



2016 Impact Report

Richmond Citizens Advice Bureau is an independent local charity and has been helping people in Richmond since 1940. We provide information, advice and specialist casework to anyone who lives, works or studies in the borough of Richmond. Our service is always free, confidential and impartial and we are a member of the national Citizens Advice service.

We offer easy access to our services and have offices at convenient locations across the borough:

- 2 main advice centres in **Twickenham & Sheen**
- 2 smaller advice centres in **Hampton & Barnes**
- 3 outreach venues in **Ham, Richmond & Heathfield**

Each week we offer:

- over 60 hours of **drop-in** and **phone advice**
- an average of 45 hours of **appointments**
- an **email advice** service via our website — www.rcabs.org
- **online advice** at any time — www.citizensadvice.org.uk



In 2015/16 we:

Helped almost
5,000 individual
clients

Dealt with over
16,000 advice
issues

Recorded over
26,000 contacts
with or on behalf
of our clients

Secured **£1,760,000**
in financial gains
for clients

Top three advice issues:



30% Benefits



18% Debt



14% Housing

What they said:

'My adviser was absolutely wonderful, when I first walked through the doors I was stressed and down about my debts and problems, she has helped rebuild my life' – Sheen CAB client

'I was very impressed with the fast, efficient and friendly service' – Barnes CAB client

'Thank you! You've been very helpful' – Twickenham CAB client

'I have found CAB extremely helpful and staff are wonderful. Always happy to go out of their way' – Hampton CAB client



Helping those in greatest need:

29% had a disability or long term health condition
26% were from an ethnic minority
33% were social tenants
20% were single parents

Value for money – for every **£1** spent on our service we generate:

£11.29 in benefits to individuals

£ 9.68 in public value

£ 1.99 in fiscal benefit

Volunteering

Richmond CAB uses volunteers to deliver most of our advice services and for a variety of support roles. We have around 100 trained volunteers helping to run our service – most live in the borough and commit at least two days a week of their time. Many of our volunteers have been with us for years and those that leave usually go into paid employment, further education or other volunteering roles.



Research & Campaigns

We use the experience of our clients to influence policy makers and campaign for change to benefit the whole community. In 2015-16 our Research & Campaign volunteers:

- produced an influential report on the problems facing tenants on a low income in the private rented sector and persuaded many local letting agents to comply with the legal requirement to display their fees for tenants clearly
- produced a report that our local MPs sent to Ministers highlighting the impact on our clients of serious flaws in the delivery of disability benefits with recommendations for improvement.

Managing money better

We offer training courses, workshops and one-to-one help to:

- empower people so that they avoid debt
- increase confidence about personal finances
- create personal budgets
- identify the best deals with energy and telecoms
- choose appropriate financial products
- avoid scams



We offer these services in-house and in the community, at local organisations, schools and community centres.

Our funders:



Richmond Citizens Advice Bureau Service, Regal House, 70 London Road, Twickenham, TW1 3QS
Charity number 1085878 Company number 4140012

www.rcabs.org



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