

cyngor ar
bopeth

citizens
advice

Sir y Fflint
Flintshire

Annual Report

2018/19 Citizens Advice Flintshire



Celebrating 80 Years



Charity number 1090010

Company number 03985923

cyngor ar
bopeth

PRIF MYNEDFA
MAIN ENTRANCE

Welcome

**Life is
complicated
and problems
can happen to
anyone**

**We're here to
help everyone
find a way
forward**





This year we celebrated the **80th** Anniversary of the Citizens Advice service. We will highlight how the service evolved throughout this report.

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1935

The Government is considering the need for an information service linked to the fledgling social welfare service.



Our impact at a glance

This year we helped
6,169 people



624 Adviceline
telephone calls answered

24 new
volunteers recruited



31,909 advice
issues dealt with



£5,453,697 income gains
generated for local people.

54% of the people we
helped said they have a
disability or long-term
health condition



431 email
enquiries responded to



Over **£5,000** raised by our
sponsored sleep-out event

£4,075,741 debts dealt with
an average of
£8,746 per person



Chair's report

I doubt that anyone reading this brief report has not heard of the well-worn cliché which sets out that, "When the going gets tough, the tough get going!" Well, if ever there has been a demonstration of the accuracy of that observation, it has been seen by me, quietly overseeing what this public service has achieved in recent months, indeed years.

We have all noted the steadily increasing demand for our services, along with the increasing complexity of the problems being presented to staff and volunteer advisors. Some real head-scratching cases, including some which cannot be resolved in the short term.

"When the going gets tough, the tough get going!"

We have also noted the increasing idiosyncrasies and sensitivities of some citizens. Those who would never dream of going to their nearest Citizens Advice Office, in case their entry might be observed by someone who might know them, but are happy to go to the next town, or cross a county boundary in order to use our service to access the advice they need. I regard it as one of the greatest strengths of Citizens Advice Services everywhere, that it is "The Customer's Problem" which is prioritised, not their residential location.

I am sure that it is that rightful focus on the problem and not the person which has created the greatest of all of our many successes during the past year, which to my mind, is the appearance and growing involvement of an increasing number of people within the county, who have been willing to step forwards as volunteer advisors, supporters of events and fund-raising activities, or donators of the essential funds which provide the financial life-blood of Citizens Advice Flintshire. It is a welcome fact that we have not suffered any cut-back in support from Flintshire County Council this year. However, the increase in demand and complexity mentioned above naturally creates financial strains, making fund-raising an essential part of our activities over the year. Those efforts are ongoing.

From my chairman's position, I can only raise my hat in admiration for the many, from within and without the organisation, who have slept out, swum, run and walked miles and fronted stalls throughout the year, all for the purpose of keeping funds rolling in and the essential high-quality advice to clients rolling out.



Arnold Woolley - Chair

4 September 1939

The day after World War II begins Citizens Advice opens in 200 locations to help people with the impact.



Chief Executive's report

This year we have continued to provide generalist and specialist advice to the people of Flintshire via bureaus and funded projects. The continuing increased complexity and often urgency of the clients' issues provides for a very challenging time for volunteers and staff. We are continuing to see people who are now living in destitution something we would not expect in 2018/2019.

**"Together
we are
committed to
making sure
that as a
charity, we are
the best we
can be!"**

The ability of our people to continue to provide these services day in, day out providing the best possible quality service makes me proud to work for Citizens Advice Flintshire. The organisation faces more challenges than ever in terms of funding cuts and competition which needs to be balanced with increasing regulation and organisational requirements this year in particular the introduction of the General Data Protection Regulations and increased audit requirements to maintain our quality marks.

We have been well supported this year by Flintshire County Council who have not made any further funding cuts. However, as part of the continuing pressure they are experiencing they have established a review of third sector funding in Flintshire and we have worked to demonstrate the importance of our service for local people. The continued financial pressures on Local Authorities means they need to review the services that they are able to fund and we have submitted evidence to demonstrate how we are a force for economic development and regeneration by reducing poverty through benefit take-up, debt and income gains all of which is spent in the local economy. We believe information and advice firmly supports their commitment to achieving the well-being of the local community. A further significant challenge this year was preparing for the change in how the Welsh Government will fund advice services in the future. We received a further extension to our specialist funding whilst this work progresses. We are a trusted institution that people turn to in times of need and our service is only made possible by our amazing team of staff and volunteers. I would like to thank the trustees who work extremely hard and of course all of our people who work so hard to provide the best service they possibly can. Together we are committed to making sure that as a charity, we are the best we can be.

Salli Edwards - CEO

1940

Advisers deal with rationing, displacement and overcrowding issues and helps people locate missing relatives.



Our aims

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.



Independence - The service provided by Citizens Advice Bureaux is completely independent. Bureaux are therefore able to offer impartial advice to all clients and to take up any issue with the appropriate authority on behalf of individuals or groups.

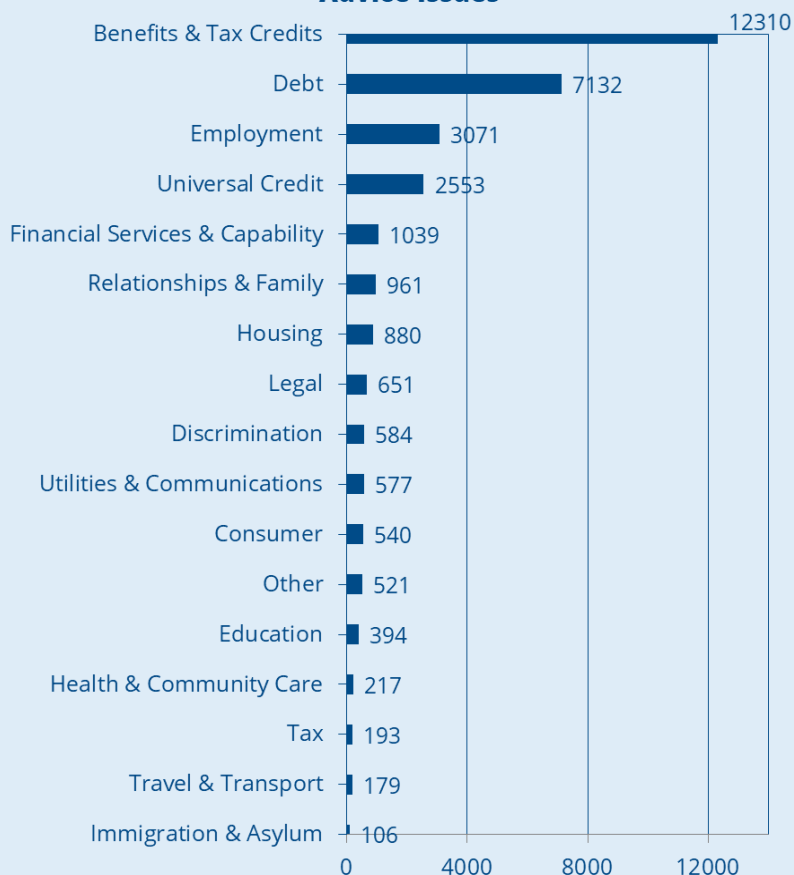
Impartiality - The service provided by Citizens Advice Bureaux is impartial. It is open to everybody, irrespective of ability, age, gender, gender identity, race, religion or belief, sexual orientation and social or economic status. Advice and help will be given on any subject without any preconceived attitude on the part of the bureau.

Confidentiality - Citizens Advice offer confidentiality to enquirers. Nothing learned by a bureau from enquirers, including the fact of their visits, will be passed on to anyone outside the service without their express permission.

Free - Services are provided free to clients at the point of delivery. Each Citizens Advice office, is responsible for operating within the principles of the service and protecting the Citizens Advice brand. At the same time it is also recognised that we all need room for innovation without deterring people from seeking advice for fear of the cost.

Mission Statement - Our vision is that Citizens Advice Flintshire, through advice and campaigning, will help to create a fairer Flintshire where people are empowered, treated equally and have their rights respected.

Advice Issues



Why are we needed?

Nationally **9 in 10** clients said their problem affected their lives including causing anxiety and financial difficulty.

4 in 5 experienced a shock or life event before their problem occurred.

2 in 3 say they had difficulty knowing who to contact or how systems worked before they sought advice.

We help people resolve their legal, money and other problems by providing information and advice and by influencing policymakers. We use evidence of client problems to campaign for improvements in law and services that affect everyone. Without funding, donations and volunteers Citizens Advice Flintshire (CAF) could not continue to provide services in the County. This report celebrates the 80th anniversary of the service and demonstrates our understanding that people have different needs.

We know that life is complicated and for some people increasingly so

Sometimes people in our local community encounter challenges and problems they don't know how to deal with, and they need help to overcome. People need different types of support at various times in their life and we believe individuals should be able to get help in the way that works for them and meets their needs. We are here to help everyone in society that needs us.

The people we help are often among the most disadvantaged and with the greatest needs.

1941

Citizens Advice influenced the rationing policy to secure extra clothing coupons for pregnant women



What has challenged us this year

We had expected the number of Benefits and Tax Credits issues to reduce with the introduction of Universal Credit, due to seeing fewer legacy benefit issues. However, this has not been the case and we have seen an increase in the number of Universal Credit and Legacy Benefit issues. Our total debt issues reduced by **10%** this year which we believe may be due to people finding it harder to access credit for example payday loans as the Financial Conduct Authority ensured affordability checks were left implemented. The biggest single benefit issue once again is Personal Independence Payment (PIP). We dealt with **4,302** issues relating to PIP, **35%** of all benefit issues dealt with, and **13.5%** of our total work. Many PIP claims are refused initially and clients then have to go through the long process of asking the DWP for a mandatory reconsideration, then appealing to a tribunal.

Not all heroes wear capes

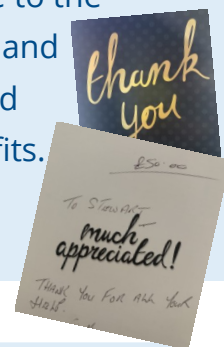
Caseworker Stewart assisted a client with a Personal Independence Payment (PIP) appeal. She had a range of illnesses including ME, asthma, depression, anxiety, migraine and Carpal Tunnel Syndrome.

In 2017, the client was informed that she did not meet the criteria for PIP but Stewart was on hand to help the client to appeal this decision.

After attending a tribunal hearing. She was awarded the standard rate of the daily living component. However, Stewart felt that this was not the correct outcome as the tribunal had failed in the way that they reached their decision. Therefore, Stewart helped the client to appeal to the Upper Tier Tribunal due to the first tier tribunal's misinterpretation of the PIP criteria. The Upper Tier Tribunal agreed with Stewart's reasoning and set aside the decision and organised a new tribunal hearing for the client.



Following the new tribunal hearing, the client was awarded Enhanced Rate Daily Living and Enhanced Rate Mobility. Therefore, going forward, the client will be better off by over **£200** a week due to the new PIP award and uprated ESA award. Further, due to the length of time it had taken to hear the case and receive the final outcome, the client received approximately **£23,000** in back dated benefits.



1942

The number of bureaux peaks at 1,074 and one even operates out of a converted horse box that parks near bombed areas.



How we help people



Rural Advice and Digital Enhancement Project

We would like to thank Welsh Government and the European Agricultural Fund for Rural Development and Cadwyn Clwyd who have supported us to make this important project happen.

Since the project began in November 2018, this project has provided digital tablet training to **213** rural residents. The project employs 1 Project Lead, 2 part time Digital Caseworkers, 1 part time admin assistant and the project is supported by **7** Digital volunteers.

The project is a great opportunity to support rural residents to avoid becoming digitally excluded and ensure people are not disadvantaged by not living in main town centres.

What clients say about using our email service

"Contact by email was helpful enough to not to have to visit"

"It was the only way I could access CAB"

Comments about our collaboration with Coleg Cambria who provide digital training:

"I might be 70+ but I can still learn new technology and use it"

How many people have we helped since the project started in November 2018 to 31st March 2019?

180 new enquiries received via our website answered.

76 Rural Residents accessed our service at a rural outreach, received full advice, contacted us via email, or signed up for our Coleg Cambria partnership course.

We've built networks with a number of local organisations and Town & Community Councils to provide support residents with whatever issues they may have.





Carers Project - Working in Partnership

The carer project at CAF works in partnership with NEWCIS and ASNEW. The aim of the project is to ensure that carers are more aware of their rights and entitlements. This project enables carers and the cared for to access an advice casework service at the NEWCIS office in Mold on a Tuesday morning with caseworker Lesley Browne. Referrals are made via the FLAG project



Helping people recover from debt

Our Caseworker Lesley assisted a client with their debts which totalled approx. **£2700**. During the appointment it was identified that the client was on a low income, but paying a lot of tax through her wages. Lesley assisted the client to contact HMRC who agreed that the client's tax code was incorrect as her employer had been using an emergency tax code for months and HMRC recalculated her correct tax liability during the call. The client received a tax refund of approximately **£2,400** and HMRC have also written to the client's employer to ensure that they use the correct tax code going forward. Therefore, the client was able to pay off the majority of her debts with the tax refund and a payment arrangement was organised to pay the remainder which was manageable for the client.

1946

An influx of enquiries around family problems caused by the war, including increasing divorce rates and family break-ups.



Referrals from around Flintshire

The Flintshire Local Advice Gateway

(FLAG) service accepts referrals from a wide range of organisations both statutory and non-statutory and it is funded by Flintshire County Council.

The main enquiry areas covered are housing, welfare benefits and debt. Benefits continue to be the major enquiry area for FLAG referrers followed by debt.

Finding the right advice

The level of advice referrals that the FLAG project receives exceeds the level of advice provision available in Flintshire. Because of this, the project tries to utilise other advice services such as Shelter, Age Connects, DWP Home Visiting team and the Frontline telephone service as much as possible.

However, whilst funding for support services in Flintshire seems to remain constant, the contrast with ever decreasing funding available for advice services in Flintshire becomes more and more evident.



In 2018-2019 the project assisted with over 1,000 referrals. Approximately **58%** of the referrals are referred into the project by statutory services and **42%** from third sector.

In respect of how the referrals were allocated for advice - **84%** of those referrals were referred onto to a third sector project/organisation and often an appointment with a project at CAF.



Welsh Government services

Working With GPs - We continued to deliver both outreach and specialist advice services via our Better Advice Better Lives throughout the county. This enables us to provide our services in GP surgeries and target particular client groups.

Tackling Debt - Our Frontline Advice service, which provides specialist welfare benefits and debt advice, in partnership with Denbighshire CAB, ensures access to specialist advice.

The Fight Against Discrimination -

The Regional Discrimination Service helped 238 clients during the year which exceeded our target set by the Welsh Government.

Employment Advice - We made the decision to end the employment advice drop-in session in July 2018 and replace this with individual appointments for clients instead. We analysed the client demand and together with the retirement of our long-standing volunteer Colin Griffiths we decided we could better meet our clients' needs via scheduled appointments.

Welfare rights and £1,181,000 in local benefit gain

The Welfare Rights service at CAF commenced in 2016 with 4 full time caseworkers and 1 part time admin support. The Welfare Rights team assist with all manner of benefit issues, benefit checks, form filling, mandatory reconsiderations and appeals etc. The team also represent at tribunals and when required, complete home visits. In 2018-2019 the Welfare Rights team helped clients to accrue more than **£1,181,000** additional benefit gains during the year. The project was subject to a funding cut in 2018 which has now reduced the team to 3 FT caseworkers and 1 PT admin support. A direct consequence of this reduction in funding has resulted in less capacity to take on specialist welfare benefit cases for clients - which, during a time of such monumentous welfare benefits changes such as the introduction of Universal Credit, impacts on the specialist advice provision that we can offer Flintshire clients.



We are proud to fight discrimination

Citizens Advice Flintshire is proud, dedicated and committed to continuing to provide support and advice to clients about discrimination. Discrimination affects many people at some point in their lives and has a wider impact on our society.

No one should be treated unfairly because of who they are.

Cleaning up Discrimination

A cleaner was contracted to work 12.5 hours per week. However, she had consistently worked 25 hours per week. After a year on maternity leave, upon her return she was told she would only be working the original 12.5 hours as her colleague would now be working the additional 12.5 hours. Since returning the client also complained that she was always made to do the 'dirty work' such as clean toilets and showers, whereas before these tasks were shared out. The client was also not paid holiday for the recent bank holidays as normal whereas her colleague was. The client spoke limited English. We informed her of her rights and assisted in helping to take formal action by raising a grievance meeting. During the grievance meeting a senior manager apologised for the mistakes made and assured her that going forward she would continue to receive 25 hours' work per week.



At a local level, we provide advice and support for people who need help solving their problems and we advocate for people on the issues that matter to them



Disability Discrimination continues to be the most commonly affected protected characteristic that we see with pregnancy and maternity discrimination second. Because of this we took part in a Public Health Wales consultation into materials being published to all pregnant and new mothers in Wales to ensure that they know where they can go to if they experience problems at work.

This year the project has had a number of successes and has been able to help clients take action where without this service they would not have been able to.

We also gave a talk to ASNEW in Mold (Advocacy Services North East Wales) to a group of service-users with mental ill health about their rights at work and had excellent feedback. We also placed a BSL video on our website to enable British Sign Language users to access the service.

1957

The Rent Act results in a big increase in enquiries.



Parent Partnership Service



259 Flintshire families received assistance from our Parent Partnership Service. We give advice to parents/carers who have children with additional educational needs. There has been an increase in referrals each year; we feel that this is a positive increase and shows that people are more aware of the service and other agencies are recommending us, which we feel very proud of. Even with the high demand on the service we still promote and provide a holistic service. Our Caseworker Vicky has assisted a large number of families to claim Disability Living Allowance (DLA) for their child.

“Thank you to Vicky she gave me the information I needed to approach school which also gave me the confidence I needed to question their actions and put things in place I needed for my son. (Couldn’t have done it without you).”

A successful application

A single mother of two who worked part time and had debts wanted help from us with looking at debt options. Both children had ADHD. Our caseworker Vicky completed 2 Disability Living Allowance (DLA) applications and both were successful. After receiving help she feels more confident going through the process this time and has more understanding, she feels more empowered because she has the knowledge and information.



“Vicky was a massive support to me when I really needed it. I cannot thank her enough for her advice & guidance, the weekly check-ins and putting me in touch with support groups. She helped me through such a difficult time I'm very grateful”

1970s

Consumer protection becomes a priority.



We campaign so that fewer people face the same problems in the future

Extreme poverty and human rights

This year we submitted a report to the United Nations' Special Rapporteur for Extreme Poverty & Human Rights highlighting the problems that people in Flintshire are facing due to Government austerity measures. In November 2018, two of our caseworkers Alasdair Ibbotson and our debt specialist Lisa Powell visited Cardiff to meet with the Special Rapporteur and we also put them in touch with three of our clients who took part in telephone interviews with the Special Rapporteur. Our full response can be found here:

<https://www.ohchr.org/Documents/Issues/EPoverty/UnitedKingdom/2018/NGOS/CitizensAdviceFlintshire.pdf>

Panorama

Flintshire featured in the Panorama programme focusing on Universal Credit. One of our staff was shown helping a client who had not received his child element for over five months. The show had a huge amount of interest and the BBC told us this was one of the biggest reactions they had to one of their shows.



Many people were phoning the BBC asking for ways to financially help the people in the show, and we received donations of over £4,000 from people as far away as Denmark to help people suffering due to Universal Credit. The programme is available on YouTube.

<https://www.youtube.com/watch?v=TrdEVhyoiP4>

1980s

Two recessions mean a growth in poverty and enquiries rise in line with this.



We want the benefits system to work for everyone

Universal Credit - We produce bi-monthly reports about Universal Credit in Flintshire. This is shared with key stakeholders including Council Members, MPs, Assembly Members, Jobcentre staff and partner organisations. The reports feature case studies of clients we have recently helped, statistics, and key changes to UC legislation. They help us to highlight any trends that are starting to appear locally.

Maternity Discrimination in Universal Credit - We identified that Universal Credit is potentially discriminatory to women on maternity leave being paid Maternity Allowance (MA). Our case was a woman who had worked at the same place for a number of years but the business had recently changed hands, meaning that she had not worked for her employer long enough to qualify for Statutory Maternity Pay (SMP). Instead she had to claim Maternity Allowance (MA). In UC a work element is paid to someone in receipt of SMP, but not if they are in receipt of MA. This meant our client was **£409** per month worse off because of this rule. We wrote to our MP, who in turn raised the issue with Esther McVey. Unfortunately, her response was that this rule “was not unintentional”. We have now referred the case to Child Poverty Action Group and they are helping the client with a judicial review.

Period Poverty - We identified that many women and girls in Flintshire are struggling to afford sanitary products. This has worsened since the introduction of Universal Credit and other austerity measures. There is nowhere in Flintshire where women can go to for free sanitary products. In January 2019, we decided to help women and girls in this situation by becoming a collection and distribution centre for sanitary products. This has been really successful so far, and we have received donations of products and helped many women and girls to access free products when they need them.

1990s

Changes to the benefit system and work practices generate a large proportion of the enquiries bureaux receive.

Risk management and internal controls

The trustees are responsible for the effective management of risk, including ensuring that internal controls are in place and are operating as designed. Our risks are identified and managed in the following ways: In line with the agreed risk management strategy, the corporate risk register is reviewed by the Trustee Board annually.

The Senior Management team continually monitors external developments that may impact upon the organisation. Budgeting systems and financial reporting which indicate financial performance against the budget and forecast are reviewed and agreed by the Trustee Board, CEO and Finance Officer.



Finance matters

Good quality and sustained income streams are the foundation to enable our valuable service to be delivered year after year. We have specialist staff and volunteers who receive excellent on-going training together with the latest reference materials. We have the day-to-day running costs of operating from three sites in Flintshire together with all the expense of funding our computers and specialist telephone network.

This is our opportunity to express our sincere thanks to the following funders who have helped us to help the community this year:-

Flintshire County Council who continues to support our service by funding a significant element of our core service.

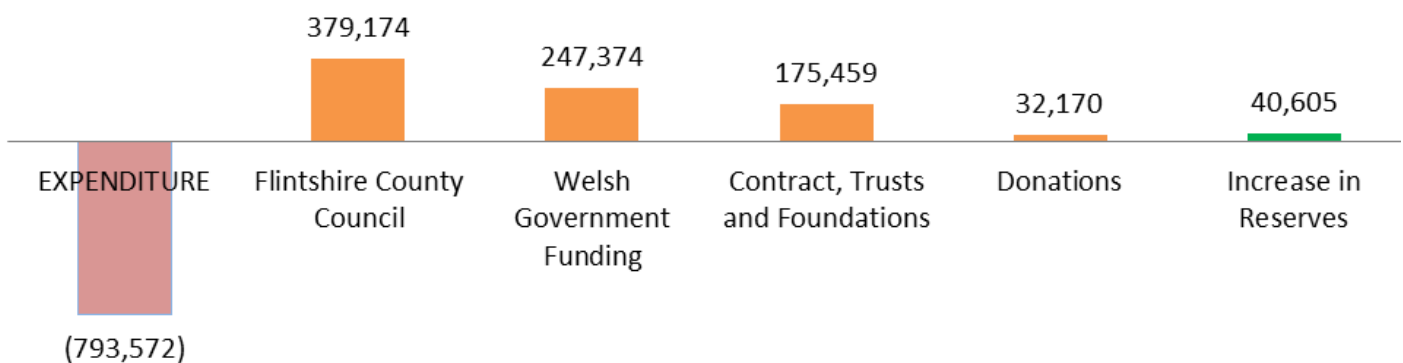
Welsh Government for their continued support for local advice provision

Citizens Advice Cymru for their invaluable support to CAF

Locally we are supported by smaller organisations including Town and Community Councils.

Our internal funding team who work tirelessly to ensure the CAB Charity is promoted to the county and raise much appreciated funding.

INCOME & EXPENDITURE 2018/19



Our total income for the year was £834,177 whilst our total expenditure was £793,572 which has resulted in a positive increase to our reserves of £40,605, which has helped to mitigate in part last year's deficit of £54,823.

In these uncertain times we are working very hard to raise funds in order to continue to provide support for the whole community with our established specialist services.

2000s

Debt, housing and employment continue to be key problems that Citizens Advice Bureaux deal with, particularly in relation to asylum issues.



Marketing, Communications and Fundraising Team



A year in the life of the Marketing Communications & Fundraising Team.

In 2012, the marketing, communications and fundraising team were set up with the aim to increase awareness of CAF being a charity and to generate additional funding from non-statutory sources. The team is currently made up of;

Mandy Plant - MCF Manager (part time, 2.5 days per week)

Dylan Evans - Website/Social Media Officer (part time, 1.5 days per week)

Clare Madders - Business Support Officer (part time, 1 day per week)

Paul Bertrand - Volunteer



We want to thank the Lloyds TSB Foundation for England and Wales as they supported us to employ a Business Support Officer to help us improve our efficiency and thus improve access to our service. Part of Clare's role is to assist with funding and grant applications whilst our brilliant volunteer was set the task to concentrate on a new design for a database/CRM system. What a year it has been. We have seen a steady increase in support from many sectors of our community and we have enjoyed and embraced the growing encouragement and engagement with our staff and volunteers.



Raising funds to help people with uncertain lives and preventable problems

Our Fundraising Chair Lucie Mulvaney played a pivotal role in setting up a Fundraising Group at the start of 2018. The group has created a platform in which volunteers and staff can get involved in events and fundraising. One of the major tasks we gave ourselves at the start of the year was to build a foundation of active internal supporters taking part in fundraising.



We do not hide the fact that we need to increase the charity's income and we set the challenge of the group to raise money. Each and every one of those who took part this year accepted the challenge and enjoyed what has been a good year of events. With crucial help and support from Lucie, the group has organised multiple successful events and we cannot thank Lucie enough for her dedication and generosity. We hope to see more staff and volunteers taking part in the future although we are fully aware that not everyone has the capacity to do so, and this only makes us more appreciative of those who do take the time to work with us.



We salute you!

Throughout the year we have received tremendous support from 8 trustees, 35 paid staff and 80 volunteers and we know that we are only as effective as our team so we are hugely grateful for all the support we receive throughout the whole of the organisation.

The year has seen a heavy focus on digital giving. We have been successful in setting up direct debit payments with all our regular givers giving online through PayPal, Local Giving and GoCardless.



Where our funds and grants come from?

We have been fortunate for a number of years to receive significant core funding from Flintshire County Council. We also deliver a number of Government contracts and projects funded by the Welsh Government via Citizens Advice Cymru.

Unfortunately, the contracts and core funding do not cover the entire cost of the services we provide. The MCF team's role is to diversify our fundraising streams by applying for additional funding for the organisation from a range of grants and trusts so that we are able to carry on delivering the range and level of services we currently provide.

The more traditional and consistent sources of funding, which supports a significant proportion of our work are facing increasing pressures and risks. Welsh Government funding is being reorganised on a regional basis and is going to be available for competitive bidding. The local authority is also reviewing third sector funding so is not secure. It is therefore vital that we expand our portfolio of income streams.

***July 2019** we wanted to include in this report Sian Williams' efforts for her Big Welsh Swim. Fundraising and training began during 2018 and Sian went on to raise nearly £2000 for CAF. What an inspiration Sian has been this year. A true legend!

Curry and Quiz night – **£1,058** - Special thank you to Lisa Powell, Stewart Whyte and Lesley Browne.

Sleep out 2018 – **£5,000**

Pop up Shop – **£700** –
Special thank you to Julie Griffiths

Christmas Raffle - **£1,047** -
Special thank you to Jo Higham

Christmas Silent auction - **£320**

Individual Giving - This year we have seen an increase in individual and online giving.

Regular Giving - 12 monthly donors giving **£133** a month which equates to **£1,596** a year.

(not including Gift Aid or Administration fees) A big thank you to all our regular supporters. Watch this space as next year we are launching a supporters scheme.



2003

Citizens Advice Bureaux become the first in the advice sector to audit the quality of their advice.

British Gas Energy Trust

Citizens Advice Cymru was successful in securing funding from the British Gas Energy Trust which they then issue to local Citizens Advice Bureaux is across Wales to provide energy advice. We secured a grant to reach to those in most need in Flintshire who are experiencing or at risk of fuel poverty living in cold homes and vulnerable to ill-health. We offer energy advice maximise income help people find cheaper tariffs and manage their debts. All of these things will improve quality of health and well-being.

Thank you for the support

This year we worked with 17 Town and Community Councils who generously gave donations to help support more of their local residents. Thank you Caerwys, Northop, Penyffordd, Halkyn, Mostyn, Sealand, Brynford, Ysceifiog, Gwernaffield & Pantymwyn, Leeswood & Pontblyddyn and Queensferry Community Councils along with Shotton, Flint and Saltney Town Councils.



Individual Support

It's great news that we have seen an increase in individual support as many people who use our service often want to give something back and this year we have raised the most ever from this source of income. It's heart-warming to see how many letters of thanks, flowers, chocolates and donations so many of our staff and volunteers receive, which we believe reflects how truly wonderful they are and what a great job they are doing at supporting people who desperately need our help.



If you would like a full copy of our annual accounts please
email: admin@flintshirecab.org.uk

The Media

Thank you to our friends at the Leader and the reporters who continue to support and publish our stories, regularly reaching our supporters with news and updates. A special thanks to the BBC who filmed the Panorama documentary on Universal Credit that showed how crucial our service is to the people of Flintshire. There is a constant demand for our service to be brought to life by storytelling, media, video and photography and the team are delivering this as and when they can. Social Media work is ongoing and we are now enjoying reaching around 1,500 Twitter followers. We are constantly reviewing how we can communicate better with all our people and now have over 1,500 people who have given us permission to keep them informed about what we do and changes that may affect them.



We are truly humbled by the support and generosity we received and it keeps us inspired every year. Our supporters have slept in the cold, jumped on their bikes, donated items to our shop and ran many miles. They have donated time and money, given commitment and passion to make things work for us. We want to thank you all for everything you do because without you, all the work would not be possible.



Terrig House, Chester Street, Mold, Flintshire CH7 1EG

Adviceline Cymru: 03444 772020 (Monday to Friday 10 am - 4 pm)

Online information: www.flintshirecab.org.uk

Charity Number: 1090010 **Company Number:** 03985923

4 September 2019

Citizens Advice service celebrates its 80th birthday.

Local Business Support

A huge **Thank you** to all of the organisations below who believed in us and helped us provide the crucial services we do.



Also a special thanks to...

- Emma Sims Holistic Therapies
- The Alehouse Micropub
- Plas Hafod Hotel
- James Sills
- Bebington Bitter Men
- Sheila Williams of Mold
- Anne's Flowers, Mold Precinct
- Hulson's of Mold
- Clays of Mold
- Highfield Hall Hotel, Northop
- The Fat Boar
- Olive Tree
- ABC cakes
- Springfield Hotel