

Appendix 1: Citizens Advice Mid Mercia Overview Report 2021-22

Please see below a summary of Citizens Advice Mid Mercia's (Camm's) service delivery model and number of clients supported.



Service Delivery model

The organisation has 78 members of staff (66.8 FTE) and 35 volunteers. Our forecasted income is £2,017,675 for 2022/23. Services are currently predominantly provided remotely, though we utilise our main sites, including our registered offices in Church Gresley

There are fifteen service areas:

- **Adviceline:** Assessment and generalist advice delivered Monday – Friday 10:00 – 16:00
- **Advice Referral:** Instant access referral to assessment and generalist advice for funder clients
- **Money Advice:** Debt case work available Monday – Friday 10:00 – 16:00
- **Advocacy:** Outreach service offering IMHA, IMCA and Dols Advocacy support 09:00 – 17:00 Monday – Friday
- **Help through Hardship:** Assessment and generalist advice to clients accessing food banks 09:00 – 17:00
- **D2N2:** Personal navigator casework support available Monday – Friday 09:00 – 17:00 at various locations in South Derbyshire.
- **Outreach advice:** Generalist and specialist advice services available Monday – Friday at various outreach sites such as GP surgeries, children centres, community venues and remotely.
- **Carers service:** advice, wellbeing and training carers service delivered Monday – Friday
- **Tamworth –** Generalist advice and debt service available Monday – Thursday at Marmion House and remotely
- **Trussell Trust –** Telephone advice and food referral service available Monday – Friday based
- **Autism service –** Advice and referral service as well as community-based projects for those living with autism in Derbyshire and Nottinghamshire
- **Help to claim service –** Telephone and face to face service helping people claim Universal Credit available Monday – Friday
- **MPFT –** Financial wellbeing service for MPFT patients
- **Energy –** Energy advice to those living in Derbyshire and Staffordshire
- **Outreach –** In the community-based services such as digital training and settlement scheme

In 2021/22 CAMM supported 26,500 people and their families across all the service areas above - of which 6,249 clients were located in South Derbyshire

The graph below shows the number of generalist advice clients Citizens Advice Mid Mercia have supported during 2021-22 through the core grant service provided by South Derbyshire District Council.



South Derbyshire - 1st April 2021 - 31st March 2022

Total number of clients and reported issues

Total number of clients in the year = 870

Total number of issues in the year 7,214, breakdown of issues shown below:

