

Citizens Advice East Herts Impact 2016/17

Anyone can have a problem



Nearly 3 in 4
of our clients said their problem affected their lives, including causing anxiety and financial difficulty



Almost 5 times
as likely to be on a low income, when comparing our local clients to the England and Wales population

Who we helped



5,148 people
helped face to face, by phone or email



11,713 issues
people sought our help

How we do this



7 locations
where we provide free and independent support



95
dedicated local staff and volunteers



£382,387
estimated worth of donated hours by our 79 volunteers

The difference this makes



2 in every 3
clients had their problem solved



4 in 5
clients said advice improved their lives, including reducing stress and improving finances



99%
of our clients reported satisfaction with the overall service

Our value to society in 2016/17

For every £1 invested in Citizens Advice East Herts we generate at least:

£1

£5.24



in fiscal benefits
Saving to government
By helping stop problems occurring or escalating, we reduce the need for public services (Health, housing, out-of-work benefits).
Total: £1,335,418

£30.13



in public value
Wider economic and social benefits
Solving problems improves lives – and this means better wellbeing, participation and productivity for the people we help
Total: £7,729,378

£27.24



in value to the people we help
As part of advice, we can increase people's income, through debts written-off, taking up benefits and solving consumer problems
Total: £6,987,268

