



CITIZENS ADVICE
BROMSGROVE & REDDITCH

BDC Overview and Scrutiny Feedback

October 2025

KEY SUPPORT AREAS

- a) Core Service
 - b) Household Support Fund Distribution
 - c) Affordability Assessments - BDHT
 - d) Outreach Development Project
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CORE SERVICE



CORE SERVICE - SUPPORT

£123,400 from BDC & £23,606 for WCC

Good news.....

Best funders by far in Worcestershire

National average was £1.34 per head in 23/24

Target = £138,397

We receive £147,006 – Thank You

Caveat.....

The whole voluntary sector funding model nationally is busted and even at £1.34 many of those services are going under

CORE SERVICE - PRODUCT

Advice – not information

Consistently High Quality “Assessed Service” – AQS, FCA, MaPS

Excellent value –Supported by 50-60 volunteers

Constantly improving –

2020 call answer rate – 24%

2025 Call answer rate – 38%

CORE SERVICE - DELIVERY

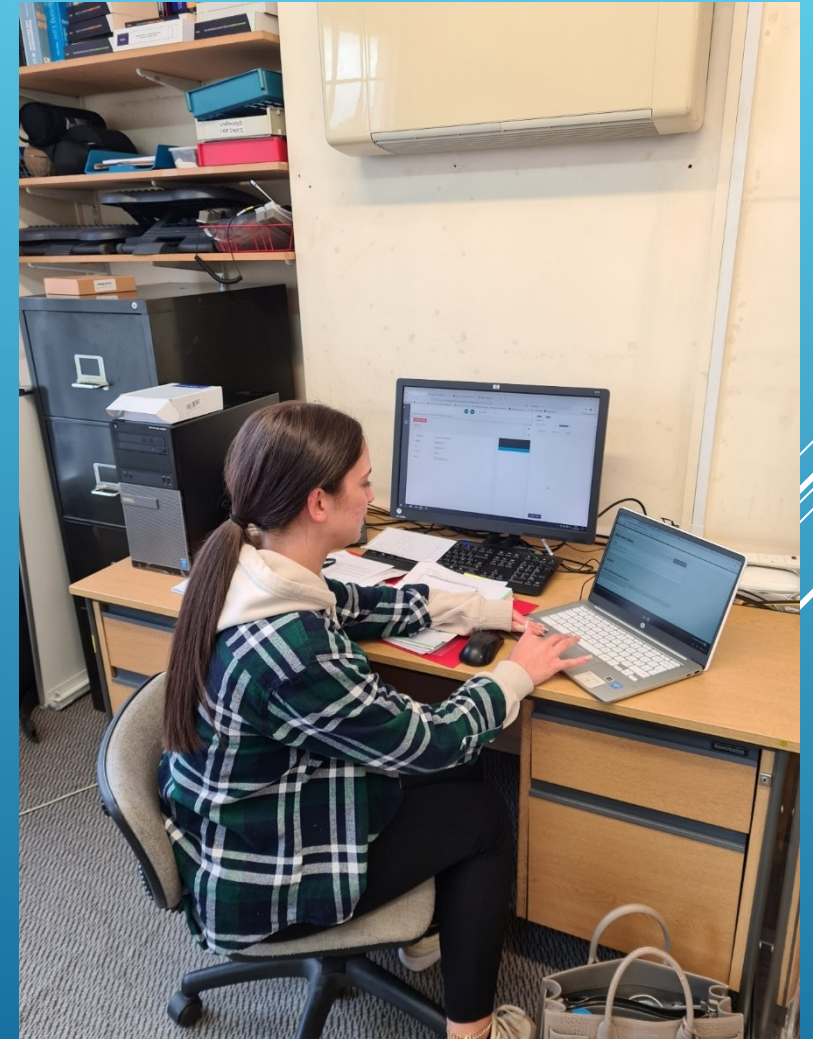
4,710 Households support with full advice

773 Households with light touch advice

£388,601 income gained

£676,674 Debts managed

Powerful Networking Partner



HOUSEHOLD SUPPORT FUND



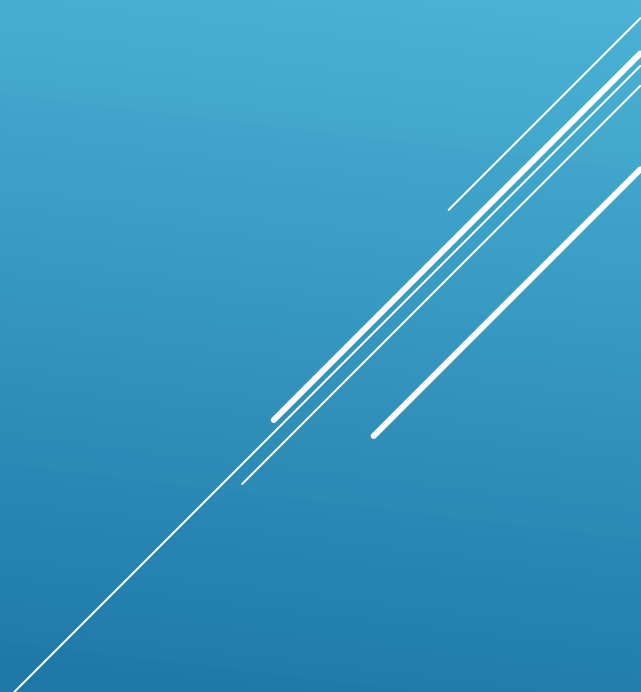
HOUSEHOLD SUPPORT FUND

Paid £7,000 per annum to deliver

£50,000 distributed

Excellent example of partnership working

Great example of an “added value” project



AFFORDABILITY ASSESSMENTS



AFFORDABILITY ASSESSMENTS - BDHT

£2,745 per annum

Work with clients applying for Social Housing to see if they could manage to stay in the private sector or their own home

Trusted by client as seen as being objective/neutral

One a week available

OUTREACH DEVELOPMENT WORK



OUTREACH DEVELOPMENT PROJECT

£62,000 over 18 months – April 2025 to Sep 2026

Regular outreaches established in:

Charford

Catshill

Rubery

Wythall

Alvechurch

Sidemoor

Clent

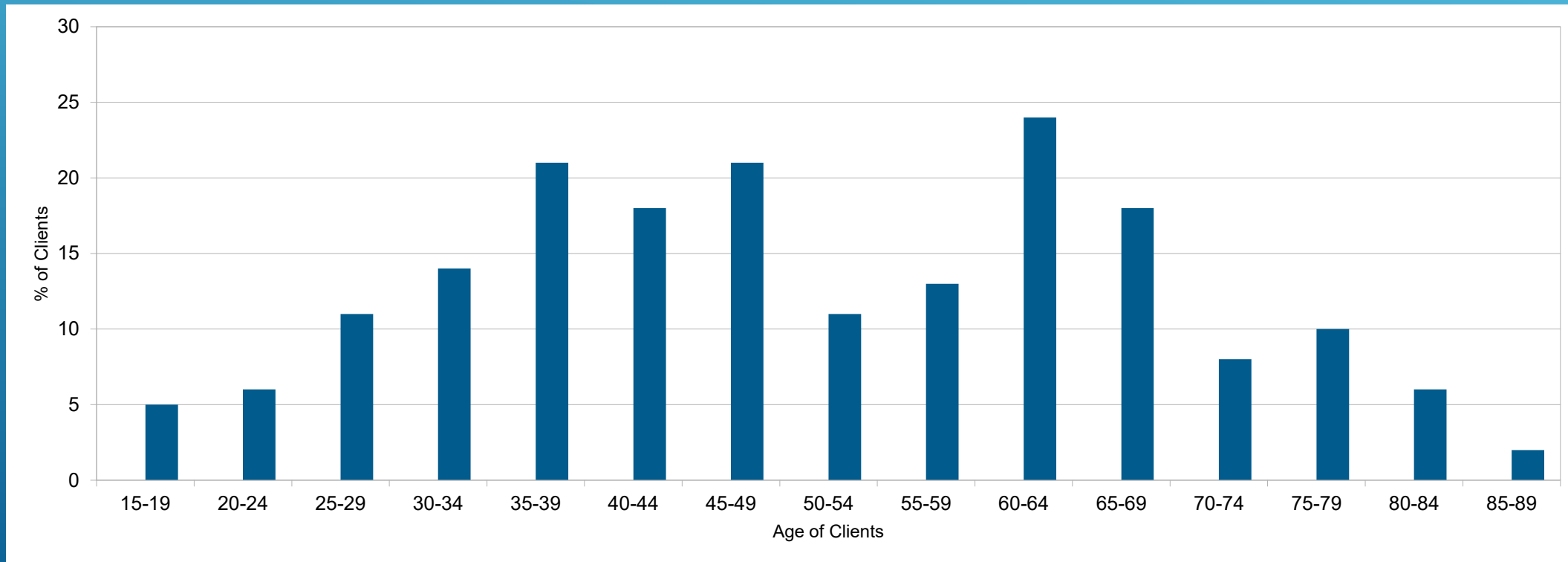
Exploring HOW and Hospital

Numerous events attended across these areas and others

OUTREACH DEVELOPMENT PROJECT

123 clients so far this year

Age breakdown of clients



THE FUTURE.....



THE FUTURE

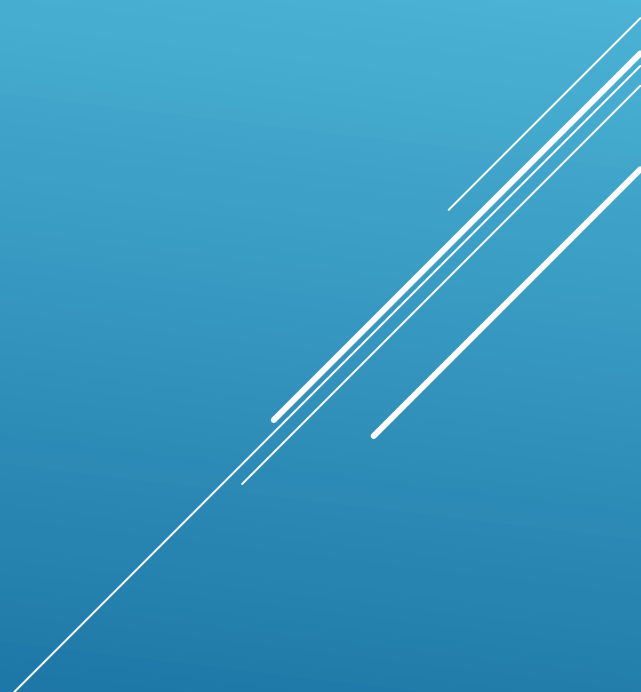
Demand likely to increase

Core – Local Government review?

HSF – awaiting details. Further outsourcing?

Affordability Assessments – use it or lose it?

Outreach Development – semi sustainable but really needs long term commitment.



QUESTIONS.....?

