

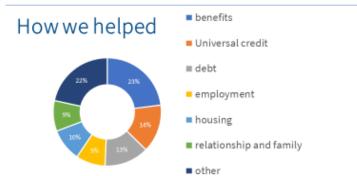
Making a difference 2019-2020

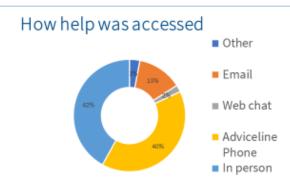
How many clients we helped



3,357 people helped face to face, by phone, email or webchat

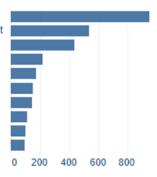






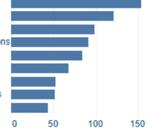
Top benefit issues

- 01 Initial claim
- 21 Personal independence payment
- 99 Other benefits issues
- 19 Employment Support Allowance
- 17 Attendance Allowance
- 07 Housing Benefit
- 23 Council tax reduction
- 03 Housing element
- 03 Pension Credit
- 18 Carers Allowance



Top debt issues

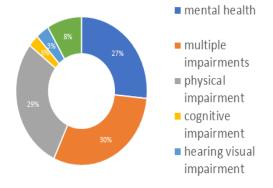
- 99 Othe
- 09 Council tax arrears
- 13 Credit, store & charge card debts
- 49 Debt Relief Order
- 07 Rent arrears housing associations
- 14 Unsecured personal loan debts
- 04 Fuel debts
- 16 Water supply & sewerage debts
- 12 Bank & building society overdrafts
- 50 Bankruptcy



Who our clients are



39% have a disability or long-term health condition compared to just 12% of Hart's residents





Making a difference 2019-2020

Improved health and wellbeing

(source: Citizens Advice national impact and findings 2019-2020)



60% of people felt less stressed, depressed or anxious as a result of the help they received from Citizens Advice



66% of people said they were more confident dealing with a similar problem in the future



How clients rated our service

(Source : Citizens Advice national Performance Quality Framework)

Overall Experience

100% of clients said they had a positive or very positive overall experience vs the national Citizens Advice average of 90%

Recommendation

96% of clients said they would recommend the service vs the national Citizens Advice average of 89%

Delivering value (source: Citizens Advice financial and impact model 2019-2020)



£8,516k in public value

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



£5,721k to individuals

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



£1,363k in fiscal benefit

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 £278,389