

APPENDIX 1 COMMUNITY WELL BEING POLICY DEVELOPMENT GROUP JANUARY 2015

MID DEVON CITIZENS ADVICE BUREAU PERFORMANCE INFORMATION 1 July 2012 to 30 August 2014

#	Performance Indicator	Data for period 1 July 2012-31 March 2013	Data for period 1 July 2013-31 March 2014	Data for period 1 April 2014– 30 August 2014	Additional Information/Comment
1	Number of opening hours per week for offices in: a) Tiverton b) Crediton c) Cullompton	a) 18 b) 15 c) 3	a)18 b)15 c) 3	a)18 b)15 c) 3	
2	Total number of clients in: a) Tiverton & Cullompton b) Crediton Total	2,567	a)1236 b) 445 1,681	a)749 b)255 1,004	We do not collect statistics separately for Cullompton – they are recorded with Tiverton
3	Total number of clients that are Mid Devon District Council housing tenants in: a) Tiverton & Cullompton b) Crediton Total	358	a)13 b)11 24	a) 9 b) 5 14	
4	Total number of contacts in: a) Tiverton & Cullompton b) Crediton Total	8,496	a)2414 b) 957 3,171	a)1291 b) 457 1,748	
5	Total number of enquiries across Mid Devon District against the following categorisations: (a) Benefits; (b) Work; (c) Debt and Money; (d) Consumer; (e) Relationships; (f) Laws and Rights; (g) Discrimination; (h) Tax;	(a) 3232 (b) 686 (c) 1346 (d) 212 (e) 453 (f) 264 (g) N/A (h) 94	(a)2994 (b) 622 (c)1741 (d) 214 (e) 383 (f)282 (g) N/A (h) 69	(a)613 (b)162 (c)507 (d) 58 (e)115 (f)86 (g) N/A (h)22	We do not record discrimination as a separate category as it occurs across many different issues. The second column covers 5 months of 2014/15

	(i) Healthcare; (j) Education	(i) 60 (j) 1	(i)135 (j) 28	(i)99 (j)6	
6	Number of clients supported/represented at tribunal or other meetings across Mid Devon district.	89	648	449	Clients given specialist advise and support including Tribunal representation
7	Average benefit entitlement realised per client across Mid Devon district.	£3,622	£345.55	£1836.20	Dependant on having staff to follow up clients
8	Number of volunteers trained.	5		7	Training started in 2013 and completed in 2014
9	Total number of volunteer hours provided in: (a) Tiverton & Cullompton (b) Crediton	(a) 6186 (b) 3069	(a)6012.15 (b)2293.5	(a)2589 (b) 930	