



Hart



Making a difference 2018-19

How many clients we helped



2,779 people

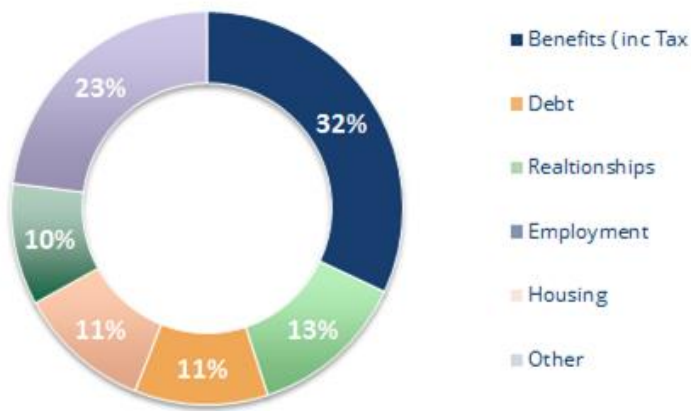
helped face to face, by phone, email or webchat



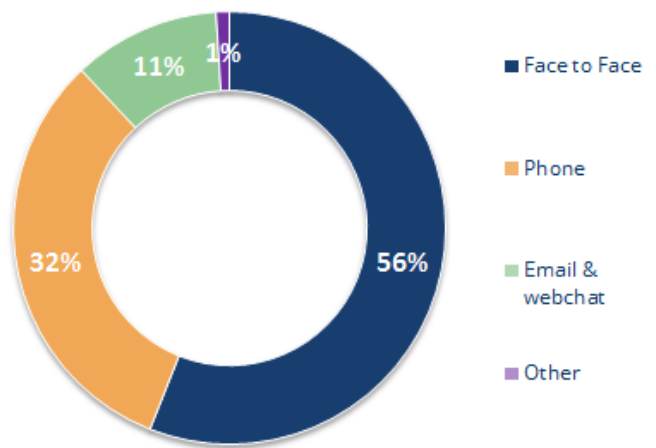
7,703 issues

that people sought our help with

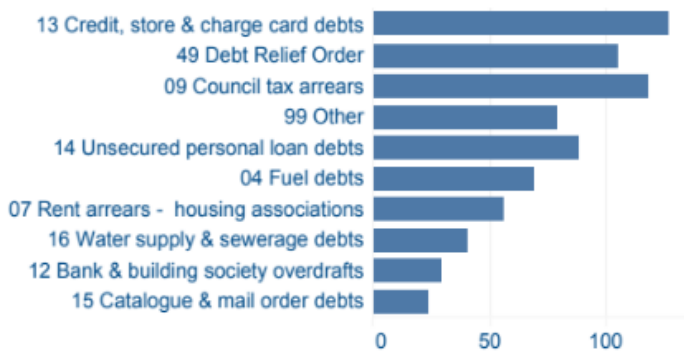
How we helped



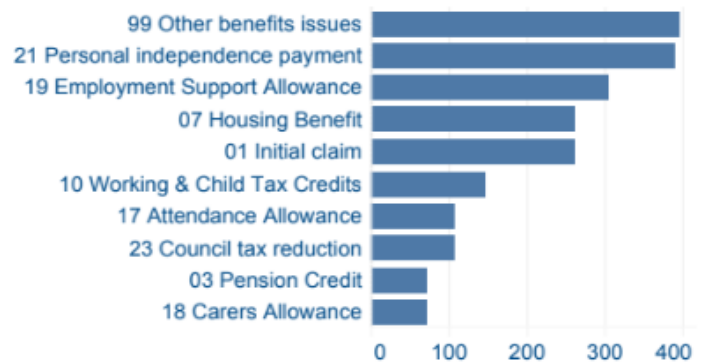
How help was accessed



Top debt issues



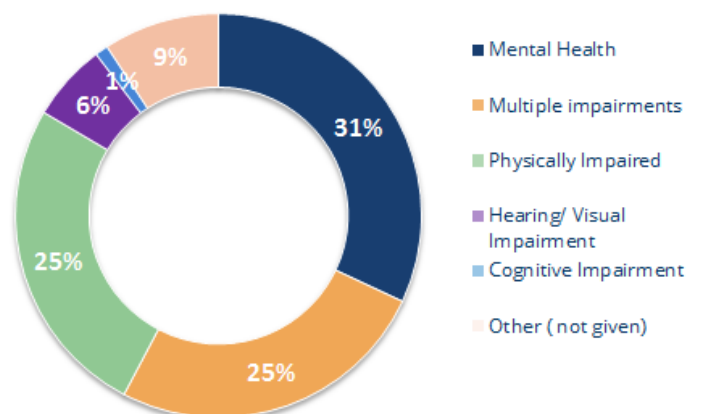
Top benefit issues



Who our clients are



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



Improved health and wellbeing

(source: Citizens Advice national impact and findings research)



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.



How clients rated our service

(source: Citizens Advice national Performance Quality Framework)

Overall Experience

88% of clients stated they had a positive
or very positive overall experience vs the
national Citizens Advice average of **87%**

Recommendation

90% of clients stated they would
recommend the service vs the national
Citizens Advice average of **88%**

Delivering value (source Citizens Advice financial and impact model 2018-19)

£

£3,909k in public value

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

£

£3,916k to individuals.

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

£

£724k in fiscal benefits

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



Thank-you

To our staff, volunteers and trustees
for their invaluable contribution.

**The value of our volunteers equated
to £245,536**