

Our impact in 2016/17

The difference we make to Cheadle



**citizens
advice**

Cheadle

We are Cheadle Citizens Advice.

Last year more than a thousand 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.



373,000

saved by government and public services last year
- £3.55 for every £1 invested in our service



This is Nina

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

Last year, we saw over a 1000 people about 7,390 issues.

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





Sam helped Nina write a letter to her landlord and set up a payment plan. This stopped her landlord trying to evict her.

Together, they worked out a budget to help Nina with other debts and maximise her income.

Sam found out Nina was on a flexible hours contract, so he helped her better understand her rights at work.

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

*Outcomes and impact research,
2017*

Our value to society



For every £1 invested in our service in 2016/17, we generated:

£3.55

in savings to
government and
public services
(fiscal benefits)

Total: £373,000

£16.57

in wider economic
and social benefits
(public value)

Total: £1,742,400

£23.87

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

Total: £2,509,000

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:

£ 67,140
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 Sam

The wider value of volunteering

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

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

This year our trained volunteers gave up **£146,600** worth of volunteering hours to help deliver our services.



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The wider value of volunteering?

Sian Whyte, 07/09/17

The Future for Citizens Advice Cheadle

Against a backdrop of increasing financial pressure we aim to secure the future of a Citizens advice service in Cheadle whilst developing and modernising our service in order to help more people.

- More access to our services by increasing our telephone service and improving our digital offer.
 - Face to face services will be protected for the most vulnerable in our community.
 - Invest in the training and development of our people.
 - Continue to campaign locally on the issues that affect people's lives and champion equality in all that we do.
 - Implement plans to secure the future of Citizens Advice Cheadle.
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Presented by: Julie Billingham, Chief Officer
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