

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 re-located 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

Contacts us

Advice Line: 03444 111 444
Drop in: 9am - 3pm Mon, Tues, Thurs, Fri
Website: citizensadvice1066.co.uk
Twitter @hastings1066cab
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Citizens Advice 1066

February 2020
Charity Registration No. 1039704
Company Registration No. 02923647
The Magnet Centre, Alfred Street
St Leonards-on-Sea, TN38 OHD

**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	£7,716,093	£3,583,063

20% increase in unique clients over last year

+20%

23,083 distinct 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%



Money matters

For every one pound we generated these savings:

- 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

In person 6,820 (57%)	
Phone 2,425 (20%)	Letter 1,399 (12%)
	Admin 1,377 (12%)

Client issues we helped with



Last year we helped **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