

**CITIZENS ADVICE SERVICE IN THREE RIVERS (CASTR)  
BUSINESS AND DEVELOPMENT PLAN 2019-2022**

**Appendix 1. Description of Current Service**

CASTR provides a drop-in generalist advice service which is open to the public at the following times:

**Abbots Langley**

<b>Monday</b>	10.00 a.m - 4.00 p.m
<b>Tuesday</b>	10.00 a.m - 3.00 p.m
<b>Wednesday</b>	10.00 a.m - 1.00 p.m
<b>Thursday</b>	10.00 a.m - 3.00 p.m
<b>Friday</b>	10.00 a.m - 1.00 p.m

**South Oxhey**

<b>Monday</b>	10.00 a.m - 4.00 p.m
<b>Tuesday</b>	10.00 a.m - 4.00 p.m, 4.00pm-7.00pm by appt
<b>Wednesday</b>	10.00 a.m - 4.00 p.m (specialist appts by previous arrangement only)
<b>Thursday</b>	10.00 a.m - 4.00 p.m
<b>Friday</b>	10.00 a.m - 4.00 p.m

**Rickmansworth**

<b>Monday</b>	10.00 a.m - 3.30 p.m
<b>Tuesday</b>	10.00 a.m - 3.30 p.m
<b>Wednesday</b>	10.00 a.m - 12.30 p.m
<b>Thursday</b>	10.00 a.m - 3.30 p.m
<b>Friday</b>	10.00 a.m - 12.30 p.m

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**Appendix 1. Description of Current Service (continued)**

South Bucks

<b>Monday</b>	10.00 a.m – 3pm
<b>Tuesday</b>	
<b>Wednesday</b>	10.00 a.m – 3pm
<b>Thursday</b>	10.00 a.m – 3pm
<b>Friday</b>	

**Outreach sessions are provided during the following times:**

Three Rivers

<b>Day</b>	<b>Morning</b>	<b>Afternoon</b>	<b>Evening</b>
<b>Monday</b>	• Chorleywood Library 1 <sup>st</sup> Mon of month 10 - 12		
<b>Tuesday</b>	• South Oxhey Foodbank Fortnightly 10 – 1	• Mill End Foodbank weekly 1.30 - 4	
<b>Wednesday</b>			
<b>Thursday</b>			
<b>Friday</b>			
<b>Saturday</b>			

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**Appendix 1. Description of Current Service (continued)**

**Outreach sessions in South Bucks are provided as follows:**

Day	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday	<ul style="list-style-type: none"> <li>• Farnham Children’s Centre 1<sup>st</sup> Weds of each month 10-12</li> <li>• Methodist Church, Lent Rise 2<sup>nd</sup> Weds of each month 10-12</li> </ul>	<ul style="list-style-type: none"> <li>• Burnham Children’s Centre 1<sup>st</sup> Weds of month 1-3</li> </ul>	
Thursday	<ul style="list-style-type: none"> <li>• Gerrards Cross Library 1<sup>st</sup> Thursday of each month 11-1</li> <li>• Iver Children’s Centre 2<sup>nd</sup> Thurs of each month 10-12</li> </ul>		
Friday		<ul style="list-style-type: none"> <li>• Denham Children’s Centre 1<sup>st</sup> Fri of month 2-3</li> </ul>	

Herts-wide CAB telephone advice is provided Mon- Fri 10-4 and to Three Rivers residents on a local line. There is an up-to-date website available at [threeriverscab.org.uk](http://threeriverscab.org.uk). Advice by email is available via the website. Email enquiries will be responded to within a maximum of 4 working days. We also offer advice via webchat.

Bucks-wide CAB telephone advice is provided Mon- Fri 10-4 and to South Bucks residents on a local line. There is an up-to-date website available at [southbucksab.org.uk](http://southbucksab.org.uk). Advice by email is available via the website. Email enquiries will be responded to within a maximum of 4 working days. We also offer advice via webchat.

**Home visits:** are provided to the elderly, vulnerable or housebound in Three Rivers by emailing Herts Help on [info@hertshelp.net](mailto:info@hertshelp.net), or tel: 0300 123 4044

**Specialist services:** Debt and budgeting advice and court representation for Three Rivers and South Bucks clients Benefit casework and tribunal representation for Three Rivers and South Bucks clients. An advice support service is offered to Women’s Refuge clients in Three Rivers.

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**Appendix 2. Analysis of Performance**

Our CAB service offers full advice at drop in across our 4 LCAs (open for a total of 18 days per week), at 11 outreaches across the 2 districts, located in the most needy, cut-off and deprived communities e.g. food banks, villages with poor transport links, and via an advice support service to clients of a local Women's Refuge. We also provide advice via phone, webchat and e-mail and have 2 websites.

In 2017-18 our service helped over 7,500 unique clients with over 18,000 enquiries, an increase of +5% on 2016-17.

Our Adviceline statistics have always exceeded 100% of target demand to date- plus we offer a local phone advice line for local residents of Three Rivers and South Bucks (see data in table below).

Both Three Rivers and South Bucks Councils have maintained their core grants to us for the past 10 years.

During 2017-18 we also gained new funding to open 3 new outreaches, and we also received funding from Herts County Council to provide a home visiting service across Herts.

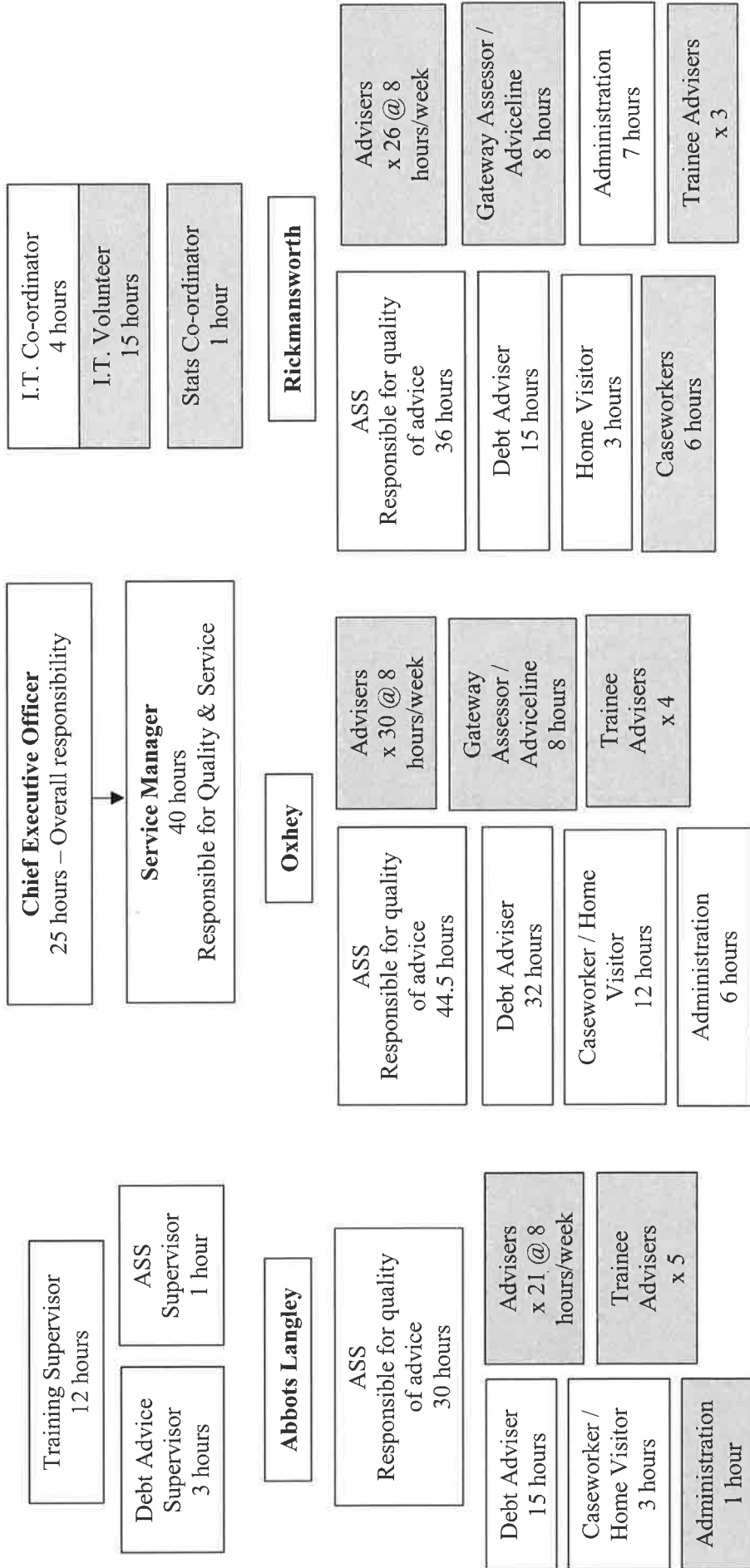
**The Future**

Our service has proved to be effective in meeting demand and we are able to provide our advertised services to the community. However, we are experiencing an increased demand for our services and increased complexity of cases, and so are adding 3 trainer hours until December 2019 to provide an extra intake of advisers, to take the pressure off existing rota sessions, especially at Abbots Langley, Oxhey and South Bucks LCAs.

We are meeting the key priorities in SU4E. We may be able to accommodate and adopt further measures in the future.

**CAB Staffing and Volunteer Structures**  
**CITIZENS ADVICE SERVICE IN THREE RIVERS (CASTR)**

**ORGANISATIONAL CHART**



(all hours are weekly figures)  
 CASTR2019

Key:  = PAID STAFF  
 = VOLUNTEERS

## Appendix 5. SU4E Business Planning Tool



### Stand Up for Equality – business planning tool for local Citizens Advice

The Citizens Advice equality strategy, Stand Up for Equality (SU4E), will provide the focus for the equality elements of your business planning cycle. We will be a stronger champion for equality by:

- Challenging discrimination through advice
- Promoting equality through research and campaigns
- Valuing diversity as an employer and volunteer agency

Find out more on CABlink: [Stand up for equality strategy](#)

#### Overview of the 5-step approach

Follow these 5 steps to identify your organisation's main areas of activity or work (planned and ongoing) and ensure these activities help to deliver our Stand Up for Equality priorities. There are a range of [tools and guidance to support you](#) on CABlink.

**Step 1** List any / all activities from your draft business plan that exclusively progress one or more of our SU4E priorities. Place these in the **Action Grid – step 4**.

**Step 2** Make a list of all the other activities / areas of work listed in your business plan.

**Step 3** Consider the areas of work / activities listed in step 2 alongside the SU4E priorities, specifically phase 1, and (once the development of strategy progresses) phase 2.

**Step 4** Identify possible actions and complete the **Action Grid**.

**Step 5** Prioritise.

## **CITIZENS ADVICE SERVICE IN THREE RIVERS (CASTR) BUSINESS AND DEVELOPMENT PLAN 2019-2022**

### **Checklist: Things to consider when completing each step**

#### **Step 1**

- List the activities you have identified (planned or ongoing) that **directly** relate to achieving the phase 1 and 2 priorities.
- Can you use SU4E to start something new? For example, to join the ASK routine enquiry programme or set up sessions for Deaf BSL clients?
- Place these activities in the Action Grid (see step 4).

#### **Step 2**

- List all the other activities / areas of work listed in your business plan. These could be new or planned, and ongoing and / or business as usual.
- Place these activities / areas of work in the **Analysis Table** to consider them in conjunction with SU4E. This helps you think through the SU4E implications of your intended activities over the life of your business plan. Doing this will help you demonstrate and keep under review all the equality-related work you are doing, to help ensure it meets the priorities set out in the strategy.

#### **Step 3**

- Complete the **Analysis Table** (below) with your activities / work areas identified in step 2.
- Ask yourself the questions identified in Appendix 2, answering yes / no / not sure in the relevant box. Then state your reasons and, where appropriate, transfer the actions identified to the **Action Grid** at step 4.
- The **Action Grid** will already be partly populated with activities identified in step 1.

### **Analysis Table**

**Question A:** Does this activity help us challenge discrimination through advice? (see appendix 1 section 1)

**Question B:** Does this activity help us promote equality through research and campaigns? (see appendix 1 section 2)

**Question C:** Does this activity help us value diversity as an employer and volunteer agency? (see appendix 1 section 3)

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<b>Work area / activity</b>	<b>Q. A (yes / no / not sure)</b>	<b>Q. B (yes / no / not sure)</b>	<b>Q. C (yes / no / not sure)</b>	<b>Reasons</b>	<b>Transfer to step 4? (Yes / No)</b>
Advisers consider discrimination in every case, and note on case record	Yes	Yes	Yes	Discrimination never overlooked and annual training at staff meetings	Yes
Research & Campaigns – Establish Abbots food bank	Yes	Yes	Not sure	Access to food bank previously denied to Abbots residents	Yes
All paid jobs advertised externally	No	No	Yes	Job ads accessible to all, and ethnic background not considered when assessing applications	Yes
Support service for Women’s Refuge clients	Yes	Yes	Yes		Yes
Equalities training at staff meetings including reporting hate crime via Truvision website (we are a hate reporting centre for TRDC)	Yes	Yes	Yes		Yes
Access to BSL Deaf Adviser for our deaf clients + hearing loop	Yes	Yes	Yes		Yes
Equipment Adaptation eg magnifier over PC screen	Yes	Yes	Yes		Yes
Training on ASK Programme	Yes	Yes	Yes		Yes
Extra support for clients on Universal Credit	Yes	Yes	Yes	Funded post from Herts CC and central government	Yes

Where you have answered “yes” or “not sure” to question A and / or B and / or C, state the reasons and transfer to step 4.

Where you have answered “no” to question A and / or B and / or C, state the reasons.

If you are satisfied that there is no impact on SU4E in relation to this activity you have identified, leave it in the table with a view to reviewing these annually when you review your business plan.



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**Step 4: Identify possible action and complete the Action Grid**

**Action Grid**

Work area / activity (brought forward from steps 1 & 2)	Stand up for equality action is: (step 3)	Responsible person	Deadline for completion	Resources	Need to liaise with other(s) – who?
Advisers consider discrimination in every case, and note on case record	Current & ongoing practice	ASMs and ASSes	Ongoing	All	-
Research & Campaigns – Establish Abbots food bank	Set up food bank	AY	Complete	Excess food diverted from Mill End food bank	Mill End food bank; Abbots Parish office
All paid jobs advertised externally	Current & ongoing practice	CEO	Ongoing	-	-
New support service for Women's Refuge clients	Set up new support service	CEO	10/17	Volunteer adviser, ASM monitoring	Women's Refuge
Equalities training at staff meetings including reporting hate crime via Truvison website (we are a hate reporting centre for TRDC)	Implement training	ASMs and Trainer	Ongoing	ASMs and Trainer	
Access to BSL Deaf Adviser for our deaf clients + hearing loop	Raise awareness of service at staff meetings	ASMs	12/17	-	-
Equipment Adaptation eg magnifier over PC screen	Review requirement and implement as necessary	CEO	Ongoing	Funding from Awards for All or surplus as required	-

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Training on ASK Programme	Incorporated into training plan	ASMs and Trainer	02/18	Trainer to attend course	
Extra support for clients on Universal Credit	Training courses provided plus paid post	ASMs, VS and AY	To end 3/20	Paid post	JC and advisers book appts

**Step 5: Prioritise**

Choose the most urgent actions or those that will have the most impact immediately and prioritise these. For the others, set out a timetable for when you will action them. All these actions will be reviewed annually in line with your usual business planning cycle.

**Appendix 1**

Questions to ask and information to help your answers.

Questions to ask	Prompts to help with your answers
<p><b>Section 1</b></p> <p><b>Q. A:</b> Does this activity help us challenge discrimination through advice? by:</p> <ul style="list-style-type: none"> <li>• helping to identify and correctly advise on discrimination issues, including hate and gender violence</li> <li>• becoming an active hate reporting centre and adopting one of the <a href="#">3 models on CABlink</a> to do so</li> <li>• reviewing access to advice for Deaf / BSL users and taking steps to improve</li> <li>• reviewing access and advice to Gypsies and Travellers and taking steps to improve</li> </ul>	<ul style="list-style-type: none"> <li>• What existing information or research do you have and what does it tell us?</li> <li>• Look at Petra statistics on discrimination issues, hate and gender violence issues – what are the numbers have been recorded? Are they unexpectedly low? Comparing to previous years, can you spot any trends?</li> <li>• Look at your client and community profiles. Are there demographic trends or changes?</li> <li>• Is there any indication that the particular proposals may create problems, in relation to any SU4E priorities?</li> <li>• Are you an active hate reporting centre? Find out more about using the Truvision website to report hate incidents / crimes. Adopt one of the 3 models for becoming a <a href="#">hate crime reporting centre</a>.</li> <li>• Have we assessed the advice you provide to Deaf BSL users and Gypsies and Travellers? Are you meeting their needs? How can you make your services more accessible to them? How can you ensure they get the right advice they need in and in the right way?</li> </ul>

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<ul style="list-style-type: none"> <li>taking steps to join the ASK routine enquiry programme and follow the process to actively participate in this area of work.</li> </ul>	
<p><b>Section 2</b></p> <p><b>Q. B:</b> Can any or all of these activities / work help promote equality through research and campaigns? Do you</p> <ul style="list-style-type: none"> <li>tell our diverse clients' stories?</li> <li>ensure those in authority do their job?</li> <li>run equality-themed campaigns featuring our priority areas?</li> </ul>	<ul style="list-style-type: none"> <li>Are there any gaps or opportunities to address these issues?</li> <li>Can you identify and develop some key research opportunities and / or campaigns that feature equality and the SU4E priorities? Identify ways to measure what a successful campaign would look like and record these.</li> <li>Are you aware of the Public Sector Equality Duty? Identify ways to hold those in public bodies to account for what they do and how they promote equality and eliminate discrimination.</li> </ul>
<p><b>Section 3</b></p> <p><b>Q. C:</b> Can you make any or all of these activities / work areas contribute towards:</p> <ul style="list-style-type: none"> <li>providing visible and committed leadership on equality by your trustees, management team and chief officer</li> <li>promoting diversity in your workforce - staff, volunteers and trustees</li> <li>helping to ensure that your clients reflect your local community</li> <li>ensuring that you understand the importance of making reasonable adjustments for staff, volunteers and trustees so they can be a part of your organisation's workforce</li> <li>helping everyone show how their work contributes towards the SU4E priorities</li> </ul>	<ul style="list-style-type: none"> <li>Think of ways that trustee board and management team can show leadership in and promote equality for staff, volunteers or clients</li> <li>What is the diversity of your client base? Does it reflect your community? If not, how can you fill the gaps?</li> <li>What is the diversity of your volunteers and staff and trustees? Are there differences between the diversity of your clients and different sections of your workforce? Why might that be? What steps can you take to improve this?</li> <li>Do you actively collect equality data of your workforce to effectively monitor changes and measure improvements, including sexual orientation and religion and belief?</li> </ul>

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**Appendix 2. Stand up for Equality priority areas**

Phase 1	Phase 2
<ul style="list-style-type: none"> <li>● Gender violence and abuse</li> </ul>	<ul style="list-style-type: none"> <li>● Empowering clients to have more voice and influence</li> </ul>
<ul style="list-style-type: none"> <li>● Discrimination advice</li> </ul>	<ul style="list-style-type: none"> <li>● Improving public and Citizens Advice services for people with mental health problems</li> </ul>
<ul style="list-style-type: none"> <li>● British Sign Language (BSL)</li> </ul>	<ul style="list-style-type: none"> <li>● Promoting fair treatment of migrant communities and community cohesion</li> </ul>
<ul style="list-style-type: none"> <li>● Improving access to hate reporting and access for Gypsies and Travellers</li> </ul>	

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**Appendix 6. Client Profile and Community Profile – Three Rivers**

**Three Rivers Community Profile 2017-2018**

Three Rivers is an affluent district of Hertfordshire with a population of 92,500, but with pockets of poverty, e.g. South Oxhey, Maple Cross and Mill End.

**Residents' profile:**

Male: 48%

Female: 52%

Non white-British proportion: 20.3%

12.4% of children under 18 live in poverty (vs Herts average of 26%)

14.5% of Three Rivers residents have either a physical/ mental disability

16.2% of Three Rivers residents have no access to a car/ van

16% of Three Rivers residents are over 65, of whom 4% have 'elderly needs.'

**Three Rivers CABs' Client Profile 2017-2018**

(%s = of total number of clients helped)

Male: 42%

Female: 57%

Transgender: 1%

Clients over 65: 19%

Physical/ mental disability: 41%

Non-white clients: 43%

**Appendix 7. Client Profile and Community Profile – South Bucks**

**South Bucks Community Profile 2017-2018**

South Bucks is a district in Buckinghamshire of mixed affluence, with a population of 66,867. It comprises of a group of disparate villages – 2 of which are among the most affluent in the UK (Beaconsfield and Gerrards Cross), with the remaining 3 larger ones in deprived communities (Denham, Iver and Burnham), with 2 large traveller communities. The district is particularly ill served by transport links.

**Residents' profile:**

Male: 47%

Female: 53%

Non white-British proportion: 16%

5.2% are in poor health

2.5% have either a mental or physical disability

73% own their own home

10.2% have no access to a car or van

Clients over 65: 20.8%

**South Bucks CABs' Client Profile 2017-2018**

(%s = of total number of clients helped)

Male: 40%

Female: 59%

Transgender: 1%

Clients over 65: 36%

Physical/ mental disability: 40.4%

Non-white clients: 44%

## **Appendix 8. Community Advice Needs Analysis – Three Rivers**

### **Three Rivers Advice Needs Analysis 2019**

#### **Access**

- Our 3 LCAs in Three Rivers are open a total of 15 days per week (14 for drop in) for Three Rivers residents in the 3 main towns in Three Rivers ie Abbots Langley, Rickmansworth and South Oxhey.
- Three Rivers Citizens Advice has its own local Adviceline service linked to the Hertfordshire Adviceline phone service, as well as being part of the county rota, and so telephone advice is available Mon- Fri 10am-4pm.
- Our LCA outreaches are provided in local areas of deprivation in Three Rivers (16.2% of Three Rivers residents have no access to a car, and e.g. Maple Cross has poor public transport links).
  - South Oxhey foodbank
  - Mill End foodbank
  - Chorleywood library (elderly client profile)
  - Women's Refuge

Foodbanks especially busy in school holidays as parents struggle to feed their children with no free school meals (12.4% of Three Rivers children live in poverty).

- Home Visiting service provided by 3 LCA district caseworkers plus county service for the physically disabled.

#### **Disabled clients**

41% of all our clients have either a physical or mental disability compared with 14.5% of residents in Three Rivers as a whole.

#### **Non-white clients**

Non-white clients: 43% of all clients seen at our 3 LCAs, compared with 20.3% of total Three Rivers population.

#### **Conclusion**

From the above Advice Needs Analysis, it appears that Three Rivers Citizens Advice provides good coverage across the district in terms of meeting client need. However, there are always areas to address: Mill End foodbank are requesting longer outreach hours to capture working clients after work

## **Appendix 9. Community Advice Needs Analysis – South Bucks**

### **South Bucks Advice Needs Analysis 2019**

#### **Access**

- Our main South Bucks LCA is open 3 days per week in Denham for drop in advice.
- It is part of the Bucks LCAs Adviceline service and so advice by telephone is available to South Bucks' residents Monday – Friday 10am-4pm.
- LCA outreaches are provided in the deprived villages in South Bucks, especially important for access as 10.2% of South Bucks residents have no access to a car/ van so must rely on public transport links, which are poorly served across the district.
- Outreaches are in the 3 main deprived towns
  - Denham x 1 outreach
  - Burnham x 2 outreaches
  - Iver x 1 outreach, plus also in
  - Gerrards Cross Library and Farnham

#### **Disabled clients**

40.4% of all our clients have either a physical or mental disability compared with 2.5% of the population of South Bucks as a whole.

#### **Non-white clients**

44% of South Bucks LCA clients seen in 2016-17 were non-white, compared with 16% of residents in South Bucks. One third of non-white South Bucks residents live in 1 of the 3 most deprived areas of South Bucks, ie Burnham, Denham or Iver.

#### **Conclusion**

South Bucks LCA provides good coverage across the district to meet clients' needs, with a proportion of non-white clients helped representing more than twice the proportion of non-white residents in South Bucks. The same applies for clients with a disability and the over 65s.

As 4 of our outreaches are in the 3 main deprived areas, where one third of non-white South Bucks residents live, this enables us to provide proportionately greater coverage to non-white residents.



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**Appendix 10. Client Satisfaction Survey 2019**

The following graphs were created from the results of surveys undertaken by clients at the four bureaux in Abbots Langley, Rickmansworth, South Oxhey and South Buckinghamshire. The figures in the graphs are percentages (rounded to the nearest whole number) making it easier to compare the responses from across the bureaux as each returned a different number of completed surveys. Abbots Langley returned 36 surveys (15 more than last year), Rickmansworth returned 29 surveys (9 less than last year), South Oxhey returned 25 surveys (5 less than last year), and South Buckinghamshire returned 10 surveys (4 more than last year). The sample size across the four bureaux is small considering the number of clients the bureaux assist.

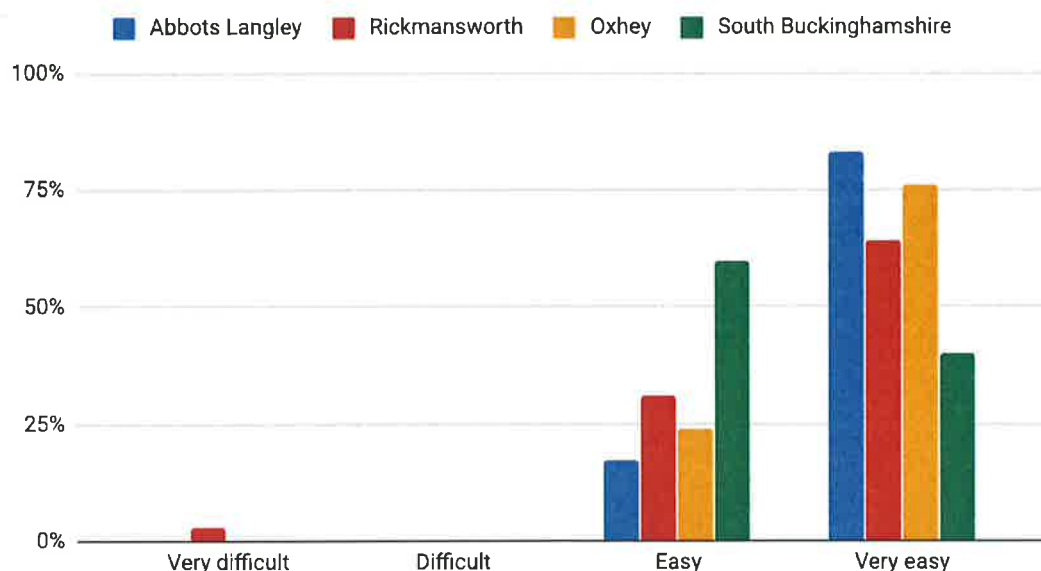
**Section one: Our service to you**

This section of the survey asked clients to report on their satisfaction/dissatisfaction with the provision of the service offered by Citizens Advice.

**Question 1: How easy did you find it to access our services?**

The responses to Question 1 show that the majority of clients (66%) found it 'Very Easy' to access the bureaux compared to 33% who found it 'Easy'. This is an increase from last year's survey where 55% of clients found it 'Very Easy'. This year one client attending the Rickmansworth bureau found it 'Very Difficult' to access the service. Unlike the previous year Abbots Langley had the greatest number of clients responding to the question with 'Very Easy' (83% at Abbots Langley). In 2018 and 2017, Rickmansworth had the greatest number of 'Very Easy' responses with an average of 77% across the two years. This year 64% of respondents at Rickmansworth answered 'Very Easy' to this question, still showing the majority to be satisfied.

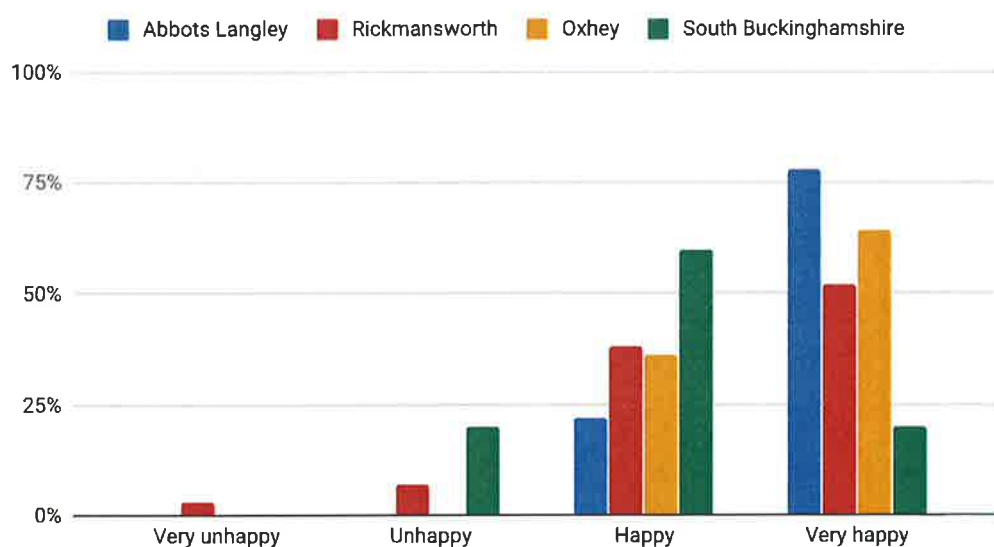
### Question 1: How easy did you find it to access our services?



### Question 2: How happy are you about the times we're open?

The responses to Question 2 show that 54% of clients were 'Very Happy' with the opening times of their bureau and 39% were 'Happy'. This shows no change, when compared to the 2018 survey, in the most positive response ('Very Happy') from 54% in 2018. This year, Abbots Langley had the greatest percentage of 'Very Happy' clients with 78%. Rickmansworth had one 'Very Unhappy' client and two 'Unhappy' clients with comments requesting opening hours to be extended to after typical work hours one day a week.

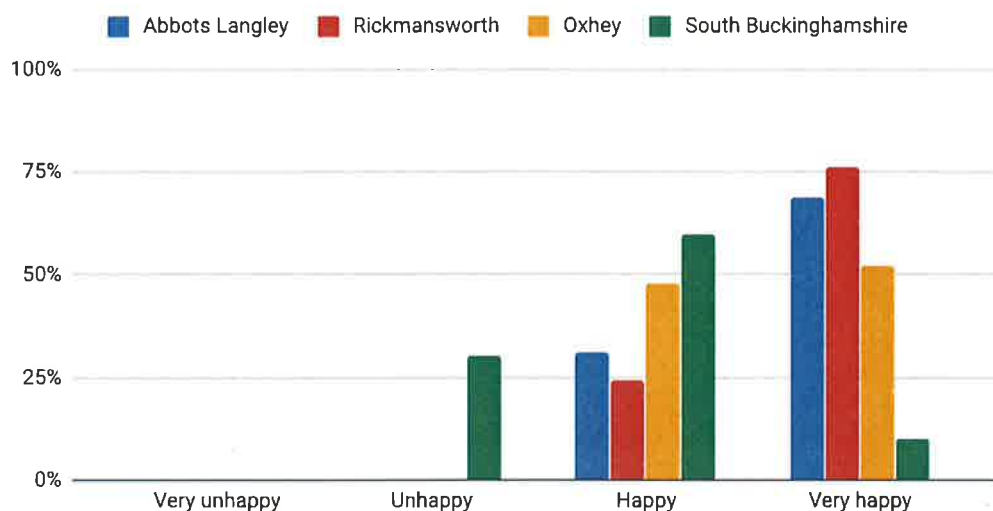
### Question 2: How happy are you about the times we're open?



**Question 3: How happy are you about how long you have had to wait in total?**

The responses to Question 3 shows that 51% of clients were 'Very Happy' with how long they had to wait in total. This result is slightly less than last year (57%). 41% of clients were 'Happy' with their waiting time. South Buckinghamshire had 3 'Unhappy' responses, whilst the other three bureaux had no 'Unhappy' responses and all four bureaux had no 'Very Unhappy' responses.

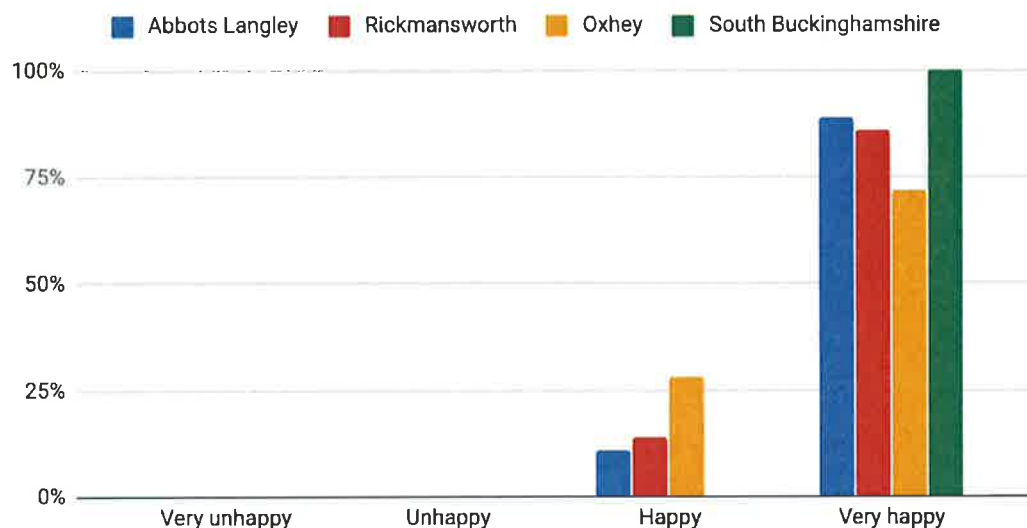
**Question 3: How happy are you about how long you have had to wait in total?**



**Question 4: How happy are you about the time you had to discuss your problem?**

The responses to Question 4 show that a strong majority (87%) of clients were 'Very Happy' with the time they had to discuss their problem. All responding clients from the South Buckinghamshire bureau responded with the most positive response, 'Very Happy'. For the fourth consecutive year there were no respondents who were 'Unhappy' or 'Very Unhappy'.

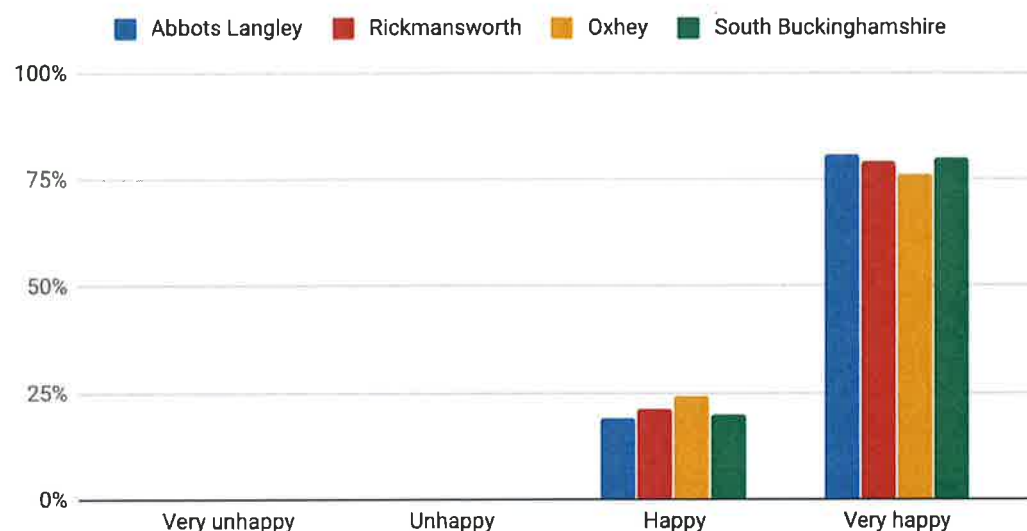
**Question 4: How happy are you about the time you had to discuss your problem?**



**Question 5: How happy are you with the information and advice you have received?**

The responses to Question 5 show that a strong majority (79%) of clients were 'Very Happy'. All other respondents were happy (21%). All four bureaux had very similar results ranging from 76% (Oxhey) to 81% (Abbots) responding as 'Very Happy' with the information and advice they received.

**Question 5: How happy are you with the information and advice you have received?**

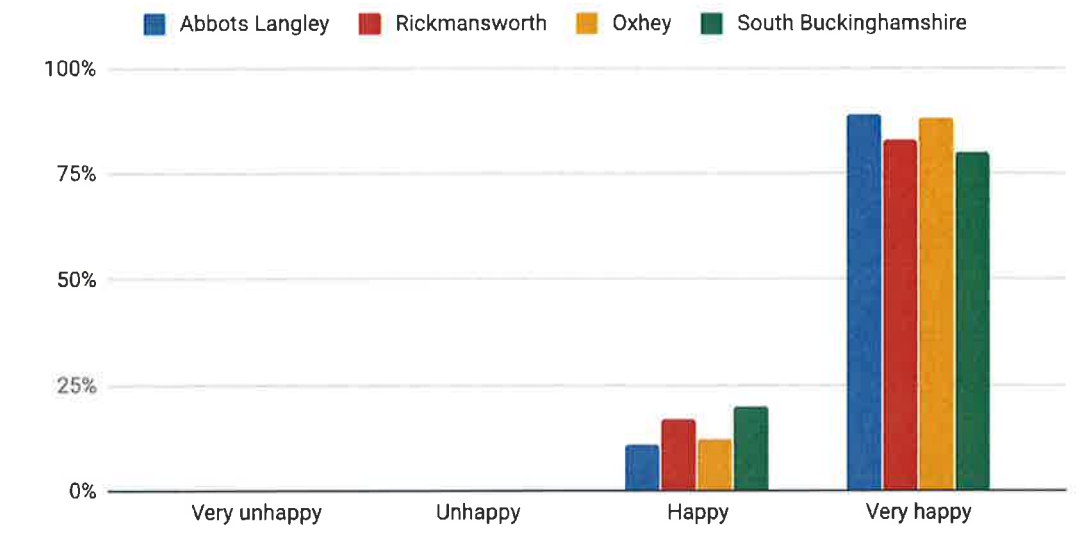


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**Question 6: Overall, how happy are you with the service that you have received?**

The responses to Question 6 show that a strong majority (85%) of clients were 'Very Happy' with the overall service they received. 15% of respondents were 'Happy' with the overall service, and no respondents answered that they were 'Unhappy' or 'Very Unhappy' with the service. The bureau with the greatest number of 'Very Happy' responses were Abbots Langley (89%) and Oxhey (88%). South Buckinghamshire has had a significant increase in the most positive response, from 67% answering that they were 'Very Happy' in 2018 to 80% in 2019. One client visiting the Abbots Langley bureau highlighted the helpfulness and understanding attitude of the adviser they were in contact with.

**Question 6: Overall, how happy are you with the service that you have received?**

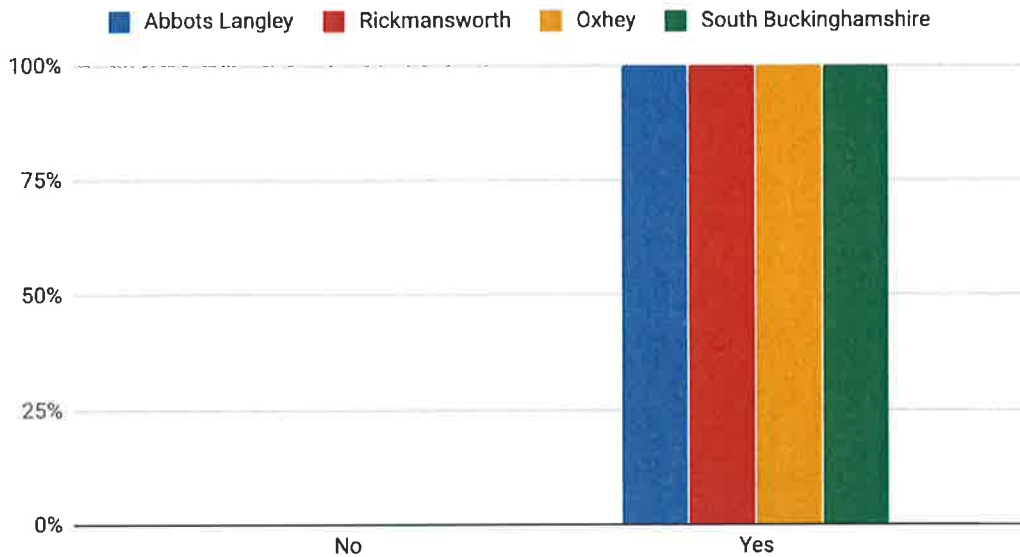


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**Question 7: Would you use the CAB service again?**

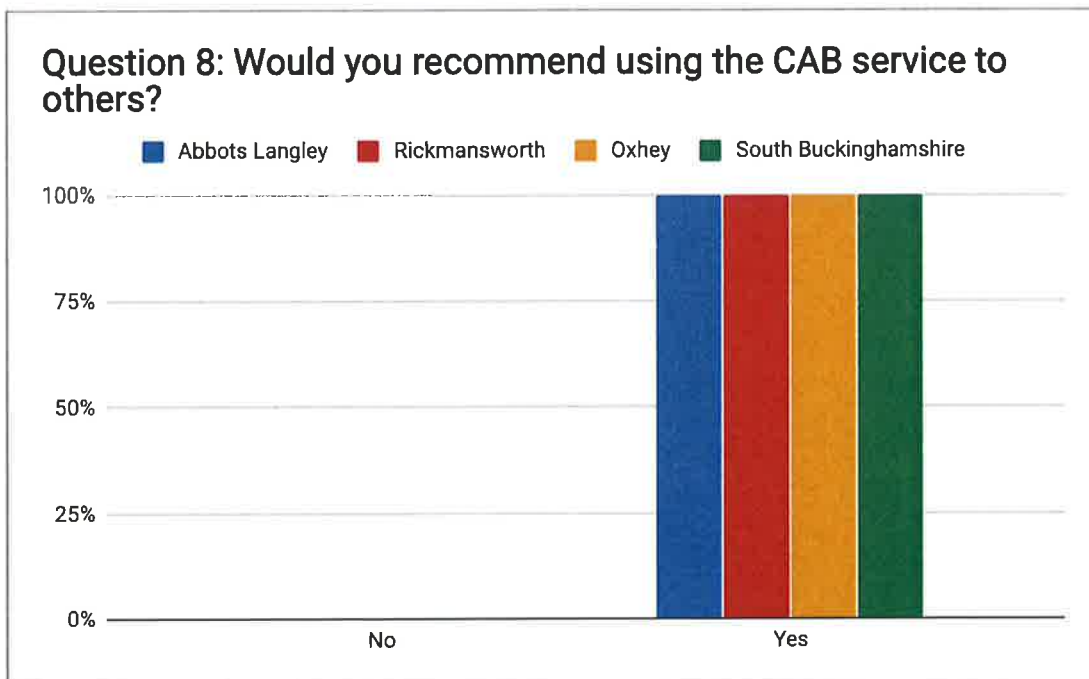
100% of respondents would use the CAB service again. This response is consistent with last year's results.

**Question 7: Would you use the CAB service again?**



**Question 8: Would you recommend using the CAB service to others?**

100% of respondents would recommend using the CAB service to others. This response is consistent with last year's results.



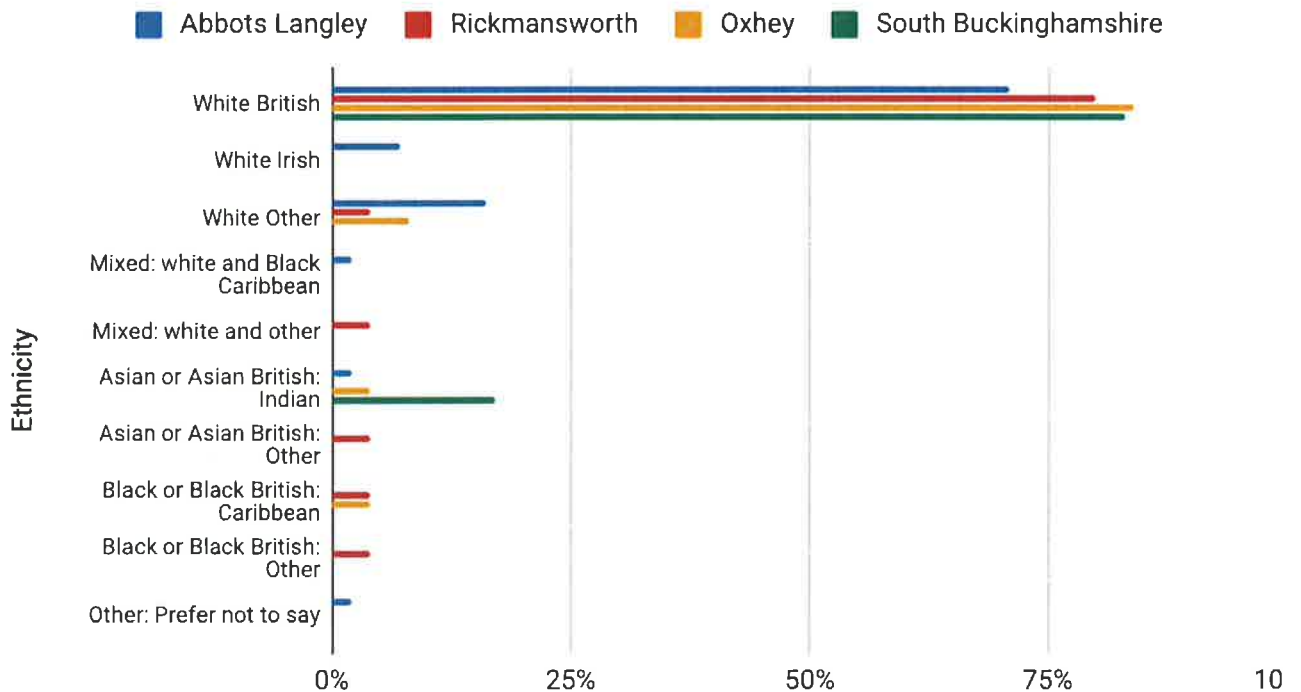
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**Section two: About you**

This section of the survey asked clients to give details about their ethnicity, age, gender and whether they have a disability. The survey explained that this information is collected to help CAB understand if they are meeting the needs of all groups in the community. Thus, this data would be most useful when compared to the demographics of the community in each bureau’s local area.

As with previous years, there were a number of forms which did not have section two completed. 7% of respondents to section one did not complete section two at all. Of those who did give responses to section two: 6% of people did not answer the ethnicity question, 10% of people did not answer the question on age, 26% of people did not answer the question on gender, 32% of people did not answer the question on disability.

**About you: Ethnicity**



As was the case last year, the largest response fell in the ‘White British’ category with 80% of respondents identifying themselves as ‘White British’. In all bureaux over 70% of respondents identified as ‘White British’, with the smallest proportion falling in this category were located in Abbots Langley (71%).

There were nine cases in which respondents identified with multiple ethnic categories. From the bureau in Abbots Langley: two clients identified as White British and Mixed White and Other, these were recorded as White British; one client identified as White Other and Mixed White and Other, this was recorded as White Other; one client identified as White Other and Black or Black British African, this was recorded at White Other. From the bureau in Oxhey: one client identified as White British, White

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Other, Mixed White and Asian, Asian or Asian British Other, this was recorded as White British; one client identified as White

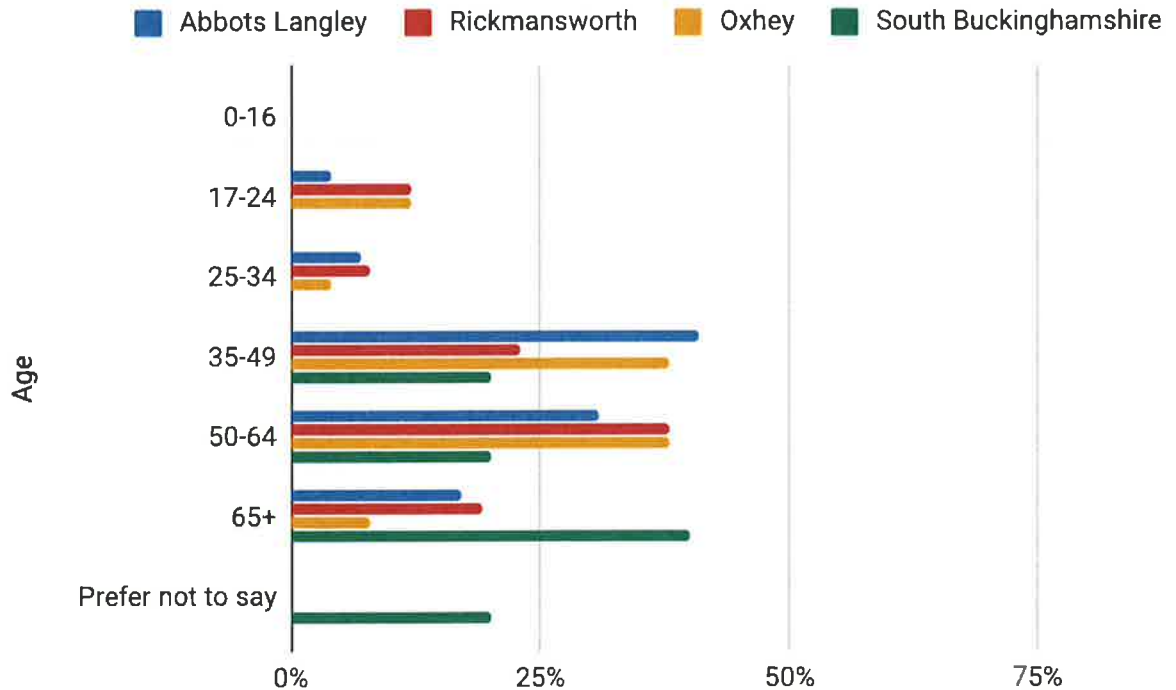
Other and Black or Black British Caribbean, this was recorded as White Other. From the Rickmansworth bureau: one client identified at White British and Mixed White and Other; this was recorded at White British; one client identified as White British, Mixed White and Asian, Asian or Asian British Other, Black or Black British Other, and Other Any Other, this was recorded as White British; one client identified as White Other and Asian or Asian British Other, this was recorded as White Other.

These cases appear to have occurred as a result of 'Mixed' categories being separate from 'White' categories. Similar cases of ambiguous responses were apparent in last year's survey. An alteration to the layout of the categories in next year's survey may improve the clarity of data collected.

The widest range of responses came from the Rickmansworth bureau where there were 6 different responses: White British, White Other, Mixed white and other, Asian or Asian British other, Black or Black British Caribbean, Black or Black British Other. Oxhey had the smallest range of responses with 4 different responses: White British, White Other, Asian or Asian British Indian, Black or Black British Caribbean.

There were a number of ethnic categories which recorded no responses from any of the bureaux. These were removed from the graph to make the visual easier to access and read. These categories were: Mixed White and Black African, Mixed White and Asian, Asian or Asian British Pakistani, Asian or Asian British Bangladeshi, Black or Black British African, Other Chinese, Other any other.

**About you: Age**

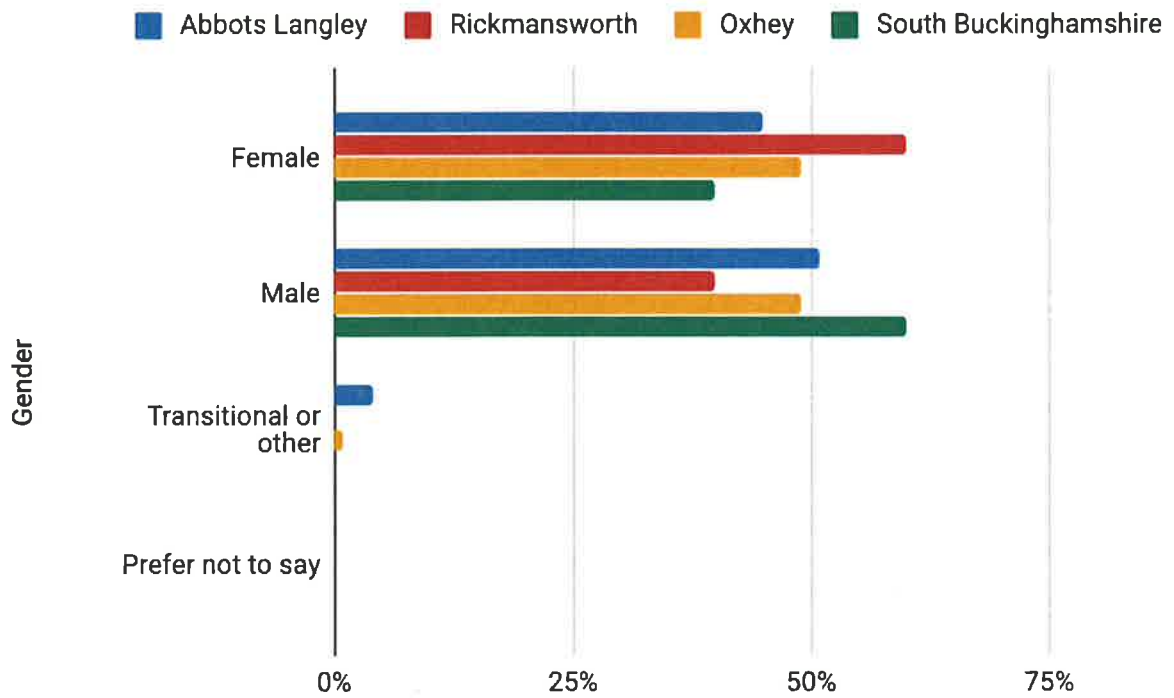




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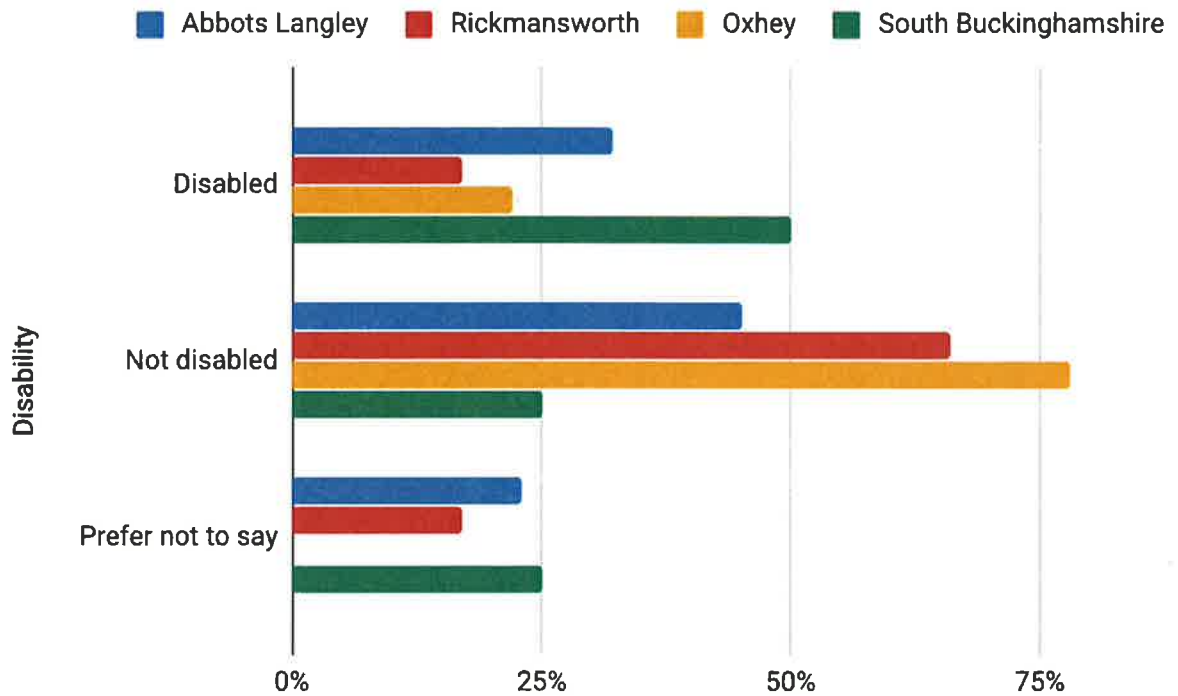
This year the age groups 35-49 and 50-64 were most represented (31% and 32% respectively). There were no respondents who indicated that they were from the 0-16 age group. 7% of respondents were from the 17-24 age group and 5% of respondents were from the 25-34 age group. Two respondents from South Buckinghamshire chose 'prefer not to say'.

## About you: Gender



This year there was an equal split between female and male responses - 49% of clients identified as female and 50% identified as male. One respondent identified as 'transitional or other'. This year's results are different from the previous three years where more females have attended than last year; in 2018 35% of respondents identified as female and 25% identified as male. There were more clients who identified as female (60%) than male (40%) at the Rickmansworth bureau, and more clients who identified as male (60%) than female (40%) at the South Buckinghamshire bureau.

## About you: Disability



14% of respondents answered 'prefer not to say' whilst 54% identified as 'not disabled' and 30% identified as 'disabled'. The proportion of clients who identified as 'disabled' was the same as in last year's survey in 2018.

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