

Our impact in 2022/23

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.

We are proud of our impact and achievements given the challenges we faced.

£ 581,202
saved by government and
public services last year.
That's £3.44 for every £1
invested in our service.

"I can't praise the help given enough. It is a great comfort to know that when I have found myself in very difficult situations that I haven't been able to resolve myself, I have Citizens Advice Torbay to turn to." -
Citizens Advice Torbay client



Our impact in 2022/23

Overall we helped **2,381** people and dealt with **6,929** 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

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.



8%
face-to-face



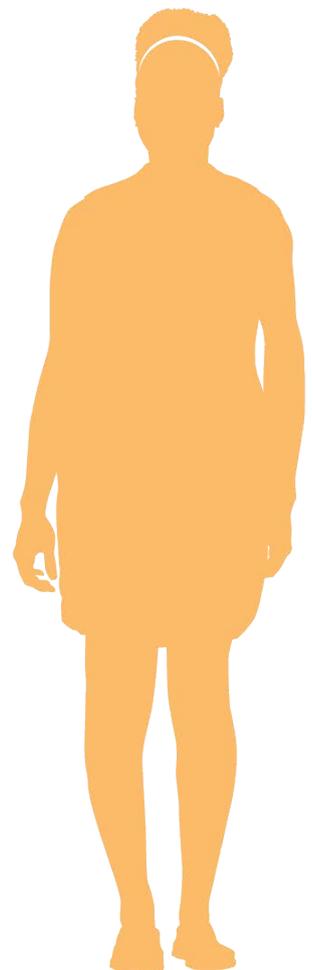
61.4%
by telephone



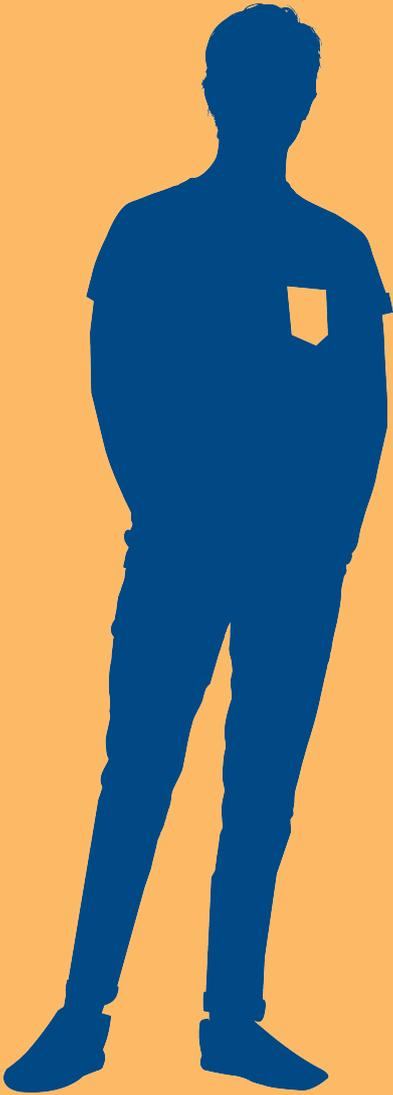
16.6%
by digital channels
(website, webchat and
email)



14%
by other methods



“Very appreciative for the highly skilled individuals who give their time voluntarily to help people like me.” - **Citizens Advice Torbay client**



This is Jacob

Jacob applied for PIP but was turned down. After putting in a mandatory reconsideration, again Jacob was not awarded enough points. At this point Jacob turned to Citizens Advice Torbay for help.

Vanessa, a volunteer, helped Jacob to put in an appeal to ask the decision be looked at again.

Vanessa helped Jacob collate comprehensive evidence to support his case.

Vanessa attended the appeal hearing in person to represent Jacob.

The Tribunal Judge awarded Jacob Enhanced Daily Living and Enhanced Mobility for an indefinite period (the maximum) and commented on how useful the evidence supplied via Citizens Advice Torbay had been.

Jacob will receive approximately £9,000 in backdated benefits and weekly PIP of £172.75 - this will make a huge difference to his life.

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

Life is complicated. Sometimes people encounter challenges and problems that they don't know how to deal with, and they need help to overcome.



9 in 10 of our clients said their problem affected their lives, including causing anxiety and financial difficulty



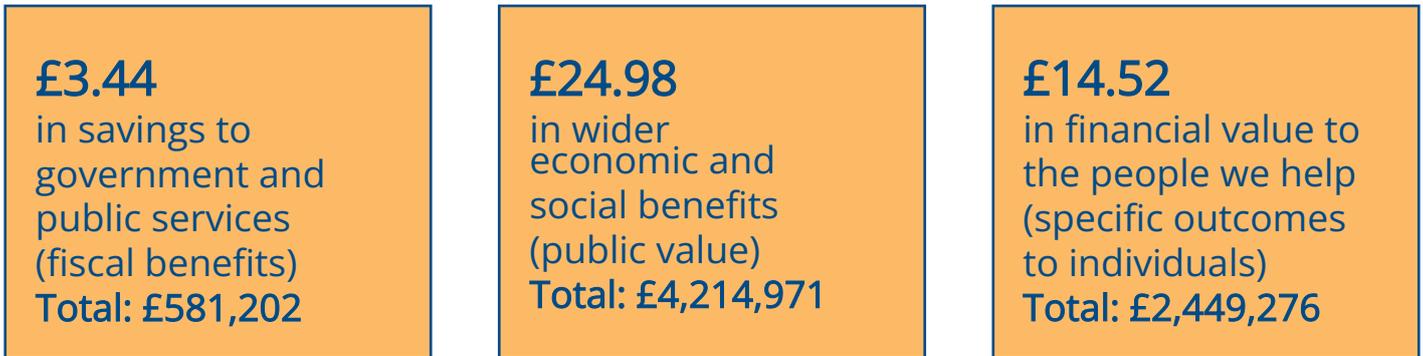
2 in 3 say they had difficulty knowing who to contact or how systems work before advice



4 in 5 experienced a shock or life event before their problem

Our value to society

For every £1 invested in our service in 2022/23, we generated:



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:

£61,701 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



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