What we do

- Service brings huge value to the community.
- Excellent value for money.
- Substantial return on investment.
- Benefits far more people than those we see.
Delivering Services

- Advice & information services in bureau & in outreach locations.
- Wide range of enquiries – top 3 being Benefits, Debt, and Housing.
- Increasing the economic wellbeing of residents & income into the local economy.
- Substantial financial gains for clients.
Volunteers

- Our volunteers help us to deliver excellent value for money.
- They bridge the gap between bureaux and the local community.
- In turn they receive nationally recognised training & development opportunities which give them the skills to work in bureaux and in other jobs.
Community engagement & investment

- Integral role within the community.
- Extensive local knowledge.
- Reaching out to a diverse and wide client base.
- Adding value to service users and partners.
- Additional funding into the community through our success at attracting funding.
Actively influencing Policy

- Unique & extensive knowledge of issues that affect our clients.
- Evidence base used to campaign for change locally and nationally.
- Solving problems for many more people than we see.
- Making society fairer and increasing opportunities.
Future

- Client focused
  - Key community engagement
- Communities building on own strengths
  - Targeted needs analysis
  - Flexible service delivery
  - Collaboration
  - Referrals
Projects

- Homes for Haringey
- Pound Advice
- Health Hubs
- Children's Services
- Moneywise
- New Lottery funded work – CRISIS in the community
Problems facing tenants

- Illegal practices and harassment by HMO landlord in Haringey
- Sudden 25% increase of private rent to above the housing allowance puts single parent home at risk
- Sudden 45% increase of private rent above housing allowance leaves working mum unsure about future
Good Practice

- Better contact with Landlords
- Work within the Law
- Advice and Guidance
- Training
“Before your help I felt stressed and very angry. Now I feel Calmer, happier and felt a release”

“Without your help I wouldn’t know where to turn to”

“The help I received was out of this world”

“You helped me recover from very serious debts and get my life back on track”