

1066

Citizens Advice 1066 1939 - 2019

For everyone for over 80 years

2019 was the 80th year of Citizens Advice 1066 so we thought it appropriate to look at the milestones we have passed since our founding in 1939.

- 1939 Citizens Advice Bureau opened in Hastings
- **1947** Registered under the National Council of Social Service
- **1976** Registered as Member of NACAB
- **1984** Appointment of first full-time paid Manager
- **1986** Appointment of first paid Deputy Manager; Bureau re-located to Cornwallis Terrace turnover approx. £25,000
- **1987** Money Advice Service established
- **1988** Counselling Service established
- 1993 Introduction of weekly Evening Advice Session; Outreach at Age Concern set up
- 1993 Launch of Friends of Hastings and Rother CAB
- 1994 Hastings & Rother Citizens Advice Bureau

registered as company limited by guarantee; also • registered as a charity with the Charity Commission

- **1995** Mediation Service established
 - 1999 Introduction of **Electronic Information** System; Volunteer **Development Worker** appointed
- **2000** Community Legal Service Quality Mark awarded; Debt Franchise awarded
- First National Lottery **Charities Board Grant**
- **2001** Turnover exceeds £200,000; 24-hour Telephone Advice Line established
- **2003** Computer intranet installed; Mediation Service becomes one of first three services nationally to be awarded Community Legal Service Quality Mark
- 2004 All case records moved from paper to electronic recording; Mediation Service floated as independent charity 2007 Turnover exceeds

- £350,000
- **2008** Company re-named Citizens Advice 1066; visit from HRH Princess Anne: e-mail advice service established; Hastings Independent Legal Advice Services Partnership established
- 2012 The Bureau relocated to Community Hub at Renaissance House
- **2014** East Sussex College 75th anniversary event attended by local dignitaries
- **2016** web chat launched for phone and Internet enquiries from clients
- **2016** Citizens Advice 1066 invited to become a lead partner in a European Union-funded project running across the Interreg 2 Seas Programme area (which covers England, France, the Netherlands and Belgium)
- **2019** Bureau re-located to larger premises at the Magnet Centre

Citizens Advice 1066

February 2020

Charity Registration No. 1039704 Company Registration No. 02923647 The Magnet Centre, Alfred Street St Leonards-on-Sea, TN38 OHD



Citizens Advice 1066

www.citizensadvice1066.co.uk

Our community impact in Hastings in figures



Translating our work into value

In 2018-19 overall value we achieved:

Fiscal benefit (Local **Authority** savings)

Public value (for wider **public services**)

Financial outcomes for individuals

Improved emotional well-being

£2,954,526

£8,990,162

23.083 distinct

£7,716,093

£3,583,063

20% increase in unique clients over last year

+20%

client issues - up 1% over last year +1%

348% increase in value of debts written off

+348%

Benefits to individuals grew by 18% over the previous year

+18%

Contacts us

Advice Line: 03444 111 444

Drop in: 9am - 3pm Mon, Tues, Thurs, Fri Website: citizensadvice1066.co.uk

Twitter @hastings1066cab

Facebook:

facebook.com/citizensAdvice1066



For every one pound we generated these savings:

Money matters

- For every £1 invested in the local Citizens
 Advice service we saved £6.80 in
 expenditure by national government and
 local authorities
- For every £1, we created £30.37 in value to the people we help in financial outcomes
- For every £1, we created £35.39 in public value for statutory services

Figures calculated using a UK Treasury department approved analytic model

Advice Line

- We work with the other local Citizens Advice in East Sussex to provide a telephone advice service
- Last year our Advice Line answered 6,472 calls
- We helped 5,442 people through Advice Line

Our volunteers



- 46 volunteers
 delivered our general
 advice service and
 administrative
 functions
- They gave over
 16,500 hours with an estimated financial
 value of £153,450

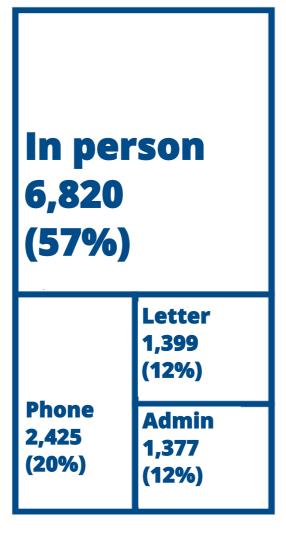
Our volunteers enjoy their work for the community. They make a huge difference to the lives of local people. If you are interested in joining them, contact us on 01424 721458 or recruitment@citizensadvice1066.co.uk



We help prevent evictions

The value of our work to housing providers (by preventing housing evictions) was £690,630

How people contact us



Client issues we helped with



9,645 unique clients - that's more than one in ten of the Hastings
Borough population



We responded to **23,083** distinct client issues - an average of **1,095** separate client contacts per month



The most common type of client issue was debt - accounting for **9,941** or **43%** of all client issues



Benefits were the second most common type of client issue with the bureau dealing with **3,622** cases



Housing issues accounted for **1,749** issues or **8%** of the total caseload