

Citizens Advice Mid Ulster

The provision of free, independent,
confidential and impartial advice

**citizens
advice**

Mid Ulster

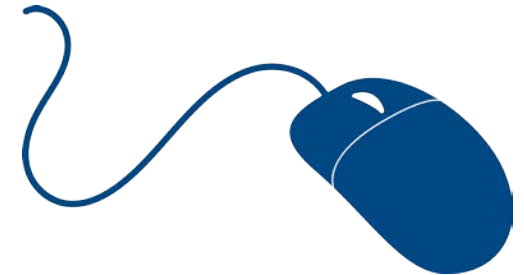
5 July 2017

WHAT WE DO

- Welfare Benefits
- Employment Rights
- Debt & Money
- Consumer
- Family Issues
- Housing
- Legal Rights
- Immigration
- Tax
- Health
- Education
- Social Policy

MAIN ACCESS ROUTES

- Free online information and advice 24 hours a day – www.citizensadvice.org.uk
- Advice Line – 028 8676 6126
- Face to Face advice in 3 primary offices, 3 secondary offices, and at multiple outreach locations across Mid Ulster
- E-mail – through website www.citizensadvice.co.uk
- By direct referral from partner agencies



ACHIEVEMENTS 2016-17

- New office in Magherafelt, 3 secondary office locations, & additional outreaches across the District.
- Established multiple relationships and referral pathways
- Attended multiple external meetings, events and training sessions
- Developed closer working relations and lines of communication with Council Officers throughout the year
- Exceeded Council target of 25,000 client contacts for the year by 9,587 (i.e. 34,587 contacts).
- Successfully passed the Williamson review of the Year 1 service
- Achieved 97% in the Citizens Advice Quality of Advice Audit
- Passed the Citizens Advice Membership & Standards Audit
- Assisted more than 300 clients to challenge negative benefit decisions

CHALLENGES SINCE MOVE TO COMMISSIONING

- **Welfare Reform** - Many changes already implemented. Magherafelt is in Phase 1 of the roll out of Universal Credit in December 2017.
- **BREXIT** - strain on resources re: interpreters, adviser time etc
- **Uncertain political environment** – events at both Stormont and Westminster
- **Williamson Review** of advice in Northern Ireland
- **Additional monitoring & reporting requirements**

REQUESTS FOR CONSIDERATION BY DEVELOPMENT COMMITTEE

- **Slight reduction in opening hours** to 9am to 4pm, Monday to Friday.
- **Provision of additional resources** to buffer the huge demand being placed on the service and CAMU.
- **Targets** – that all enquiries dealt with by CAMU can count towards the overall targets set by Council in the Commissioning Agreement.
- **Contract flexibility** –ability to alter terms after consultation with Council Officers.

RATIONALE TO SUPPORT REQUESTS

| Council | No. of Offices | Population | Target Enquiries | Opening Hours Required | No. of Outreaches Required | No. of FTE Advisers Specified | Contract Amount (£) | Funding Per Head of Population (£) |
|-------------------------------|---|------------|------------------|------------------------|----------------------------|-------------------------------|---------------------|------------------------------------|
| Antrim & Newtownabbey | 2 | 141,000 | Not Specified | 33 | 6 | Not Specified | 300,000 | 2.13 |
| Ards & North Down | 2 | 159,600 | 17,200 | 30 | Not Specified | Not Specified | 294,000 | 1.84 |
| Armagh, Banbridge & Craigavon | N/A as under Service Level Agreement(s) | | | | | | | |
| Belfast | N/A as under Service Level Agreement(s) | | | | | | | |
| Causeway Coast & Glens | 2 | 143,500 | 28,000 | 30 | 4 | 6.5 | 202,000 | 1.41 |
| Derry & Strabane | 3 | 150,100 | 22,000 | Not Specified | Not Specified | Not Specified | 500,000 | 3.33 |
| Fermanagh & Omagh | 2 | 115,800 | 17,500 | 30 | 2 | Not Specified | 250,000 | 2.16 |
| Lisburn & Castlereagh | 1 | 141,200 | 15,000 | 46 | 10 | Not Specified | 173,000 | 1.23 |
| Mid & East Antrim | 3 | 137,800 | 22,000 | 32 | 10 | Not Specified | 242,000 | 1.76 |
| Mid Ulster | 3 main 3 sub | 145,400 | 30,000 | 42 | 12 | 8 | 220,000 | 1.51 |
| Newry, Mourne & Down | N/A as under Service Level Agreement(s) | | | | | | | |

Key:

| | |
|--|---|
| | Highest of all 8 councils providing Commissioning Agreements |
| | Second highest of all 8 councils providing Commissioning Agreements |
| | Third highest of all 8 councils providing Commissioning Agreements |