

Your Ward Counts

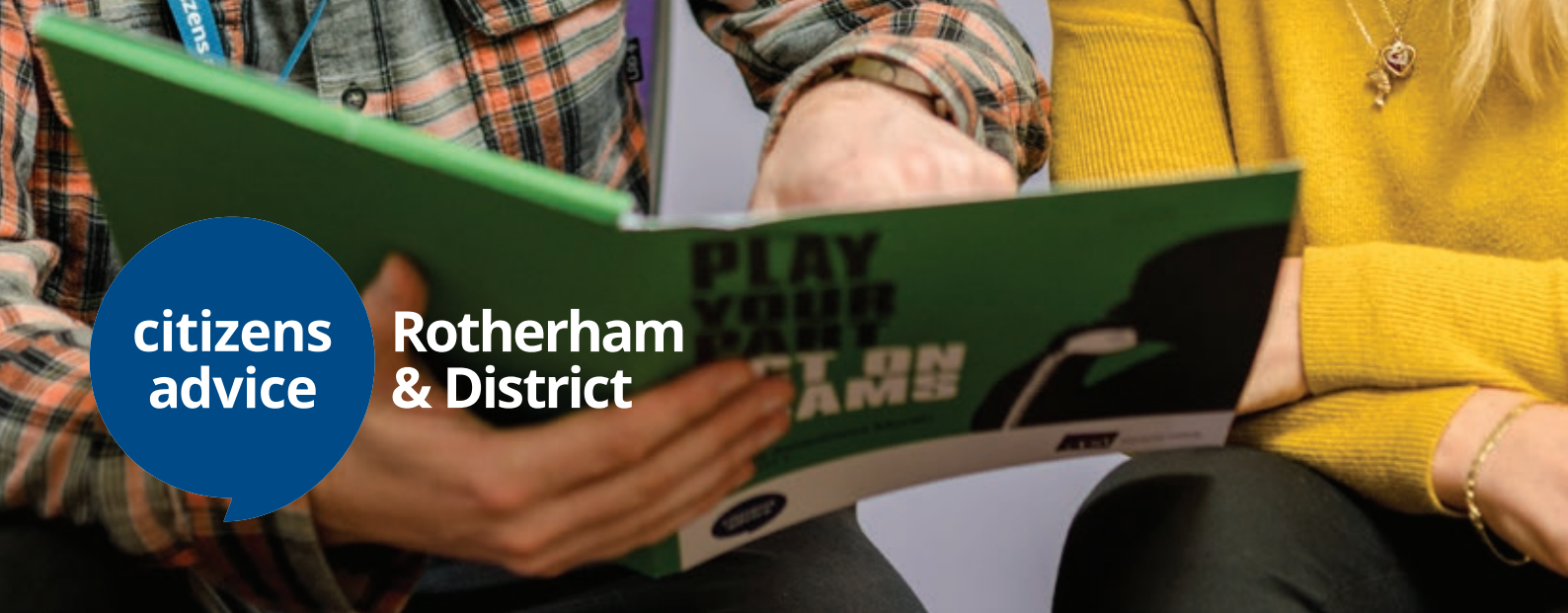
Councillor's Report 2016-17

Wales

people overcome their
campaign on the
their voices

champion

NTL



**citizens
advice**

**Rotherham
& District**

**PLAY
YOUR
PART
IN THE
GAME**

Our Mission

As a ward councillor we know you take the responsibility of representing your local community very seriously. Our mission is to help you make a difference to the quality of your constituents daily lives and prospects.

This leaflet has been produced by Citizens Advice Rotherham, to give you a snapshot of the types of problems your constituents have sought advice on during the past year and how we have helped them to resolve their issues.

Our Clients

Margaret's story

Margaret is a disabled single mother to 15-year-old twin girls. While working as a senior care assistant, she experienced severe sciatica. Medical checks discovered that her spine was crumbling and she was rushed into hospital for an operation, which damaged nerves in her leg and caused her ongoing pain. Unable to work, Margaret struggled to make ends meet and became depressed. Visiting Citizens Advice was a turning point for Margaret as the adviser spotted that she should be receiving Personal Independent Payment – a benefit she didn't know existed – and helped her apply. As a result of our support her weekly income was increased by £141.10.

Alan's story

Alan had been in full time work since leaving school and never thought he would need debt advice. This all changed when he was made redundant and Alan found himself no longer being able to keep up with his rent and council tax bills. It became more and more difficult for him to manage his debts and he found himself becoming depressed as the bills kept coming. Alan's GP advised him to visit Citizens Advice for support with his mounting money problems. Alan's debt caseworker talked him through his options, negotiated with his creditors and put a stop to the constant creditor phone calls he was receiving. With a repayment plan agreed, Alan has felt able to start looking for another job and move on with his life.

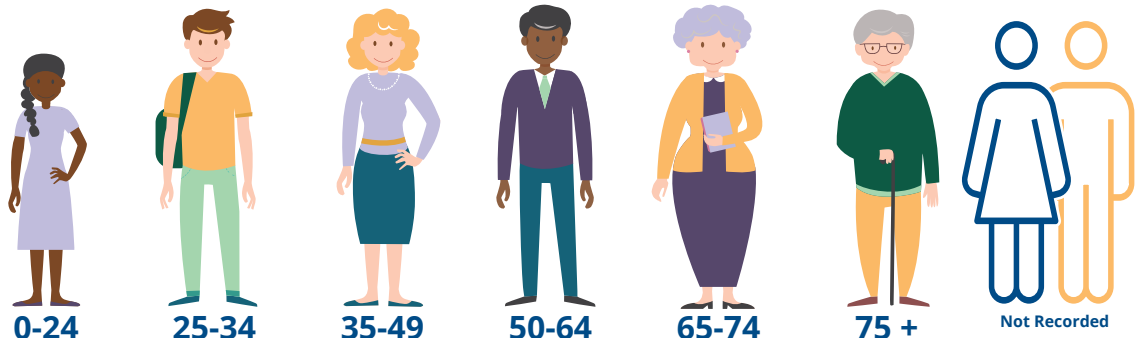
Our advice delivers savings for Government agencies and services. The advice we offer and the way we help clients solve their problems means Government agencies are less likely to deal with clients. Because our service reduces enquiries on benefits and tax credits with the Department for Work and Pensions and HM Revenue and Customs, as well as housing enquiries with local authorities, we know that for every £1 invested in your local Citizens Advice there is a £3.38 saving to the public purse.

If you have any residents who you feel would benefit from our help, then please refer them to our service.



Who we have helped in Wales ward

These figures reflect the demographic of individuals contacting Citizens Advice Rotherham-wide, against ward-specific enquiries.



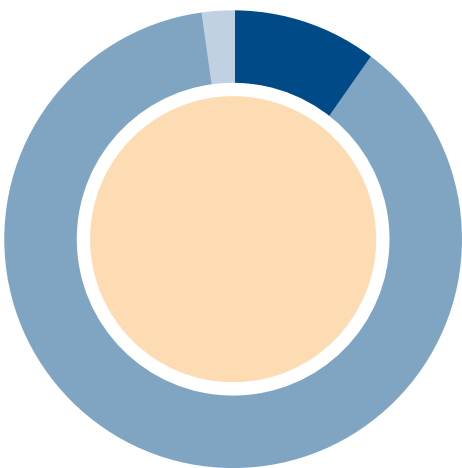
Age

	0-24	25-34	35-49	50-64	65-74	75 +	Not Recorded
Rotherham	1061	4761	6842	4798	1139	414	180
Wales	0	70	107	49	8	0	0

Ethnic Origin

Rotherham

BAME	1897
White	16888
Not recorded	410



Wales

BAME	0
White	234
Not recorded	0

Disability

		Rotherham	Wales
Cognitive Impairment		41	0
Deaf		37	0
Hearing Impairment		45	0
Learning Difficulty		221	0
Long-Term Health Condition		2663	29
Mental Health		3724	90
Multiple Impairments		1352	16
Other Disability or Type Not Given		139	4
Physical Impairment (non-sensory)		1766	0
Visual Impairment		147	0

Enquiry Area

	Benefits & tax credits 	Debt 	Employment 	Financial services & capability 	Health & community care 	Housing 	Other
Rotherham	5085	8747	434	2204	86	307	2331
Wales	49	119	4	33	0	4	25

How we can help:



Adviceline

0344 411 1444

(Mon - Fri 9am - 4pm)

(local call rates apply)

Our service is free, confidential and open to everyone in the community.



Debt Adviceline

01709 794980

(Mon - Fri 9am - 4pm)

For debt advice, information or support over the phone. Face to face appointments can be arranged with a one of our specialist debt advisers in Rotherham.



Drop in to our office:

Mon **9am - 5pm**

Tue **9am - 5pm**

Wed **9am - 5pm**

Thur **9am - 7pm**

Fri **9am - 5pm**



Vist our website

www.citizensadvicerotherham.org.uk



Rotherham & District

Citizens Advice Rotherham will continue to be there to help the people of the borough by giving the advice they need for the problems they face and by working to improve the policies and practices that affect their everyday lives.