

Our impact in 2018/19

# The difference we make to West Sussex

(North, South, East)



**in West Sussex**  
North South East



# We are Citizens Advice in West Sussex

(North, South, East)

Every year thousands of people come to us for help solving their problems.

This means we're an important part of the community, with a credible understanding of local needs.

We use this to tailor our services and help improve local policies and practices.

£

**£6,263,603**

saved by government and public services last year  
- £5.21 for every £1 invested in our service

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# This is Jane

Jane is an example of one of the people we helped.

Last year, we saw **34,320** people about **72,946** issues.

Jane's story shows how we help people solve their problems, and why this is important.



# What we do

We help people with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights.

Sometimes people have more than one issue they need help with.



Jane was struggling with her housing situation. She was behind in paying her rent and her landlord was threatening possession proceedings.

She was also suffering from substantial health issues, making it harder for her to manage the situation.

She couldn't solve the problem alone and needed help.

# How we help



David, a volunteer adviser, helped Jane work through her problem.

He found that Jane had substantial priority and non-priority debts, adding pressure on her finances which ultimately led to her being behind on rent.

People access us in different ways:

- **45%** face-to-face
- **27%** by telephone and Adviceline
- **28%** by webchat and email

We can deal with most of the issues people come to us with, tailoring our advice to their needs.



David helped Jane with an outstanding PIP appeal which had potential for a backdated payment that could clear her rent arrears.

David negotiated with the landlord and successfully reduced her arrears, while also stopping eviction.

Together, they worked out a financial statement to identify debt options and produced a budget plan for Jane to follow going forwards.

# Our advice is effective

Problems don't happen in isolation and can have severe consequences. Solving them stops these situations escalating.

We help thousands of people like Jane - 77% say that they couldn't have done it without us.



**7 in 10 people**  
are helped to solve  
their problem

# The difference this makes

The wider impact of advice - what we achieve as a result of solving problems and providing support - is just as important.

**82%** say advice made a difference to their lives.



Our advice helped stabilise Jane's financial situation.

Her quality of life improved and her housing situation was now much more secure.

She also felt more confident and had greater control of her finances and a manageable budget.



# Our impact



**7 in 10 people**

felt less stressed,  
depressed or anxious



**Nearly 1 in 2**

had more money or  
control of their finances



**2 in 5**

had a more secure  
housing situation



**Nearly 1 in 2**

felt their physical health  
had improved



**3 in 10**

found it easier to do their  
job or find a job



**Nearly 1 in 2**

felt they had better  
relationships with others



**3 in 5**

found it easier to manage  
day-to-day

# Why fixing problems matters

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

Solving them creates considerable value to society.

- **9 in 10 people** we help say that their problem negatively affected their life
- **2 in 3** say they had difficulty knowing who to contact or how systems work before advice
- **1 in 3** come to us when they needed to take action urgently

# Our value to society



For every £1 invested in our service in 2018/19, we generated:

**£5.21**

in savings to  
government and  
public services  
(fiscal benefits)

**Total: £6,263,603**

**£22.01**

in wider economic  
and social benefits  
(public value)

**Total: £26,447,943**

**£22.24**

in financial value to  
the people we help  
(specific outcomes to  
individuals)

**Total: £26,715,474**

# How we calculate our financial value

It's impossible to put a financial value on everything we do - but where we can, we have.

We've used a Treasury-approved model to do this.

- Keeping people in employment or helping them back to work
- Preventing housing evictions and statutory homelessness
- Reducing demand for mental health and GP services
- Improving mental wellbeing and positive functioning
- Improved family relationships

From our robust management information, we've also separately considered the financial benefits to the people we help.

# Our value to this community

Our savings to the public purse include:

**£** **£714,360**  
saved by local government,  
through reducing homelessness

Maximising the income for those we help prevents more costly intervention.

This helps reduce financial difficulty, promotes inclusion and benefits the economy.

This is only one fraction of our true value. We also:

- help clients negotiate local processes, such as welfare reform changes
- help local authority rent and council tax arrears to be rescheduled, and reduce the associated administrative costs

# This is David

## The wider value of volunteering

People like David give their time, skills and experience to enable us to reach as many people as we do.

There are also considerable benefits for them too, such as improved employability.

This year our trained volunteers gave up **£1,327,324** worth of volunteering hours to help deliver our services.



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