Advice as a Health Intervention: Supporting Neighbourhood Health in Hart

One Page Summary

Citizens Advice Hart | June 2026

Citizens Advice Hart is supporting a growing number of people with disabilities, long-term health conditions and access needs — people who present with more complex, interlinked issues and rely more heavily on our support. Because income, debt, housing and access to services are key social determinants of health, resolving these problems is very often also a health intervention.

51%
of clients disclosing this info reported a health condition, vs 13% of Hart residents (census)

7.4 vs 4.7
average issues per client with a health condition, vs those without

£1.5m+
income gains for clients in 2025/2026 — 72% for clients with a health condition

£155,879
estimated annual saving to the NHS through reduced GP and health intervention demand

1,574
improved health or capacity-to-manage outcomes recorded in 2025/2026

50%
of clients with a health condition report multimorbidity (up from 33% in 2021/2022)

91%
of clients with a health condition would recommend our service

For every £1 invested in Citizens Advice Hart we return

£16.99
in public value due to higher levels of wellbeing, participation in society and productivity.

£7.55
in value to the people we help through direct financial benefits such as claiming benefits or writing off debts.

£2.10
to local & national government due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS.

Health need vs local population

Disability/Long-Term Health Condition	Hart Population	Hart Clients	Difference (percentage points)
Yes	13%	51%	38%
No	87%	44%	-43%
Prefer not to say	0%	5%	5%

Prefer not to say is not an option on the census

Advice as part of the health and care system

Financial hardship and complex administrative processes — like PIP — are known to worsen anxiety, depression and long-term conditions. Resolving these problems reduces stress and eases demand on GP and hospital services.

Strengthening referral pathways from GPs, social prescribers and NHS settings — and sustaining telephone and face-to-face capacity — would let more people access support before problems escalate into greater health need.

Citizens Advice - Hart District Ltd. Registered Charity no. 1113777. Full report: Advice as a Health Intervention: Supporting Neighbourhood Health in Hart, June 2026.