

Agenda Item 9



Dudley District Citizens Advice Bureaux

Every CAB is a registered charity



Whoever you are, whatever the problem, we:

- Provide the advice people need for the problems they face.
- Improve the policies and practices that affect people's lives.
- Our advice is free, independent and confidential.





About us

- In the Borough for over 70 years
- The charity working for our community
- 97% of the public have heard of us and 41% have used us (BRMB 2009).




Advice in the community

- Four town Centre Bureaux
- Telephone Advice Line – 01384 816222
- 12 GP Surgeries including Three Villages, Kingswinford, Limes
- 20 Children Centres- including Hob Green, Kingswinford/Wall Heath, Wordsley, Stourbridge, Butterfly - Lye



Advice in the community

- Macmillan project – people affected by cancer
- Mortgage Arrears Advice Service – 01384 816499
- Care and Disability Advice Line - 08080 486486
- Community Heart Failure Project – referral from nurses



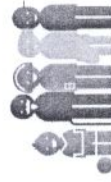
New projects

- **The Work Programme** – better off calculations and advice – debt as barrier to work
- **Welfare Reform Hotline** – information on changes to housing benefit for council tenants
– **01384 812502**



Constituency – people helped

- Stourbridge – 3407 people
- 21,776 problems
 - 9416 benefits
 - 5501 debt
 - 1762 employment
 - 939 housing



The main problems were

- Employment and Support Allowance – 73% increase
- Dismissal – 50% increase
- Employment tribunals and appeals – 41% increase
- Disability Living Allowance Care – 37% increase
- DLA mobility – 35% increase



Client Profile – Stourbridge

- 18% disabled
- 12% BME; 88% White
- 10% - 17 – 24 years
- 18% - 25 – 34 years
- 32% - 35 – 49 years
- 27% - 50 - 64 years
- 13% - 65+
- 35% working pt or ft
- 32% unemployed
- 15% retired
- Carers, students, permanently sick/ disabled



Life changing events

- Unemployment
- Relationship breakdown
- Employed but drop in hours
- Financial capability
- Self employed – loss of hours/ business
- Illness/ sickness/ accident



What can we do?

- Can be asked anything! A – Z on advice topics
- Sometimes information only - GATEWAY
- Usually ADVICE and often ACTION
- Help clients to look at all options to make informed decisions
- Practical Help – drafting letters, form filling, explaining official letters and documents, make phone calls for
- clients, help negotiate or mediate.

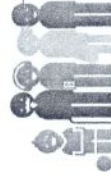


A great place to volunteer

100 local people giving 32,101 hours, equating to £482,034 of time given freely



Our volunteers perform a wide variety of roles from giving advice to campaigning and trusteeship.



Using CAB evidence to influence policymakers

- We use evidence from CAB clients to improve policies and services for many more people.
- We produce evidence reports, responses to consultations and briefings on Bills.
- Citizens Advice leads the All Party Parliamentary Group on Debt.
- Impact of Welfare Reform
- Giving a voice to our community



Online advice 24 hours a day

www.adviceguide.org.uk

"An amazing amount of information on one website.
A great self-help service."



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