

Citizens
Advice

Staffordshire North
& Stoke-on-Trent

Here for
everyone
for 80
years



2018 / 2019 Report to Staffordshire Moorlands District Council

Financial Gains



Our volunteers obtained £172,598 in additional benefit entitlement for the people of Biddulph and the surrounding area.

£11,172 repayments rescheduled without the need for debt advice.

CASNS Highlights

- 1,012 unique clients were advised
- 6,916 hours of time donated by our volunteers
- £64,042 worth of time given by our volunteers



Value to society

In 2018/19 for every £1 invested in Citizens Advice Staffordshire North and Stoke-on-Trent we generated at least:

£2.89 in fiscal benefits

Savings to government

Reduction in health service demand, local authority homelessness services and out of work benefits for clients and volunteers

Total: £5.5 million

£12.99 in public value

Wider economic and social benefits

Improvements in participation and productivity for clients and volunteers

Total: £24.9 million

Client feedback

Fantastic help from Dave, I feel much more supported and confident on dealing with my work issue.

Very helpful and pleasant at all times A+

Really pleased with the service I received, ... less stressful knowing it will eventually give me the answer I am wanting to know.

Absolutely wonderful, lovely people

very happy have learned a lot, would come back if I need to.



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THANK YOU

Citizens Advice Staffordshire North & Stoke on
Trent would like to thank SMDC for your
continued support.

Your support helps us make a real difference.