

Making a difference 2019-2020

How many clients we helped

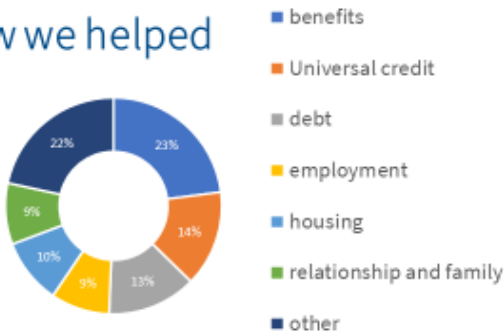


3,357 people
helped face to face,
by phone, email or
webchat

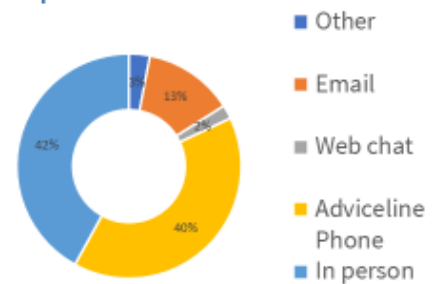


9,585 issues
that people sought
our help with

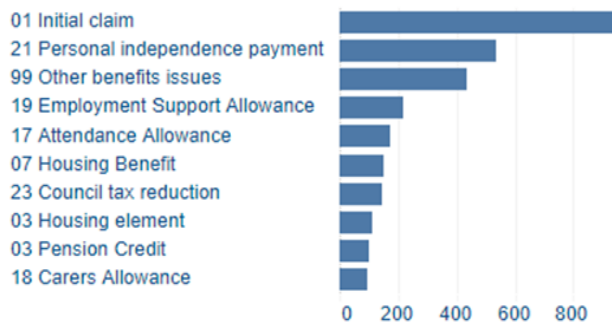
How we helped



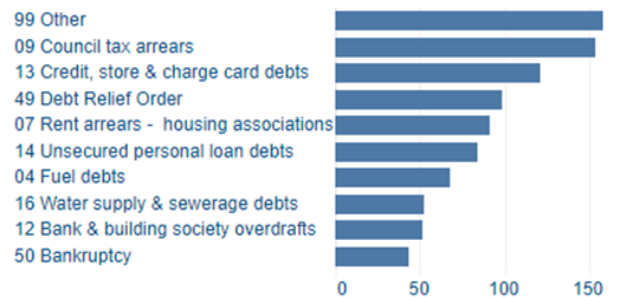
How help was accessed



Top benefit issues



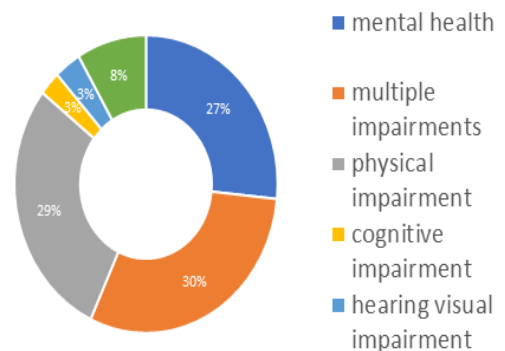
Top debt issues



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