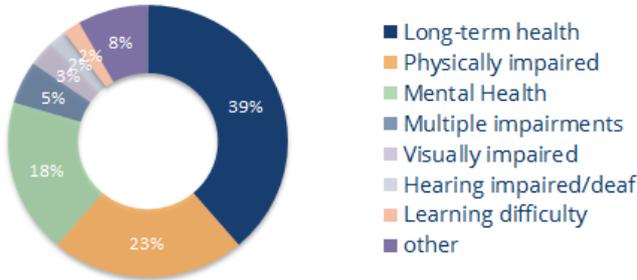
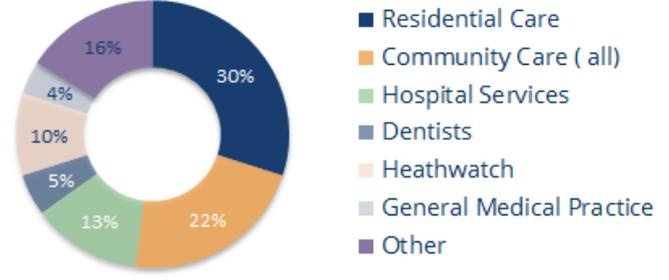


Improving Health & Well-Being

Clients' illness or disability by type



Issues relating to health & well being



Preventing Homelessness Sustaining Employment



634 issues

that helped avoid eviction, home re-possession or finding housing



744 issues

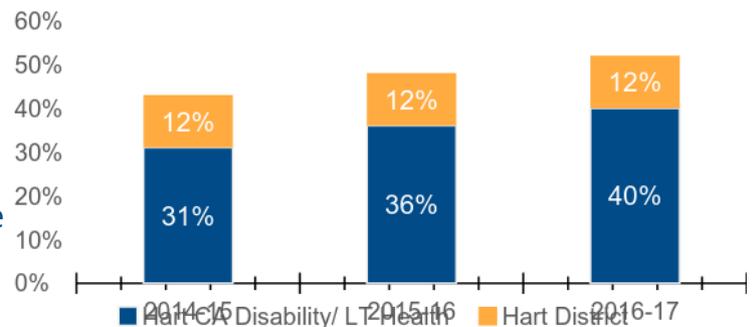
that helped remain in or find employment

Standing Up for Equality



We helped tackle discrimination against race, sexuality, disability and mental health conditions. We supported those experiencing domestic abuse and hate crime.

Our clients are more likely to have health conditions or disabilities and this profile is rising



Delivering Value (source Citizens Advice treasury and impact model)

£

£643k fiscal benefits

This is savings to central & local government such as reduction in health service demand, local authority homelessness services

£

£3,245k in public value

This refers to wider economic and social benefits (e.g. participation and productivity of clients & volunteers)

£

£3,264k to

individuals. This is the value of income gained through benefits , debts written off and consumer problems resolved

Improving Health & Well Being



Before: 2 in 3

of clients said they felt stressed, depressed or anxious before receiving advice and 30% felt their physical health was getting worse



After: 8 in 10

of clients felt less stressed, depressed or anxious after receiving advice and 45% felt their physical health had improved

(source: Citizens Advice national impact and findings research)

How many clients were helped



2,907 people

helped face to face, by phone, email or webchat



6,570 issues

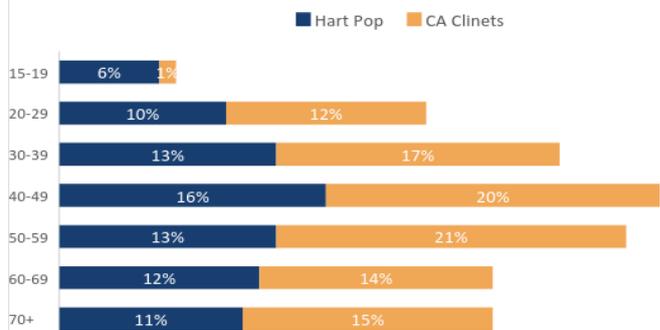
that people sought our help with

Who our clients were

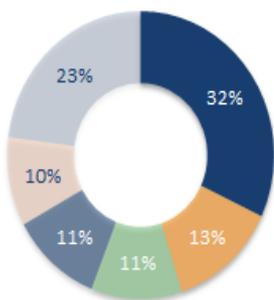


40% had a disability or long-term health condition compared to just 12% of Hart's residents

Population v Client Profile

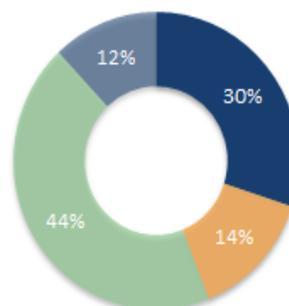


What we helped with



- Benefits
- Debt
- Relationship & family
- Employment
- Housing
- Other

How help was accessed



- Face to Face
- Phone
- Letter (casework)
- Email/webchat

All of this benefits individuals and society in Hart

How many clients were helped from Hart



2,293 people

helped face to face, by phone, email or webchat



7,488 issues

that people sought our help with

How clients rated our service

Overall Experience

88% of clients stated they had a positive or very positive overall experience vs the national average of **85%**

Recommendation

90% of clients stated they would recommend the service vs the national average of **86%**

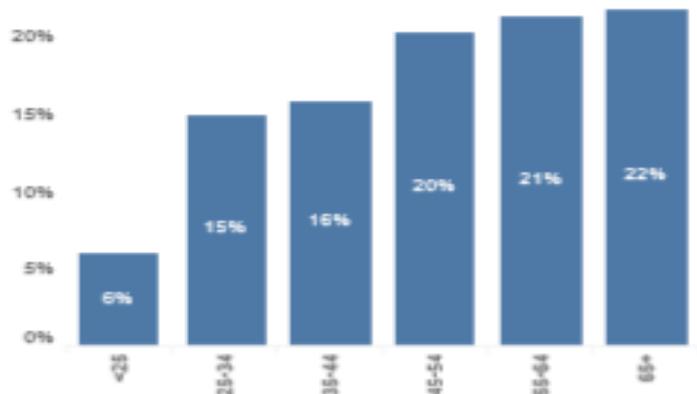
(source: Citizens Advice national Performance Quality Framework)

Who our clients were

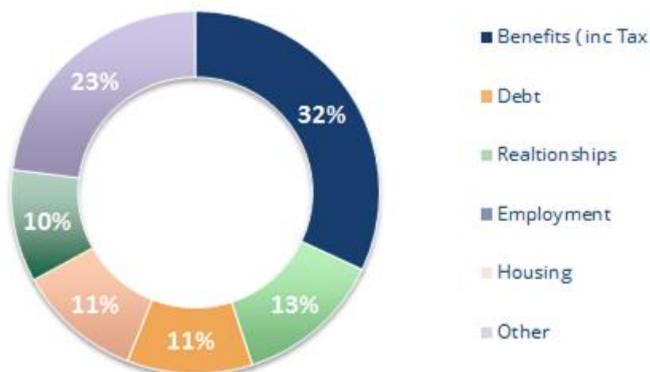


37% had a disability or long-term health condition compared to just 12% of Hart's residents

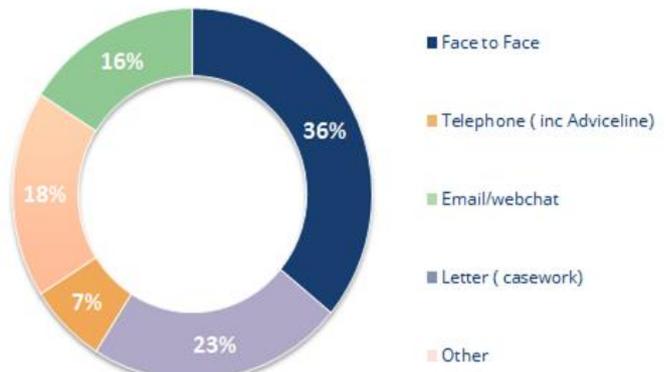
Age group



What we helped with



How help was accessed



Improving health and wellbeing



7 in 10 people feel less stressed as a result of getting advice



More than half of people said they feel more confident about taking action after advice.

(source: Citizens Advice national impact and findings research)

Decisiveness and optimism

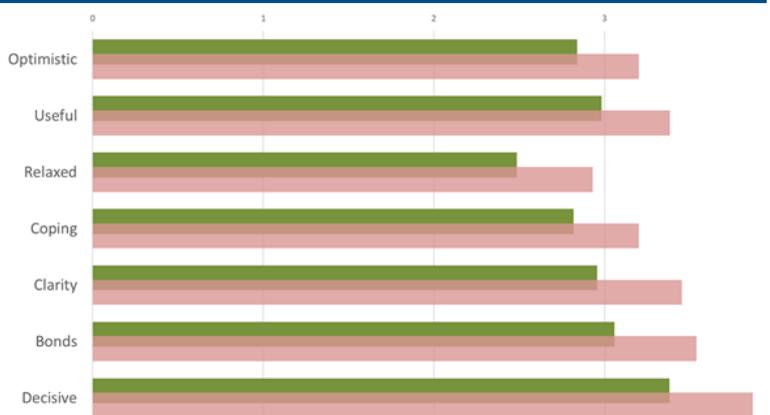
How clients felt

Before receiving information and advice

And how they felt

After

(source: Citizens Advice Hampshire Health and Wellbeing project)



Supporting disability and care benefits



Over **430** clients in Hart have been assisted with issues relating to disability and/or care benefits.

(source: Casebook CP3 Issues)

Improving health and capacity to manage



35% of outcomes recorded were improved health or improved capacity to manage

(source: Casebook CP2 – Advice Outcomes)

Delivering value (source Citizens Advice financial and impact model 2017-18)

£

£622k fiscal benefits

This is savings to central & local government such as reduction in health service demand, local authority homelessness services

£

£3,652k in public value

This refers to wider economic and social benefits (e.g. participation and productivity of clients & volunteers)

£

£3,282k to

individuals. This is the value of income gained through benefits , debts written off and consumer problems resolved