

## Why fixing problems matters

**9 in 10**

clients we help say that their problem negatively affected their life

**2 in 3**

clients say they had difficulty knowing who to contact or how systems work before coming to Citizens Advice

## Who we helped

**11,000+ people**

helped face to face, by phone, email or webchat

**77,900+ issues**

people sought our help with

## How we do this

**3 locations**

where we provide free and independent support

**93** dedicated local staff and volunteers**£ 24.2m**

value to the people we help (financial outcomes)

## The difference this makes

**7 in 10**

clients had their problem solved

**7 in 10**

Clients felt less stressed, depressed or anxious

**1 in 2**

felt their physical health had improved

**2 in 5**

had a more secure housing situation

**1 in 2**

had more control of their finances

**3 in 5**

found it easier to manage day to day

# Our Services

## Debt Support

We work with the Money Advice Service to provide debt advice in face to face, telephone and online appointments. We will be able to help you deal with your debt and managing your money.

**The Kay Kendall Leukaemia Fund** provides specialist advice and assistance to people across The South West Regional Health Authority who have leukaemia (and related disorders) their families and carers.

**OVO Energy** – We are working with OVO Energy to assess applications from OVO clients to their Fund. This will help clients manage their debts and money better in the future. Current OVO customers with debts in excess of £50 can self-refer to our assessors via the OVO Energy Fund page.

**Energy Best Deal Extra** – we offer face to face appointments to help clients understand their energy supplier and to help them Check, Switch and Save money on their energy bills.

**Water debt** – If you have a debt with South West Water and need help the Freshstart team are here to help you find a solution.

We work with **EDF Energy** to offer their customers telephone advice on energy and other debt. We regularly take work to casework level where we (with your permission) act on your behalf (e.g. by making phone calls or writing letters) and work with you over time to resolve the problem.

**Pension Wise** – Pension reforms came in on the 6th April 2015, meaning that people approaching retirement have more choices about how to use their pension pots. Citizens Advice Plymouth is a delivery centre providing face to face guidance across many locations in England and Wales which will help people to make sense of their pension choices.

## Campaigns and Research

The Campaigns and Research team target problems faced by clients and potential clients in Plymouth. They also work with regional colleagues on issues facing Devon and the South West as well as participating in national campaigns and research. The team aims to identify causes of underlying problems impacting on our clients and to take action to tackle these at the source.

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

1 in 3 clients come to us when they needed to take action urgently.

82% of clients say advice made a difference to their lives.

95% of clients say they would recommend our service.

If left unsolved, problems don't just affect the individual – they affect this community.

Solving them creates considerable value to society.

### Our value to society in 17/18\*

For every £1, £x in fiscal benefits  
**£2.36**

For every £1, £x in public value  
**£9.29**

For every £1, £x in value to the people we help (financial outcomes)  
**£12.87**

For every £1 of LA Funding, £x in fiscal benefit to local authority  
**£2.53**

**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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