

Citizens Advice South Lincolnshire

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

Stephen Cheetham
CEO



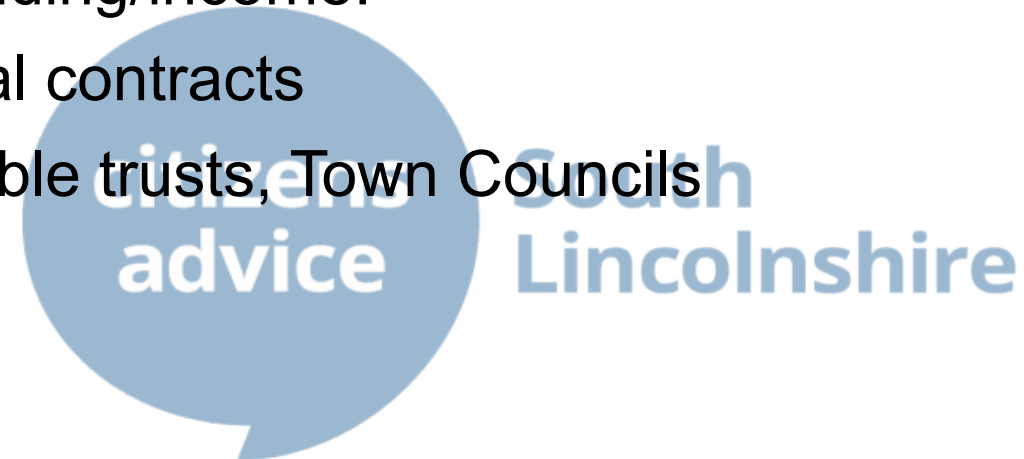
Citizens Advice South Lincolnshire

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



The services we deliver

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

*SKDC funded



Core Service

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



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



Outreach

- Rural nature of South Kesteven
- Accessibility
- Aging population

- Bourne
- Market Deeping
- Deeping St James



Debt

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



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



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%)



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



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



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



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)



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



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



Any questions?

The logo consists of a blue speech bubble shape containing the text "citizens advice" in white, lowercase letters.

**citizens
advice**

**South
Lincolnshire**