

Our impact in 2020/21

The difference we make in Torbay



**citizens
advice**

Torbay

We are Citizens Advice Torbay

Every year thousands of people come to our charity, as part of the Citizens Advice network, 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.

The last year has seen the country face the challenges of the pandemic. Our services and our people have also faced these challenges. We moved rapidly to close our face-to-face services, in line with Government guidance, and moved the majority of our staff and volunteers to remote home working. We are proud of our impact and achievements given these challenges.

£ 770,149
saved by government and public services last year.
That's £3.40 for every £1 invested in our service.

"Thank you again for all your help. This really is life changing. I feel like I'm walking on air."
- **Citizens Advice Torbay client**



Our impact in 2020/21

Overall we helped **5,956** people and dealt with **16,109** different issues.



Around 4 in 10
had more money or
better control of
their finances



6 in 10
felt less stressed,
depressed or
anxious



Over 4 in 10
had a more secure
housing situation



Over 4 in 10
felt they had better
relationships with
others



6 in 10
found it easier to
manage day-to-day



Around 4 in 10
found it easier to do
their job or find a job

National Outcome and Impact Research 2020

What we do

We help people with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights. Sometimes people have more than one issue they need help with.

How we help

People often come to us with multiple or complex problems. We can deal with most of the issues people come to us with, tailoring our advice to their needs.



0.4%
face-to-face



28.2%
by telephone

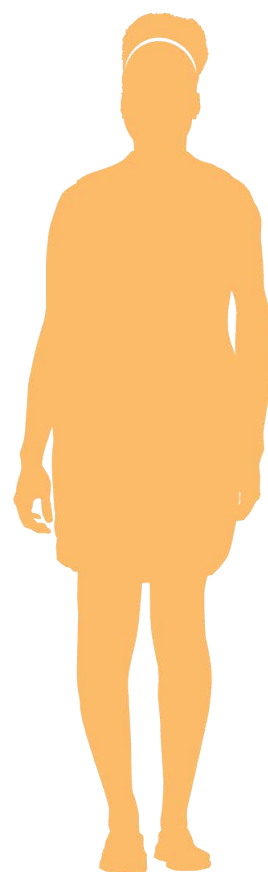


68.7%
by digital channels
(website, webchat and
email)



2.7%
by other methods

"I cannot thank you enough, I was at the end of a very dark tunnel. And can honestly say that without you do not think I would be here today. You always made me feel like I was worth something" - **Citizens Advice Torbay client**



This is Anne



Anne was struggling - she was behind in paying rent. The threat of being evicted was making her feel anxious. The strain was also affecting an existing health condition.

Michael, a volunteer, helped Anne 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.

Michael helped Anne 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 Anne with other debts and maximise her income. Michael found out Anne was on a flexible hours contract, so he helped her better understand her rights at work.

Our advice helped stabilise Anne'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 advice is effective

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



8 in 10

said their problem was solved following advice



9 out of 10

said we helped them find a way forward

Why fixing problems matters

If left unsolved, problems don't just affect the individual – they affect this community. Solving them creates considerable value to society.



1 in 2

with a physical health condition said their issue was making it worse



Around 1 in 5

are not confident using the Internet, including to search for information



1 in 3

came to us when they needed to take action urgently

Our value to society

For every £1 invested in our service in 2020/21, we generated:

£3.40

in savings to
government and
public services
(fiscal benefits)

Total: £770,149

£23.67

in wider
economic and
social benefits
(public value)

Total: £5,361,083

£15.48

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

Total: £3,506,348

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.

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:

£71,802 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
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

Citizens Advice Torbay 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.

We're here for everyone.

citizensadvicetorbay.org.uk



© Citizens Advice Torbay August 2021

Torbay Citizens Advice Bureaux is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 1017649.