

Our impact in 2016/17

The difference we make to Redbridge



Redbridge



We are Redbridge Citizens Advice.

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.

£

£5,472,435

in financial outcomes for our clients

- **£16.89** for every **£1** invested in our service

This is Nina

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

Last year, we saw 2988 people about 6670 issues.

Nina'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.

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



Nina 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



Sam, a volunteer adviser, helped Nina 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 primarily access us through our face to face service.

With help from our closest supporters we will improve access routes for clients through telephone access and explore the use of webchat and social media.

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



Sam helped Nina 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 Nina with other debts and maximise her income.

Sam found out Nina 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 a severe consequences. Solving them stops these situations escalating.

We help 2988 people like Nina- 77% say that they couldn't have done it without us.



**Over 7 in 10
people**

are helped to solve
their problem

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 Nina'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 this 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

Our value to society



For every £1 invested in our service in 2016/17, we generated:

£2.96

in savings to
government and
public services
(fiscal benefits)

Total: £959,568

£14.57

in wider economic
and social benefits
(public value)

Total: £4,784,142

£16.89

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

Total: £5,472,435

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:



£583,000 of that

£197,614

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

This is Sam

The wider value of volunteering

People like Sam 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 **£230,838** worth of volunteering hours to help deliver our services in Redbridge.



Presented by: Eddie Collins Strategic Change

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