

Our impact in 2017/18

# The difference we make in Surrey Heath



# We are Citizens Advice Surrey Heath.

Every year **hundreds** 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. This has recently included offering Social Prescribing to ensure more holistic support to clients



**£1,002,488**

saved by government and public services last year

That's **£6.06 for every £1** invested in our service

SHBC grant - **£80,000**

Total income - **£165,265**

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# This is Becca

Becca is an example of one of the people we helped in Surrey Heath.

Last year, we saw over **4,000 clients** about more than **13,000 issues**.

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



# How we help



Matt, a volunteer adviser, helped Becca with her problem. He found out she had a change in benefits because she needed to care for her disabled daughter. This had put added pressure on her finances, And now she was getting behind on her rent.

People access us in different ways:

- **58% face-to-face**
- **19% by telephone**
- **23% on-line and email**

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

# What we do

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

Many of our clients have more than one issue they need help with.

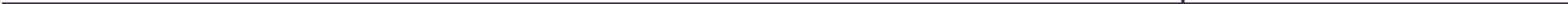
2016 - 17 **2.7 issues per client**  
2017 – 18 **3.3 issues per client**



Becca was struggling to care for her daughter and now she was behind in paying her rent.

The threat of being evicted was making her feel very anxious.

The strain was also aggravating existing health conditions.



# Additional services

As well as helping clients with their issues we can:

- Assist in making applications for Universal Credit with **'Help to Claim'**
- Help with **disability forms and appeals**
- Make **referrals** to the Surrey Crisis Fund, Besom or other charitable support
- Make a **free legal appointment** with one of our pro bono solicitors
- Provide a **'social' prescription** to link them to community activities and organisations



Matt gave Becca a benefits check and helped her to fill in the forms to claim disability benefit for her daughter.

He looked at her income and expenditure and identified ways she could save money including switching to a cheaper energy supplier.

He also checked to see if she was eligible for any grants.

# 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

## Our advice is effective



- **7 in 10 people** feel less stressed, depressed or anxious



- **4 in 5 people** said advice improved their life, including improving their health and finances

*Outcomes and impact research,  
2017*

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

**77%** say that they couldn't have done it without us



Our advice helped stabilise Becca's financial situation.

Her anxiety reduced, and her daughter's physical health improved.

They no longer needed additional support from public and health services.

Becca felt more confident and knowledgeable about handling similar problems in the future.

# Our value to society



For every £1 invested in our service in 2017/18, we generated:

**£6.35**

in savings to  
government and  
public services  
(fiscal benefits)

**Total: £988,612**

**£35.57**

in wider economic  
and social benefits  
(public value)

**Total: £5,536,530**

**£31.21**

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

**Total: £4,858,363**

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# This is Matt

## The wider value of volunteering

People like Matt 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, wellbeing and stronger community engagement.

This year our trained volunteers gave up over 14,000 hours to help deliver our services, worth **£283,052** to the community



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The wider value of volunteering?

Sian Whyte, 07/09/17

# Our work with volunteers

Volunteering also has tangible benefits for volunteers and society, through happier, healthier and more productive citizens.



**All** volunteers gain at least one practical skill through volunteering



**8 in 10** of unemployed volunteers believe they gain useful employment skills



**9 in 10** have increased sense of purpose and self esteem



**Over half** of retired volunteers feel less at risk of social isolation



**9 in 10** volunteers gained knowledge of local issues & felt more engaged with community

# Challenges going forward



**2018-19 is presenting with various challenges and success stories :**

- **Universal Credit and client support to claim**
  - **New projects – Social Prescribing, reporting Hate Crime**
  - **Brexit and advice on immigration status**
  - **Office relocation to new premises**
  - **Surrey's Vision for 2030**
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# Thank you for listening



## Any questions?

**Presented by: Kate Sawdy – CEO, Citizens Advice Surrey Heath**

**Date: February 2019**