	1	4	0	6	661
<b>Total:</b>	<b>1115</b>	<b>21</b>	<b>2</b>	<b>2</b>	<b>14</b>	<b>0</b>	<b>7</b>	<b>1161</b>

**Next steps from Gateway Assessment**

Outlet	Assisted information	Signpost	Specialist appointment	Advice via Bureau Work Queue	Advice call transfer to external partner	Appointment in another bureau	Generalist Advice	Referral to external agency - non-CAB	Signposted to another CAB	Signposted to CitA Consumer Helpline	Signposted to external agency - non-CAB
ADVICE PLUS	22	0	2	1	0	0	42	0	1	0	1
CHILDRENS CENTRE	3	0	0	0	0	0	0	0	0	0	0
OKEHAMPTON	174	0	7	1	1	1	215	5	1	0	9
TAVISTOCK	295	0	27	10	0	1	190	50	1	4	28
<b>Bureau Total:</b>	<b>494</b>	<b>0</b>	<b>36</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>447</b>	<b>55</b>	<b>3</b>	<b>4</b>	<b>38</b>
<b>Bureau Percentage:</b>	<b>45.2 %</b>		<b>3.3 %</b>	<b>1.1 %</b>	<b>0.1 %</b>	<b>0.2 %</b>	<b>40.9 %</b>	<b>5.0 %</b>	<b>0.3 %</b>	<b>0.4 %</b>	<b>3.5 %</b>

**Appendix 4: Advice services times, venues and purposes as at 31/03/13**  
**See section 1 of this report for details**

WDCAB, The Ockment Centre, North Street, Okehampton, EX20 1AR. Adviceline: 0844 111 444

Monday: Closed

Tuesday: 10.00 – 14.00

Wednesday: 10.00 – 14.00

Thursday: 10.00 – 14.00

Friday: Closed

Gateway Assessment and advice appointments operate throughout all sessions by telephone and face-to-face.

WDCAB, Kingdon House, North Street, Tavistock, PL19 0AN. Adviceline 08444 111 444

Monday: 10.00 – 14.00

Tuesday: Closed

Wednesday: 10.00 – 14.00

Thursday: Closed

Friday: 10.00 – 14.00

Gateway Assessment and advice appointments operate throughout all sessions by telephone and face-to-face.

Advice is not currently available by email at either office.

**Additionally**

- Alternate Wednesdays: LSC specialist benefit/money/debt advice at the Okehampton office by appointment.
- 1<sup>st</sup> and 2<sup>nd</sup> Wednesdays of the month: within HMP Dartmoor for prisoners.
- Alternate Wednesdays: 2.00 – 4.00 employment advice at the Tavistock office by appointment.
- Each Wednesday 2.00 - 4.00: Legal advice session available to WDCAB clients at the Tavistock office by appointment. For some of the year a parallel service was offered in the Okehampton office.
- A kiosk with access to the Citizens Advice public information site [www.adviceguide.org.uk](http://www.adviceguide.org.uk): open hours at the WDBC ‘One Stop Shop’ office in Okehampton. From 01/04/13 a kiosk was also available in the IT suite accessible to the public at The Ockment Centre, Okehampton.

Projects with restricted and time limited funding which allow provision of advice

Big Lottery Fund Advice +: ( funded until 31/03/14) Home visiting to provide accessible generalist legal advice, to overcome rural isolation and disadvantage brought about by health, circumstances and financial and social exclusion and to work with partners to increase access points, quality and impact. Two advisers, three days a week each.

Outreaches at Bere Alston surgery and Princetown Village Centre, monthly for two hours by appointment and at Hatherleigh market, fortnightly for three hours, by appointment or as a drop in.

From February 2012 a monthly two hour session at the young people centre in Okehampton, Room 13, by appointment or as a drop in. This is a pilot service which is proving slow to provide.

Barnardo's: An embedded CAB adviser at various Children's Centre sessions throughout the Borough. (Currently funded until 31/03/13).

**Client profile - face-to-face service:**

During the year, the charity assisted 1,959 clients face-to-face. Data below is for those who gave the information. :

Age bands	Gender	Nationality	Disability	Employment status	Marital status	Housing tenure	Income	Household
80% were of working age. 52% of those were aged between 35 and 64	57% were female	93% were White British	27% were disabled or had a long term health condition	16% employed <30hpw 11% > 30hpw 26% were unemployed 21% were retired	28% single 57% married or partnered	32% private 18% HA/RSL 17% mortgaged 14% owned outright	23% <£400pcm 49% £600-£1,499 pcm	29% single 13% single with dependant children 26% a couple 25% couples with dependant children 3% couples without dependant children

<b>Appendix 5: contact types 2012/13</b>	BLF A+	Children's Centre	Okehampton	Tavistock		%
Initial Info/advice Bureau	27	27	459	772	1,285	18.5
Further - Bureau	30	30	651	648	1,359	19.6
Initial Info/advice Outreach	91	91	3	64	249	3.6
Further - Outreach	60	60	1	29	150	2.2
Initial Info/advice - Phone	51	51	8	9	119	1.7
Further From Client - Phone	131	131	114	28	404	5.8
Initial Letter,fax,text	1	1	3	3	8	11.5
Further Letter,fax,text From Client	17	17	26	3	63	90.8
Initial Visit To Client	25	25	0	0	50	72.1
Further Visit To Client	91	91	0	0	182	262.4
Initial - Email	3	3	0	1	7	0.1
Further From Client - Email	5	5	0	0	10	0.1
Initial Advice/info - Other	1	1	0	7	9	0.1
Further From Client – Other	5	5	5	1	16	0.2
Follow-up To Client-letter,phone,etc.	494	494	573	188	1,749	25.2
Referral To External Agency	10	10	9	1	30	0.4
Referral To Cab Specialist	16	16	31	6	69	1.0
Correspondence With Client - No Advice	17	17	13	25	72	1.0
Third Party - Correspondence	77	77	29	18	201	2.9
Third Party - Telephone	263	263	260	39	825	11.9
Third Party - Other	34	34	7	3	78	1.1
	<b>1,449</b>	<b>1,449</b>	<b>2,192</b>	<b>1,845</b>	<b>6,935</b>	

	Q1	Q2	Q3	Q4	TOTAL
Number of website hits	267	374	207	281	1129
Number of unique website users	226	305	188	228	947
Top 5 pages viewed	150	334	582	535	1601

#### **Appendix 6: WDCAB enquiries by type 2012/13**



<u>Category</u>	<u>BLF Advice plus</u>	<u>Children's' Centres</u>	<u>Okehampton</u>	<u>Tavistock</u>	<u>Annual Total</u>	<u>Col %</u>
Benefits	758	200	1197	1141	3296	53.0
Consumer	14	3	42	44	103	1.7
Debt	123	41	393	456	1013	16.3
Education	1	5	11	9	26	0.4
Employment	28	56	220	159	463	7.4
Financial	10	2	41	32	85	1.4
Health	19	0	27	31	77	1.2
Housing	54	26	135	156	371	6.0
Immigration	0	0	14	14	28	0.5
Legal	11	7	63	129	210	3.4
Other	14	1	10	13	38	0.6
Relationship	21	28	112	138	299	4.8
Signposting	0	0	2	3	5	0.1
Tax	15	3	27	29	74	1.2
Travel	11	0	19	4	34	0.5
Utilities	14	6	32	45	97	1.6
Total Issues	1093	378	2345	2403	6219	100.0

**Example of further breakdown of State Benefit enquiry area with Q1 2012/13 & Q2 2013/14 comparison of changing face of Benefit enquiries**

Category	BLF	Children's' Centres	Okehampton	Tavistock	Annual Total	Col %	WDCAB	
	Advice plus						Q1 2012.13	Q1 2013.14
Discrimination	0	0	0	1	1	0.0	0	0
Working+child Tax Credits	27	40	126	107	300	10.1	48	60
Jobseekers Allowance	24	8	86	103	221	7.4	46	49
National Insurance	0	0	10	3	13	0.4	4	3
State Retirement Pension	4	1	17	10	32	1.1	10	11
Incapacity Benefit	4	0	9	23	36	1.2	8	9
DLA-care Component	88	10	85	99	282	9.5	77	48
DLA-mobility Component	85	4	76	82	247	8.3	68	52
Attendance Allowance	105	1	10	20	136	4.6	42	45
Carers Allowance	32	4	35	12	83	2.8	26	15
Income Support	26	10	54	48	138	4.6	25	27
Pension Credit	42	0	56	61	159	5.3	42	22
Social Fund Loans-budgeting	1	1	3	7	12	0.4	9	0
Housing Benefit	40	14	115	137	306	10.3	60	72
Council tax benefit	0	0	0	0	0	0.0	59	-
Child Benefit	2	6	24	16	48	1.6	12	9
Employment Support Allowance	112	8	193	160	473	15.9	107	116
community care grants							6	-
Other Benefits Issues	117	73	162	143	495	16.6	102	157
Universal Credit	0	0	0	0	0	0.0	0	2
Personal Independence Payment	0	0	0	0	0	0.0	0	10
Localised Social Welfare	0	0	0	0	0	0.0	0	1

Localised Support For Council Tax	0	0	0	0	0	0.0	0	25
Benefit Cap	0	0	0	0	0	0.0	0	0
Welfare Reform Benefit Loss	0	0	0	0	0	0.0	0	6
	709	180	1061	1032	2982	100	751	739

**Appendix 7: complexity of issues dealt with**

<u>Work Level</u>	Total	Col %	No of Clients
Information	160	7.8	157
Advice	613	29.9	593
Advice and Referral	101	4.9	99
Advice and Limited Action	274	13.4	260
Generalist Casework	219	10.7	206
Specialist Casework	7	0.3	7
Gateway	678	33.0	634
Total	2052	100	1,796

**Appendix 8: Adviceline enquiries**

Adviceline Enquiries in Devon (i.e. South Hams, Teignbridge and West Devon CABx and from December Torridge, North and Mid Devon. Exeter and East Devon) 6068

**West Devon Adviceline**

Clients: 1411

Enquiries: 1419

Contacts: 1627

Issues: see table below

Benefits	785	39%
Consumer	84	4%
Debt	299	15%
Education	14	0.7%
Employment	196	10%
Financial	43	2%
Health	25	1%
Housing	196	10%
Immigration/Nationality	21	1.0%
Legal	96	5%
Other	22	1%
Relationship/Family	152	8%
Signposting	0	0%
Taxes	18	1%
Travel/Transport	19	1%
Utilities	20	1%
Total	1,990	

**Appendix 9: debt enquiries** this is at generalist level only. No debt casework is undertaken.

<b><u>Breakdown of debts</u></b>		%
Debts/Arrears	0	0
Discrimination		
Mortgage/Secured Loans	45	4
Hire Purchase	9	0.9
Fuel Debt	60	6
Telephone/Broadband	54	5
Rent Arrears – LA or Almos	2	0.2
Rent Arrears Hsg Assocs	23	2
Rent Arrears – Private Landlord	34	3
Council Tax	81	8
Magistrates Fines/Comp.Order	18	2
Maintenance/Child Support	3	0.3
Bank / Building Society Overdrafts	94	9
Credit/Store/Charge Cards	122	12
Unsecured Personal Loans	111	11
Catalogue/Mail Order	35	4
Water Supply / Sewage	86	9
Parking Penalties	7	0.7
Overpayment of WTC/CTC	24	2
Overpayment of IS/JSA	7	0.7
Overpayment of HB/CTB	17	1.7
Social Fund Debts	3	0.9
3rd Party Debt Collection	2	0.2
Private Bailiffs	23	2
Debt Relief Order	22	2
Bankruptcy	33	3
Other Legal Remedies	1	0.1
Other	91	9

**Appendix 10: - Where do our clients reside?**

West Devon		Cornwall		Teignbridge		South Hams		Torridge	
Bere Ferrers	97	Altarnun	2	Ambrook	2	Allington and Loddiswell	1	Bideford South	2
Bridestowe	27	Callington	5	Ashburton and Buckfastleigh	2	Avon and Harbourne	1	Broadheath	3
Buckland Monachorum	47	Camborne West	1	Bovey	3	Bickleigh and Shaugh	6	Clinton	3
Burrator	16	Camelford	1	Bradley	2	Cornwood and Sparkwell	1	Coham Bridge	4
Chagford	20	Gunnislake	50	Buckland and Milber	3	Dartington	1	Forest	9
Drewsteignton	27	Kelly Bray	4	Bushell	2	Erme Valley	2	Holsworthy	1
Exbourne	36	Launceston Central	1	Chudleigh	1	Ivybridge Central	3	Shebbear and Langtree	2
Hatherleigh	72	Launceston South	2	College	3	Ivybridge Filham	2	Three Moors	1
Lew Valley	48	Liskeard Central	1	Dawlish Central and North East	7	Kingsbridge East	2	Winkleigh	8
Lydford	117	Mount Charles	1	Kenn Valley	2	Salcombe and Malborough	3		
Mary Tavy	33	Rame	1	Kerswell-with-Combe	1	Skerries	1		
Milton Ford	26	St Columb	1	Kingsteignton East	4	South Brent	1		
North Tawton	49	St Ive	1	Moorland	2	Totnes Bridgetown	3		
Okehampton East	223	Stokeclimland	3	Teignmouth East	3	Totnes Town	6		
Okehampton West	161			Teignmouth West	2				
South Tawton	32								
Tamarside	24								
Tavistock North	221								
Tavistock South	124								
Tavistock South West	67								
Thrushel	21								
Walkham	71								

Appendix 11; Client satisfaction 2012/13

