

## Anyone can have a problem



**Nearly 3 in 4**

of our clients said their problem affected their lives, including causing anxiety and financial difficulty



**Almost 5 times**

as likely to be on a low-income, when comparing our local clients to the England and Wales population

## Who we helped



**Over 13,000  
people**

helped face to face, by phone, email or webchat



**41,795  
issues**

people sought our help with

## How we do this



**9 locations**

where we provide free and independent support



**113**

dedicated local staff and volunteers



**£135,000**

estimated worth of donated hours by our 45 volunteers

## The difference this makes



**2 in every 3**

clients had their problem solved



**4 in 5**

clients said advice improved their lives, including reducing stress and improving finances



**90%**

of our clients reported satisfaction with the overall service

All of this benefits individuals and society

## Why we're needed

Life is complicated. Sometimes people encounter challenges and problems they don't know how to deal with, and they need help to overcome them.

## We help people find a way forward

We aim to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives.

One of our greatest strengths is the flexibility to deal with most issues people come to us with - like problem debt, consumer issues and negotiating changes to benefits eligibility.

We're here to help everyone who needs support. This includes some of those most in need - the clients we help locally are five times as likely to live on low income than an average member of the England and Wales population.

Through our daily interaction with clients, we have a credible understanding of local needs. We use this insight to tailor our services and improve policies and practices locally.

Putting our clients' needs at the heart of decision-making means we also work in partnership, making it easier for clients to access relevant services.

## The difference this makes

Whoever you are, whatever your problem and however you access our service, we are just as likely to solve your problem.

78% said that they couldn't have solved their problem without us. 95% say they would recommend our service.

Achieving these outcomes has a positive impact on our clients' lives and for society. It also prevents detriment occurring or escalating.



### Our value to society in 15/16\*

- **£336,747** saved at least by government and public services
- **£7,926,804** in estimated wider social and economic and social value to society
- **£14,741,161** benefit to our clients for every £1 invested in our local service

**All of this demonstrates that we are an essential local service, now and in the future.**

\*These figures are taken from a Treasury-approved national methodology applied locally, see: *Modelling the value of the Citizens Advice service*

## Contact us

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