

# Citizens Advice LeicesterShire

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Chief Executive



# Citizens Advice LeicesterShire

- Significant, consistent support from Districts and County councils
- Free, independent, confidential and impartial advice
- Services in Leicester City and six County Districts: Blaby, Harborough, Hinckley & Bosworth, Melton, North West Leicestershire, Oadby & Wigston
- Face-to-face, email and telephone
- Generalist advice: debt, benefits housing, family issues, discrimination, employment, immigration, energy bills
- Specialist services: Macmillan, Money Advice, Pension wise, Europe Direct, Mesothelioma, Prevent, Money Matters

# Citizens Advice LeicesterShire

2010: Merger Hinckley, North West Leicestershire and South Leicestershire (Market Harborough and Blaby)

2010: Won contract in Oadby & Wigston

2012: Melton and City office joined

2013: Won City contract

- 50+ paid staff
- 200 volunteers
- 1 trustee board

# Outcomes

- Simpler governance unit – one trustee board and senior leadership
- Work to same standards of protocols and practices
- Simplified reporting (outcome frameworks agreed with districts and county)
- Allows for joined-up funding approach for external funding
- Allows for reciprocal arrangements with the Districts (clients can seek advice across borders)
- Staffing and governance financial rationalisation
- Diverting resources to frontline services

# Challenges to overcome

- Maintaining localised service delivery model costly
- Senior leadership becoming removed from local issues
- Some staff and volunteers did not want to feel part of a bigger “machine”
- Initial reluctance to change (especially around rebranding)
- Uneasy relationship with surrounding Citizens Advice (incremental process)
- Communications needed special consideration
- Cost savings not immediately achieved
- Infrastructure required significant re-thinking

# Reassurances required

**As a local authority stakeholder**

**As a lead for an organisation invested in the local community**

- Protection of community-based delivery
- Preservation of local knowledge
- Engagement of the voluntary sector
- Pounds, shillings and pence



**LeicesterShire**

Any questions?

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