

Fairness and wellbeing commission: Local Outreach Citizens Advice Doncaster Borough



Local approach

Why the community approach?

- It put us in the heart of communities which most need our help
- Improved client accessibility for clients
- Personalised the service It gave a local face to the service, showed we cared
- We give a voice to locals
- Allows our response to be more targeted
- flexible service provision
- Allows for early intervention
- To empower communities
- Build stronger relationships locally
- Helps us build trust locally with residents and stakeholder
- Strengthens community services and support already available
- Creates a cohesive approach
- Leads to a consistent message locally and borough wide
- Improves quality of provision locally
- Supports other professionals to maximise their impact
- Promotes opportunity within communities

What we offer locally

- Free confidential advice support
- Internal referrals to specialist advice teams at local and national level
- Workshops
- Training
- Volunteer opportunities
- Partner working
- Campaigning

Challenges

- Demand (far out weighs capacity)
- Set up was challenging
- Costs (room hire, staffing, supporting local orgs through donations)
- Long term uncertainty created by annual funding
- Local service engagement with us -

- In consistency of Quality of provision locally outside CAB and implications of this (AQS holder)

Impact

- 30% increase in clients using the service up to over 12,000 from 8,000
- Increased local and city wide awareness of service
- Increased referrals from local partners
- Increased interactions with groups often hard to reach
- Improved partnership working with local organisations and LA
- Income gains for clients (often spent within locality)
- Health & wellbeing improvements for clients
- Increased opportunities for the service
- Improved chances of funding as approach and shift has been popular