

# Citizens Advice South Lincolnshire

Working in partnership with South Kesteven District Council to meet the needs of their citizens

Stephen Cheetham  
CEO



South  
Lincolnshire

# Citizens Advice South Lincolnshire

## About us

- Local Charity working across SKDC and SHDC
- **NOT** a national charity, but a member of a federated structure
- Supported over 14,000 clients last year
- Enabled financial gains of £7m
- 25% of our funding comes from District and County councils

This has been vital in leveraging more funding/income:

- 60% of our funding comes from national contracts
- 15% of our funding comes from charitable trusts, Town Councils and Parish Councils



# Citizens Advice South Lincolnshire

What changed in 2025:

- New leadership
- New staff structure
- New service delivery model



South  
Lincolnshire

# The services we deliver

- Core Service\*
- Advice Line\*
- Outreach
- Debt

\*SKDC funded



South  
Lincolnshire

# Core Service

- Face to Face
  - Drop In
  - Booked Appointments
- Telephone
  - Call Back
  - Booked Appointments
- Grantham
- Stamford



South  
Lincolnshire

# Advice Line

- Telephone service
- Monday to Thursday
- Resolution at first point of contact
- Referral to other CASL support
- Referral to other third-party specialist support



South  
Lincolnshire

# Outreach

- Rural nature of South Kesteven
- Accessibility
- Aging population
  
- Bourne
- Market Deeping
- Deeping St James



South  
Lincolnshire

# Debt

- National Contracts
- Specialist Service
- Referral Route
- Open to South Kesteven residents
- Mon-Fri 52 weeks per year



South  
Lincolnshire

# Who we deliver services to in SKDC

- 91% White British
- Mostly 30-59 years old (54%)
- Largest group is 60-64 years old (11%)
- 60% women
- 50% Disability/Long-term health



South  
Lincolnshire

# What the issues are for people in SKDC

- Benefits (31%)
- Housing (11%)
- Debt (9%)
- Employment (8%)
- Relationships and family (8%)
- Legal (6%)
- Charitable Support (5%)
- Utilities (4%)
- Consumer goods (4%)
- Immigration and asylum (3%)



South  
Lincolnshire

# The difference CASL services make

- Core and Adviceline
  - April 2025 – Dec 2025
  - 1,415 people seen
  - 3,284 issues dealt with
  - £1.2m Financial gain
- All CASL services
  - April 2025 – Dec 2025
  - 1,982 people seen
  - 6,436 issues dealt with
  - £2.6m Financial gain



South  
Lincolnshire

# Case Study 1

- ‘Jane’ – energy bills
- Vulnerable and on low income
- Addressed immediate need
- Identified and established additional support
- Empowered ‘Jane’ to discuss with energy provider



South  
Lincolnshire

# Case Study 2

- ‘Andy’ – partner had recently died
- Distressed and overwhelmed
- Came to us for advice over a couple of appointments
- Enabled him to move forward



South  
Lincolnshire

# The value CASL adds to SKDC

- Connecting Communities
  - Tackling inequalities
  - Supporting wellbeing and reducing isolation
- Sustainable South Kesteven
  - Managing energy costs
  - Accessing 'green' schemes
- Enabling Economic Opportunity
  - Increasing household income (Increasing Benefits and reducing debts)
  - Supporting job retention
- Housing
  - Preventing homelessness through intervention
  - Promoting and supporting housing rights
- Effective Council
  - Reducing demand on council services
  - Value for money (Volunteer workforce)



South  
Lincolnshire

# The information we provide

## SKDC

What we currently provide:

- Quarterly Returns
- Service Specific Information

What we could provide:

- Ward reports for Local Councillors
- Data more aligned to SKDC's Priorities



South  
Lincolnshire

# CASL and SKDC collaboration

Together, we are exploring the following:

- CASL presence in Customer Service Centre (short/medium term)
- Co-location in SKDC offices (long term)
- Support delivering services (Food Voucher Scheme)
- Regular updates to Scrutiny Committee



South  
Lincolnshire

# Any questions?



South  
Lincolnshire