

IMPACT REPORT

2022 - 2023

SAMANTHA MABBOTT, CEO

INTRODUCTION

We began our year with a consolidation of our service and team to one location in Fleet, closing our Yateley office (est.1982). We settled in well to our additional office space in the Civic Offices and our staff and volunteers became one team. Our numbers have since grown and we have seen a fantastic cohort of highly skilled volunteers join our charity.

→ We have seen increased demand for our services due to the cost of living crisis with more complex issues and cases. There has been a significant impact on mental health for many people, exacerbated by financial pressures.

→ We have provided emergency/crisis and charitable support for an unprecedented number of clients, a 361% increase this past year.

→ We have seen 55% more people in person.

→ We have delivered a number of successful projects, including Advice First Aid, upskilling teams from local organisations and creating partnerships.

→ We have continued to service clients in Yateley with advice appointments at health centres/surgeries and provided home visits and outreach appointments across numerous locations in the heart of the community.

We could not do what we do without our incredible team of staff, volunteers and trustees – thank you to each and every one of them. **Our advice service has never been more needed.**

IN 2022/2023 WE HELPED 4,231 CLIENTS* WITH 6,685 ISSUES

During this financial year each client had an average of 2.9 issues. Additionally, each issue is becoming increasingly complicated. Advisors completed 11,197 activities in 2022/2023, which is an increase of 28% on the 8,769 activities completed in 2021/2022.

Outcomes for clients

- Income Gain – £275,391
- Debts Written Off – £201,428
- Re-imbursments, services, loans – £5,259
- Repayments rescheduled – £2,631
- Other – £7,359

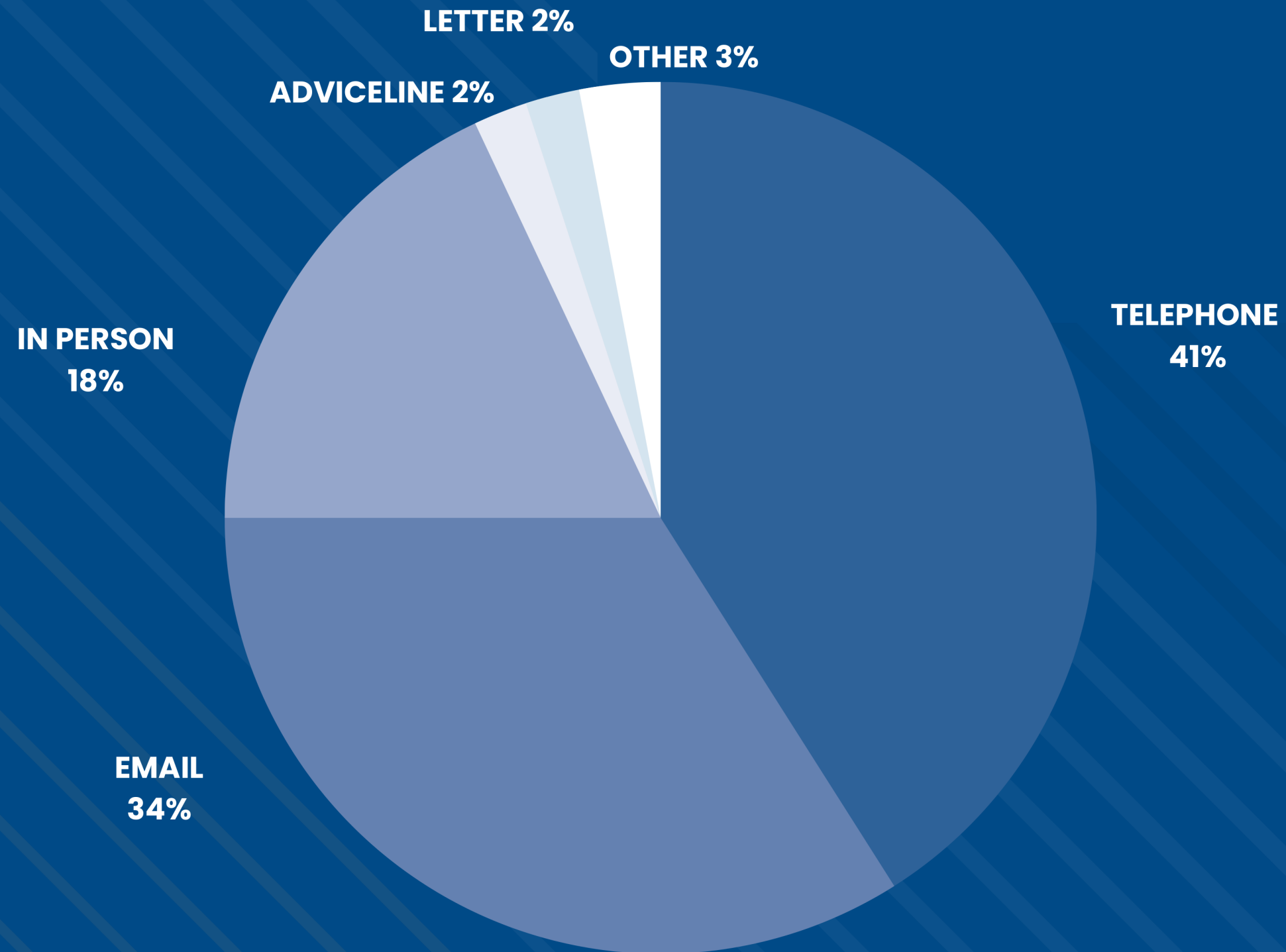
TOP FIVE ISSUES COMPARISON

2021-2022

-  BENEFITS AND TAX CREDITS
-  BENEFITS - UNIVERSAL CREDITS
-  HOUSING
-  DEBT
-  RELATIONSHIPS AND FAMILIES

2022-2023

-  BENEFITS AND TAX CREDITS
-  HOUSING
-  DEBT
-  RELATIONSHIPS AND FAMILIES
-  UTILITIES AND COMMUNICATION



HOW ARE WE CONTACTED?

Most of our clients in 2022/2023 contacted us via telephone or email (75% combined)

We still have a high number of in-person clients at 18%

OUR VALUE TO SOCIETY



- Fiscal Value – £933,545
- £2.59 for every £1 invested

Financial savings to local and national Government due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS



- Public Value – £6,507,483
- £18.08 for every £1 invested

When people have fewer problems they have higher levels of wellbeing, participation in society & productivity. Our calculation of public value also includes the value of a volunteer run service



- Value to the People we help – £2,763,920
- £7.68 for every £1 invested

We help individual clients to achieve individual financial outcomes like getting back-dated benefits, writing-off debts and refunds for consumer issues

OUR PROJECTS



Macmillan

Hampshire Macmillan Citizens Advice Service delivers a consistent, targeted and holistic advice service for people affected by cancer who are resident in or being treated in Hampshire



Adviceline

Providing a free and confidential general advice service



Help to Claim

Help to Claim can support you in the early stages of your Universal Credit claim, from the online application, through to support with your application before your first full payment



Healthwatch Hampshire

Healthwatch Hampshire is the independent consumer champion created to gather and represent the views of the public and to give citizens and communities a stronger voice

OUR PROJECTS



Home Money Management Project

Home Money Management supported people working with Hampshire Adult Social Care Team to manage their finances more effectively



Outreach Project

Our Outreach Project provides local people with an advisor at various locations across Hart through the week



Hart Household Support Fund

A project to distribute funds to eligible households who had been impacted by Covid



Household Support Energy Fund

Working with East Hants Citizens Advice to provide fuel grants to eligible households in Hart District

OUR PROJECTS



Solicitor Services

Citizens Advice Hart are working with Neale Turk – solicitors in Fleet, to improve the access to legal services to all regardless of social background or wealth



Advice First Aid (AFA)

AFA aims to broaden the awareness of our service across Hart by working with local charities, community groups and statutory services to support residents to use our website or refer directly to us



MaPS (Money & Pension Service)

Providing a free and confidential money and debt advice service.

KEY TRENDS AND ISSUES



In 2022/2023 we saw an increase of 158% clients with cost-of-living issues compared to 2021/2022



In 2022/2023 we saw almost twice as many clients with issues relating to Utilities and Communications as in 2021/2022



40% of our clients have a disability or long-term health condition compared to just 13% of Hart's residents

CLIENT STORY

Client A is married with children, the eldest and husband both have multiple disabilities. The children travel to school in different directions. The client was already claiming their maximum allowed benefits but was still struggling with the cost-of-living crisis on a day-to-day basis.

Our adviser was able to direct the client towards additional support from the East Hants Household Support Fuel Fund, the Lions Fuel Grant and the Household Support Fund.

This additional support provided much needed assistance to the client during a difficult period as their children returned to school after the holidays – they were able to purchase new uniform without worrying about the cost of food shopping. They felt a huge relief and improvement in their mental wellbeing as a result.

**“Thank you...this will
make a huge impact
to our family”**

CLIENT FEEDBACK

"CAB and SAAFA worked together extremely well to sort out my problem and to lessen my stress and anxiety. Knowing they were there to help me made me sleep much better and made me feel physically and mentally healthier"

"A very important service all delivered with a smile and reassurance and understanding"

"I was so grateful for the help and advice received. Things are so complicated now around benefits that an elderly, disabled person can receive, and I was so grateful for the help "

"Invaluable service - please keep doing what you're doing as there's nowhere else that gives such detailed advice, and the volunteer advisors are brilliant"

"I received an email reply far more quickly than I had expected, which answered my query, fully giving suggestions, contacts etc. Citizens Advice is a such a helpful service - thank you. "

"The service was great. The staff were, professional, discreet and friendly"

"The lady helping me was kind, friendly, gave me additional guidance and went through everything and what would happen. I felt at ease right away"

"Very helpful and follow up phone calls to check on progress have been made so far. "

MENTAL HEALTH IMPACT

The Royal College of Psychiatrists report

- **1 in 4** adults will have a mental health problem at some point in their life
- **1 in 2** adults with debts have a mental health problem
- **1 in 4** people with a mental health problem are also in debt

We see first-hand how people's mental health problems interlink with practical problems.

On average, Citizens Advice clients experiencing a mental health problem will have 5 separate advice problems, from unmanageable debts to employment, housing and access to welfare benefits.

In 2022/23 the top advice issues for clients with mental health problems in **Hart** were:

- **Personal Independence Payments**
- **General Benefit Entitlement**
- **Fuel (gas, electricity, oil, coal etc.)**

NATIONAL RESEARCH AND CAMPAIGNS

Throughout the year we have supported a number of national campaigns with advice given online , via social media and face to face to the community in Hart. These campaigns included:

SCAMS AWARENESS CAMPAIGN



The campaign aims to create a network of confident, alert consumers who know what to do when they spot a scam.

ENERGY SAVERS CAMPAIGN



In response to the issues with the energy market, Citizens Advice and the Energy Saving Trust shared information and advice to help people manage their energy bills.

NATIONAL CONSUMER CAMPAIGN



The National Consumer Campaign is an annual campaign which aims to raise people's awareness of specific consumer issues and provide support and advice for those who need it in the community.



SUPPORT FOR POLICY CHANGES / CAMPAIGNS

We supported potential policy campaigns and changes in the year in a number of ways:

- We raised 281 evidence form issues in the year, highlighting areas where systems / processes of agencies and companies were potentially unfair. Of the total number raised 79 were in the areas of Benefits / Tax Credits and 50 in Housing.
- We supported the national campaign on suspending the ability for Energy Companies to enforce smart meters on their vulnerable customers. We collated evidence locally to forward to the local MP to raise the issue with the relevant Government departments.

OUR ADVICE IS EFFECTIVE

Problems don't happen in isolation and can have a severe consequences. Solving them stops these situations escalating.

8 IN 10 PEOPLE

said their problem was solved following advice, and 3 in 4 of them said they could not have resolved their problem without us

9 IN 10 PEOPLE

said we helped them find a way forward



**PQF CLIENT EXPERIENCE
SURVEY 2022/2023**

THE DIFFERENCE THIS MAKES...

CASE STUDY

Client B approached our office asking for help making a Universal Credit claim on behalf of her daughter who has had significant mental ill health. This affected the daughter's ability to apply for benefits through the usual methods.

After a number of phone calls and appointments we were able to assist in making the relevant applications and to direct the client to additional support. This reduced the levels of stress and anxiety felt by both our client and her daughter.

The wider impact of advice – what we achieve as a result of solving problems and providing support – is just as important

86%

said they felt from a little to a great deal less stress, depressed or anxious as a result of the help they received from us



PARTNERSHIPS

We value partnership working. This past year we have developed new partnerships and strengthened existing relationships, of which some are:



**HART DISTRICT
COUNCIL**



HERE FOR HART



**HART VOLUNTARY
ACTION**



HART FOODBANK



CITIZENS ADVICE



**NEALE TURK
SOLICITORS**



Hampshire

**CITIZENS ADVICE
HAMPSHIRE**



**PLUS 29 ADVICE FIRST
AID (AFA) PARTNERS**



SPECIAL THANKS TO OUR FUNDERS*

*not all funders may be represented here



Hampshire



THANKS

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