



**Citizens Advice
Maidstone**

Bonny Malhotra
Chief Executive

24/11/2008 1

The Bureau

- Established 1st January 1940
- Founding members were prominent local people
- Moved to Bower Terrace in 1990
- A Grade II listed building
- A Registered Charity
- Company limited by guarantee
- Member of the Citizens Advice National Association

24/11/2008 2

Grade II - can take wheelchairs but not profoundly disabled residents.

Have 22 trustees

22 staff + 90+ volunteers

What do we do?

- Provide Information, Advice and Assistance
- Face-to-Face advice
- Telephone Advice
- Advice by e-mail and letters
- Home Visits

24/11/2008 3

Fight against discrimination, All in forms, write letters, explain legislation...

Generalist Advice

- Debt
- Housing
- Benefits
- Employment
- Consumer
- Education
- Law
- Immigration
- Tax
- Health
- Family and Personal Matters

24/11/2008

4

Specialist Advice

- Debt advice
- Housing advice
- Welfare Benefits advice
- Employment advice
- Domestic Violence advice
- Free Legal advice
- Free Accountancy advice

24/11/2008

5

Debt + housing advice
funded by Borough
Council.

Statistics 2007/08

- 21,190 client contacts
- 54,259 issues
- Benefits 30% (1st position)
- Debt 20% (2nd position)
- Employment 10%
- Housing 8%
- Relationship 9%

24/11/2008

6

Increasing number of
client contacts this
year.

Funding Streams 2007/08

- Maidstone Borough Council
- Community Legal Services
- Kent Police
- Specialist Domestic Violence Court Steering Group
- Citizens Advice
- Maidstone Housing Trust

24/11/2008

7

61% of funding

for domestic violence advice

Incoming Resources 2007/08

■ MBC	■ £194,076
■ CLS	■ £46,747
■ SDVC	■ £43,887
■ Kent Police	■ £8,216
■ Citizens Advice	■ £5,500
■ MHT	■ £3,000
■ Interest	■ £9,685
■ Fundraising	■ £315,860
■ Total	

24/11/2008

8

Expenditure 2007/08

■ Rent & Utilities	■ £30,396
■ Salaries	■ £227,163
■ Pension Costs	■ £6,557
■ Recruitment Costs	■ £6,213
■ Volunteer travel & training	■ £9,672
■ Other running costs	■ £31,444
■ Bank Charges & fees	■ £3,594
■ Total	■ £315,039
■ Surplus	■ £821

24/11/2008

9

What does MBC get?

- 1 Full time Manager
- 1 Part time Service Manager
- 2 Part time Supervisors
- 1 Part time Guidance Tutor
- 1 Full time Money Adviser
- 1 Full time Housing Adviser
- 1 Full time and 1 Part time Admin worker

24/11/2008

10

Additional Benefits for MBC

- 48 Experienced Volunteer Advisers
- 12 Trainee Advisers
- 13 Admin Volunteers
- 2 IT Volunteers
- 20 Voluntary Trustee Board members

24/11/2008

11

What do other funders get?

- 2 Full time Welfare Benefits caseworkers
- 1.5 Full time equivalent Debt caseworkers
- 1 Part time Employment caseworkers
- 1 Full time Domestic violence caseworker
- 1 part time Family Solicitor
- 2 Full time Independent Domestic Violence Advisers
- 1 Full time & 1 part time Admin worker

24/11/2008

12

funded by legal services commission

Social Policy

■ Citizens Advice Aims and Principles

The Citizens Advice Service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives.

24/11/2008

13

2008 onwards

- Continued support from MBC
- Continued funding for Domestic Violence
- Continuation of funding from the Legal Services Commission
- Working at the Maidstone Gateway
- Attracting funds for partnership work and extending the scope of our service

24/11/2008

14

need to meet LSC targets for this



Citizens Advice Maidstone

**Thank you very much for
your attention**

24/11/2008

15
