

Our impact in 2019/20

# The difference we make in Torbay



**citizens  
advice**

Torbay

# We are Citizens Advice Torbay.

Every year thousands of people come to us for help solving their problems.

This means we're an important part of the community, with a credible understanding of local needs.

We use this to tailor our services and help improve local policies and practices.



**£1,327,167**

saved by  
government and  
public services last  
year  
- £6.19 for every £1  
invested in our  
service

# This is Carol

Carol is an example of one of the people we helped.

Last year, we helped 3,130 people with 11,915 issues.

Carol's story shows how we help people solve their problems, and why this is important.



# What we do

We help people with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights.

Often people have more than one issue they need help with.



Carol was struggling - she was behind in paying her rent.

The threat of being evicted was making her feel very anxious.

The strain was also aggravating an existing health condition.

# How we help



Alan, a volunteer adviser, helped Carol with her problem. He found out she recently had a change in her employment.

This had put added pressure on her finances, which was why she was getting behind on her rent.

People access us in different ways:

- 23.4% face-to-face
- 18.4% by telephone
- 57.2% by digital channels (website, webchat and email)
- 1.0% by other channels

We can deal with most of the issues people come to us with, tailoring our advice to their needs.

Alan helped Carol write a letter to her landlord and set up a payment plan. This stopped her landlord trying to evict her.

Together, they worked out a budget to help Carol with other debts and maximise her income.

Alan found out Carol was on a flexible hours contract, so he helped her better understand her rights at work.



# Our advice is effective

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

We help thousands of people like Carol.



**8 in 10 people**

are helped to solve their problem



**9 out of 10 people**

said we helped them find a way forward

"The Adviser helped me sort a problem I would not have been able to tackle by myself. Very professional and gave me confidence."

Citizens Advice Torbay Client



# The difference this makes



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

**82%** say advice made a difference to their lives.

Our advice helped stabilise Carol's financial situation.

Her anxiety reduced, and her physical health improved. She no longer needed additional health services.

She also felt more confident and knowledgeable about handling similar problems in the future.



# Our impact



**7 in 10  
people**

felt less stressed,  
depressed or  
anxious



**Nearly 1  
in 2**

had more money  
or control of  
their finances



**2 in 5**

had a more secure  
housing situation



**Nearly 1  
in 2**

felt their physical  
health had  
improved



**3 in 10**

found it easier to  
do their job or  
find a job



**Nearly 1 in 2**

felt they had better  
relationships with  
others



**3 in 5**

found it easier to  
manage day-to-  
day

# Why fixing problems matters

If left unsolved, problems don't just affect the individual - they affect our community.

Solving them creates considerable value to society.

**9 in 10 people** we help say that their problem negatively affected their life

**2 in 3** say they had difficulty knowing who to contact or how systems work before advice

**1 in 3** come to us when they needed to take action urgently

*Outcomes and impact research, 2017*

"Very lovely, competent Adviser who help me understand my issue a lot more clearly."

Citizens Advice Torbay Client



# Our value to society



For every £1 invested in our service in 2019/20 we generated:

**£6.19**

in savings to government and public services (fiscal benefits)

**Total:**

**£1,327,167**

**£38.15**

in wider economic and social benefits (public value)

**Total:**

**£8,173,266**

**£29.41**

in financial value to the people we help (specific outcomes to individuals)

**Total:**

**£6,302,484**

# How we calculate our financial value

It's impossible to put a financial value on everything we do - but where we can, we have.

We've used a Treasury-approved model to do this.

- Keeping people in employment or helping them back to work
- Preventing housing evictions and statutory homelessness
- Reducing demand for mental health and GP services
- Improving mental wellbeing and positive functioning
- Improved family relationships

From our robust management information, we've also separately considered the financial benefits to the people we help.

# Our value to this community

Our savings to the public purse include:



**£182,603**

saved by local government, through reducing homelessness

Maximising the income for those we help prevents more costly intervention.

This helps reduce financial difficulty, promotes inclusion and benefits the local economy.

This is only one fraction of our true value. We also:

- help clients negotiate local processes, such as welfare reform changes
- help local authority rent and council tax arrears to be rescheduled, and reduce the associated administrative costs

# This is Alan

## The wider value of volunteering

People like Alan give their time, skills and experience to enable us to reach as many people as we do.

There are also has considerable benefits for them too, such as improved employability.

This year our trained volunteers gave up **£255,361** worth of volunteering hours to help deliver our services.





# Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems.

We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.



[citizensadvice.org.uk](https://citizensadvice.org.uk)

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