

## OUTREACHES

Not only do we provide our services in our town centre offices, we also work in several outreach locations, making our services accessible to a wider number of clients



## INCREASE IN DEMAND EXPECTED

Another busy year at CASCK and we continue to see increases in the demand for advice, particularly in debt and benefits. As the Country faces great changes in the future, we have a significant role to play to support people through the social, political and economic challenges ahead. CASCK, through the work of our Staff and Volunteers, changes people's lives for the better and will continue to do so in the future.'



Debbie Egan Chief Officer

The CAB is a valuable resource in the town, helping our residents through difficult times. Corby Borough Council is proud to support and work in partnership with the bureau. The CAB are based in the Corby Cube, which allows us to have a stronger working relationship with the organisation and makes it even easier for our residents to access the range of services that they may need in one central location.



Cllr Tom Beattie, Leader of Corby Borough Council



The CAB is one of our best strategic partners. There has never been a time when working together was more important. I am pleased and proud to have the CAB on our team. I know they have had a great year and I look forward to more success in the future.

Cllr Russell Roberts, Leader of Kettering Borough Council

## CURRENT OPENING TIMES AND CONTACT DETAILS

**KETTERING:** Monday to Friday 9:00am – 2:00pm  
Municipal Offices • Bowling Green Road • KETTERING • Northamptonshire • NN15 7QX  
Telephone: 01536 482281 • Fax: 01536 312313  
Email: volunteerdevelopment@casck.co.uk

**CORBY:** Monday to Friday 9:00am – 2:00pm  
The Corby Cube • Parkland Gateway • George Street • Corby • Northants • NN17 1QG  
Telephone 01536 265501 • Fax 01536 400449  
email:volunteerdevelopment@casck.co.uk

## RESEARCH AND CAMPAIGNS

### National Campaigns

#### Domestic Abuse

In Corby and Kettering we have had no reports. Nationally, verbal and psychological abuse has now to be taken as seriously as physical abuse.

#### DLA to PIP

The data collected has been phenomenal, as a result central CAB have had a meeting at Number 10 to express their concerns. The problems which have occurred and projected trends for the next two years were discussed at Citizens Advice national training.

#### Mad About the AD Campaign

- Taking action on misleading adverts

### Local Issues

#### Benefits: DLA TO PIP

We still have a lot of clients coming into both offices regarding the transitions from DLA to PIP. The main problem is not enough time to complete the forms.

- Access to assessment venues.
- Incorrect information reported on assessment letters by assessor.

#### Employment Agencies

- Changes to contract
- Incorrect holiday pay and SSP
- No wages paid

#### Job Centre Plus

- Incorrect information and advice given to clients

#### Bailiffs

- Increasing complaints about inappropriate behaviour towards clients
- Threatening behaviour towards clients
- Not allowing clients to make a repayment plan
- Using more than permitted force

#### GP Surgeries

- Charging too much for GP documents to assist their benefit claims
- Refusing to write letters on clients' behalf

#### Lynn Wilson, R & C Co-ordinator



# ANNUAL REVIEW 2015 – 2016

## Welcome to the Annual Review of Citizens Advice Corby & Kettering for 2015 – 2016

If you ask anyone who works for a Citizens Advice Bureau – do you find it stimulating, even challenging? I can guarantee that the answer would be a resounding yes! And that is why they do it – to help their community's wellbeing. On page 4 you will see how much income has been generated for our clients in Corby & Kettering – a total of £3.5 million.

Without the dedication of our volunteers and paid staff, this would not be possible.

So, once again I say THANK YOU to everyone who has contributed to helping our clients, they never cease to amaze me in their willingness to go that extra mile to help.

Finally, a Thank You to our Chief Officer, Debbie Egan – who works unstintingly to bring in the funding to make this possible.

### Trish Dewar, Chair of Trustee Board



## OUR AIMS

Citizens Advice Services Corby and Kettering provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. As an organisation we value diversity, promote equality and challenge discrimination

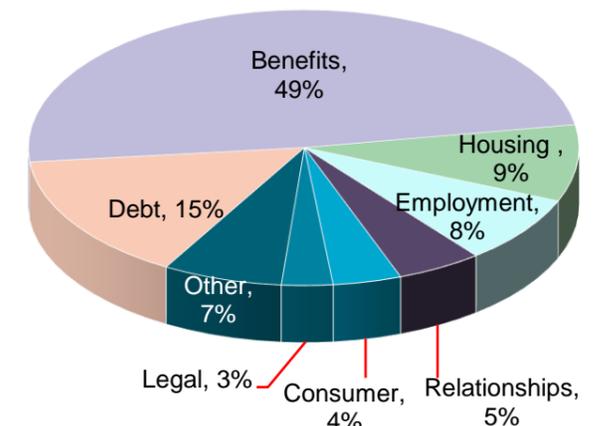
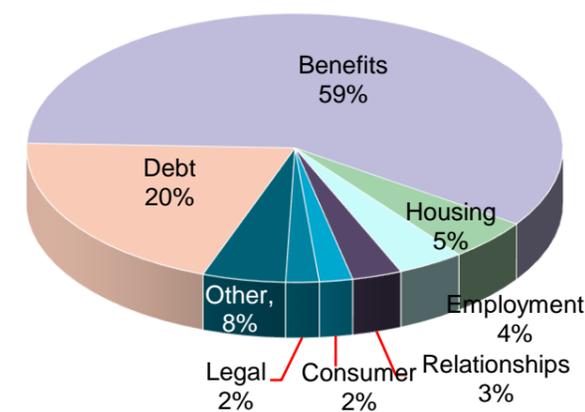
### The Service aims:

To provide the advice people need for the problems they face

To improve the policies and practices that affect people's lives

**CORBY Total number of enquiries 17,661**

**KETTERING Total number of enquiries 18,506**



## Thank you to:

**Our funders:** CBC • KBC • Corby Children's Centres • Kettering Children's Centres • CLS • Santander • Big Lottery Fund • Awards For All • Citizens Advice



**Our partners:** Corby Borough Council • CBC Housing Options Team • Kettering Borough Council • Corby Children's Centres • Kettering Children's Centres • Community Law Service (CLS) • Northampton and County • AgeUK • Corby Voluntary & Community Services • Kettering Voluntary Network • CENCAB • Daventry CA

## OUR WORK

We are a registered charity providing **free, confidential, impartial advice** to everybody, regardless of race, religion, gender, disability or sexuality. We help our clients with the issues that are **important** to them, from debt worries to benefit entitlements, employment rights, housing and relationships.

**Whoever you are, whatever the problem, we're here to help**

**Estimated Income generated for our clients: £3,540,147**

Corby £1,672,444

Kettering £1,867,703

### DEBT

We advise on managing money, negotiating with creditors, choosing options

Amount of debt we helped clients to manage:

£4,039,325

Corby: £2,589,067

Kettering: £1,450,258

### HOUSING

We advise clients on issues including  
Private and social housing tenancies

Eviction

Repair of property

Homelessness

### OTHER

We have advised clients on a wide range of situations, the main areas being:

Legal issues

Consumer issues

Disputed tax issues

Other areas include:

Neighbour disputes, Education, Immigration

### BENEFITS

We advise people on how to claim benefits to which they are entitled and assist them with appeals

These include claims due to disability, low pay, age or circumstances

### EMPLOYMENT

We advise employees and employers with such issues as  
unfair dismissal  
employment rights  
discrimination  
bullying

### RELATIONSHIPS

We advise on legal and practical issues due to issues such as

family breakups,  
school problems,  
domestic violence

"My adviser was very helpful, pleasant and easy to get on with. Lovely person"

"Very helpful - good staff"

"Thank you enormously for all the kindness I have experienced"

Comments taken from Client Satisfaction Survey

## CLIENT SATISFACTION SURVEY 2015-2016

Our survey showed that 99+% our clients are happy or very happy with our service and would recommend us. The only negative comments related to our opening hours. Unfortunately we are not able to increase these at present due to funding restrictions

## OUR TEAM

### NATIONAL VOLUNTEER WEEK



On Thursday 2nd June, to mark National Volunteer Week, the paid staff provided a tea party for all the volunteers, thanking them for their great contribution to the bureau's work



### VOLUNTEER TESTIMONIAL

As a blind child growing up in a family who didn't know how to support me, I suffered with anxiety and depression which persisted all my life. When I finished school I felt incapable of working and was pushed down the benefits route. This was not the life I wanted so I needed to make changes.

I started working on my anxiety and depression until I felt I could potentially start working. I was rather apprehensive so I volunteered at Citizens Advice for two days a week.

I enjoyed the variety of opportunities Citizens Advice offered me and felt they were great employability skills. Through my interactions with clients and other Citizens Advice members my self-confidence and communication skills improved greatly, to the point where I felt I could start practicing job interview techniques.

The first job I applied for was with the DWP as a Debt Management Officer. The skills I gained from helping clients matched perfectly with the person specification. A few weeks later I had become a full time employed civil servant in my first job. This was all because the people at Citizens Advice believed in me, made allowances for my disability and allowed me to make mistakes in a safe environment. Because of this I was able to go into the world of employment prepared, confident and capable.

Jonathan James

### How much do our volunteers mean to us?

Did you know that...

Over the year our volunteers have given **£157,837** worth of time and effort to help us help the local communities



Our volunteers come in all shapes and sizes

Different backgrounds

Different ages

Different experiences

We would like to give sincere thanks to everyone, both volunteers and paid staff who work at our Corby and Kettering Offices, to provide a first class service to the residents of Corby and Kettering Boroughs and surrounding villages:

Adrian, Anca, Ann B, Ann T, Babs, Biro, Charlotte, Chris S, Christopher W, Clare D, Clare W, Coco, Collette, David, Debbie, Declan, Demi, Dorata, Edina, Eleanor, Fiona, Gary, Graham, Helen, Hildah, Jacqueline, Jade, James D, James W, Jane, Jean, Jenny, John B, John D, Jonathan J, Joy, June, Karen, Katie, Keeley, Lenka, Lesley B, Lesley T, Liam, Linda, Lorraine, Lynn, Lynzi, Margaret, Martyn, Mary, Michelle, Mike, Nadia, Nata, Natalia, Octavian, Pattie, Paul C, Paul H, Paul T, Paula, Pete, Rachael, Richard, Russell, Ruth, Salima, Sally, Samantha, Sarah, Selina, Sukhwinder, Teresa, Terry, Tom, Tony, Tracy, Trish, Val, Valery, Vinny