

Our impact in 2023-2024

# The difference we make in Arun and Chichester, and beyond

**citizens  
advice**

**Arun &  
Chichester**



# We are Arun & Chichester 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.

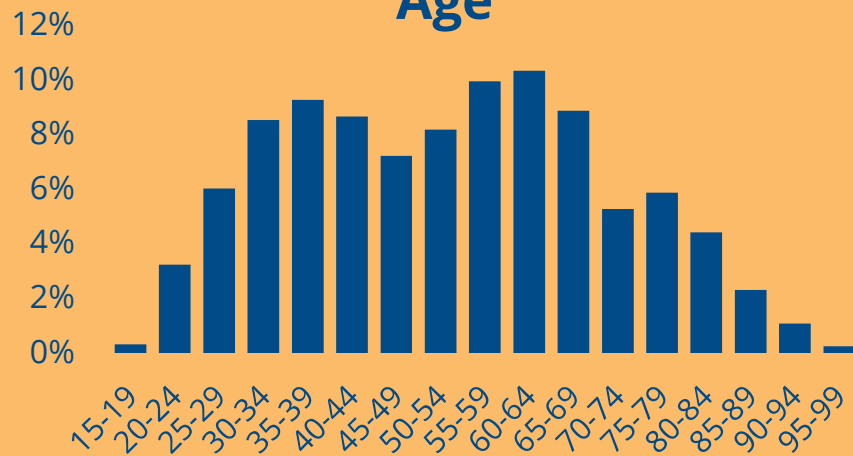


**£3,663,647**

saved by government and public services last year. That's £1.35 for every £1 invested in our service.

# The people we've helped in Arun and Chichester this year

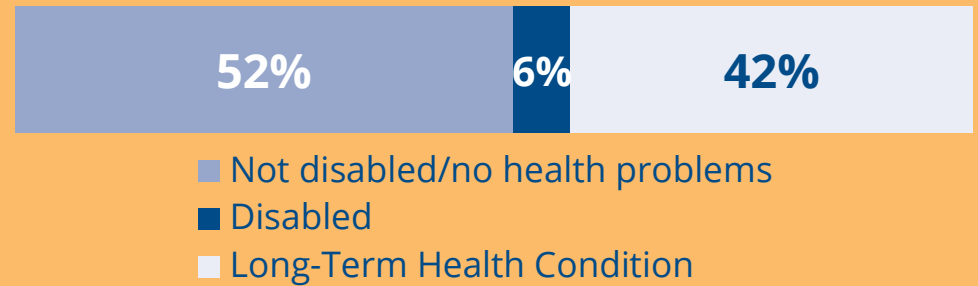
## Age



## Gender

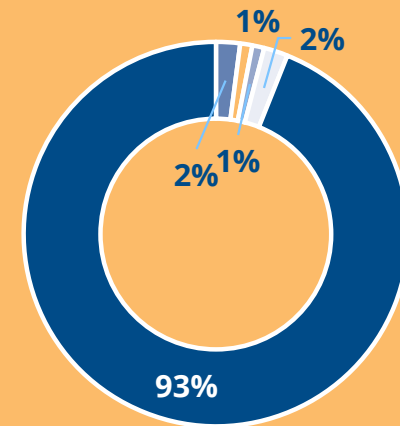


## Disability/Health Condition



## Ethnicity

- Other
- Mixed
- Black
- Asian
- White



# This is Nina

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

Last year, **10,034** people in Arun and Chichester were helped by Citizens Advice advisers, with a staggering **48,659** 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.

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



Nina is a pensioner who lives alone – she was struggling to make ends meet and had resorted to selling belongings as an additional income source.

Her financial situation was making her feel very anxious.

The stress was also aggravating an existing health condition.

# How we help

People in Arun and Chichester access us in different ways:



**8%**  
face-to-face



**32%**  
by telephone



**26%**  
by webchat and email



Sam, a volunteer adviser, helped Nina with her problem. He was able to arrange a home visit.

Sam supported Nina in applying for the Household Support Fund by helping submit the correct documents.

## 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 and circumstances.

This year, we directly saved our clients a total of **£4,160,491**. This means, on average, each client was **£299 better off** thanks to our expert, tailored advice.



Sam also referred Nina to our Income Increase Service, who were able to advise Nina on what benefits she might be eligible for.

Nina also received support from our energy team, who were able to add Nina to the Priority Services Register, as well as putting her on an essential tariff for water, reducing Nina's water bill by 45%.

# Our advice is effective

Thanks to our advisers, Nina is now in receipt of Pension Credit, Housing Benefit and Council Tax Reduction. Nina also received a one-off payment from the Household Support Fund for her energy bills.

Following advice, Nina contacted us, saying **“I am so grateful for your help”**.

We help thousands of people like Nina.



**8 in 10 people**  
said their problem was solved  
following advice



**9 out of 10 people**  
said we helped them find a way  
forward



# 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.



**53%**

said they felt less stressed, depressed or anxious as a result of the help they received from us



Our advice helped stabilise Nina's financial situation.

She also felt more confident and knowledgeable about handling similar problems in the future and knew she could return to us for advice should she need it.

# The impact of our advice



**7 in 10**

clients with employment issues had their problems solved



**Nearly 2 in 3**

clients with consumer issues reported a financial benefit following advice



**2 in 5** debt clients reported that their housing situation was much more secure following advice



**2 in 5**

reported an improvement in their relationships after advice



**3 in 5**

debt clients found it easier to manage everyday life



**2 in 5**

clients reported having to see a health professional less frequently following advice

# 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 4 debt clients**  
said their problem was  
severely affecting their  
employment



**4 in 5 people**  
felt stressed, depressed  
or anxious prior to advice



**3 in 5 people**  
were worried about  
losing their job as a result  
of their problem

# Our value to society

For every £1 invested in our service in 2023-2024, we generated:

**£1.35** in savings  
to government and  
public services  
(fiscal benefits)

**Total:**  
**£3,663,64**

**£11.57**  
in wider economic  
and social benefits  
(public value)

**Total:**  
**£31,339,931**

**£8.52**  
in financial value to  
the people we help  
(specific outcomes  
to individuals)

**Total:**  
**£23,064,042**

# 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.

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

- 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

# Our value to this community

Our savings to the public purse include:



**£364,925**

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.

Volunteering also has considerable benefits for the volunteers too, such as improved employability.

This year, our trained volunteers gave up **£582,219** worth of volunteering hours to help deliver our services.



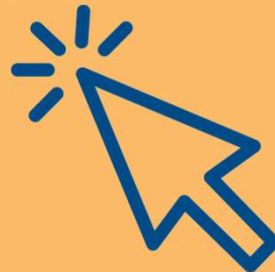
# Our impact in Sussex

As well as supporting clients in Arun and Chichester, we have several projects which enable us to, either directly or through subcontracting arrangements, support clients across the whole of Sussex.

**11,953 clients  
seen**



**78,517 adviser  
activities**



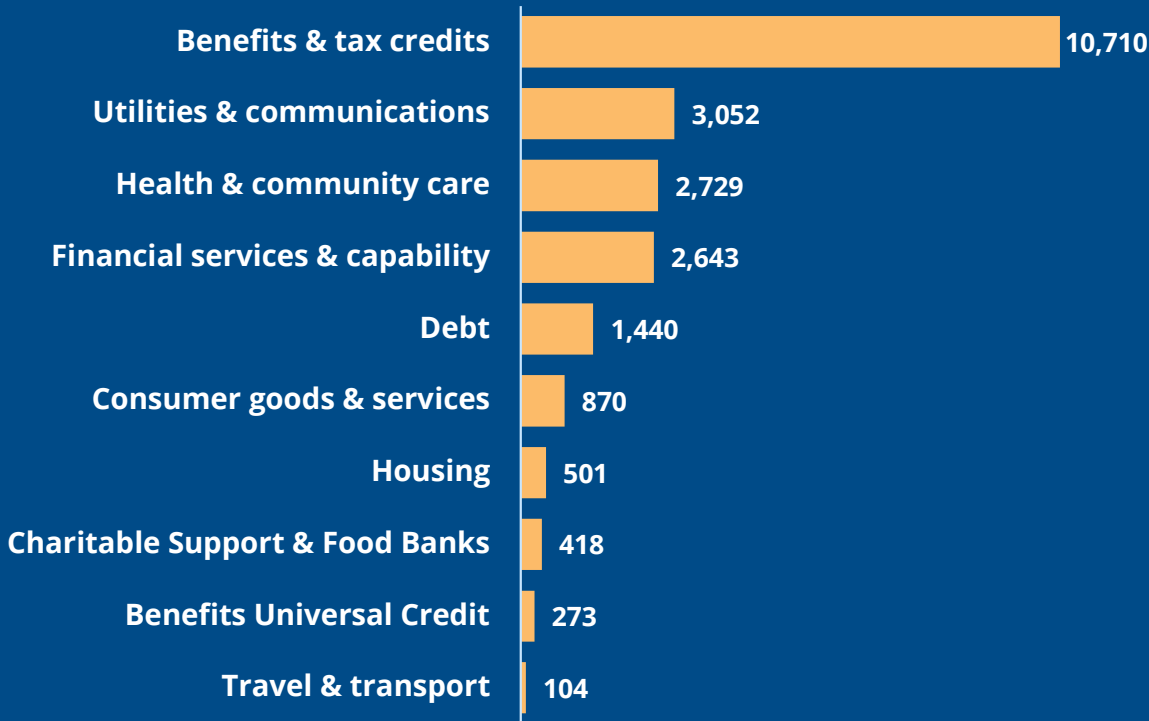
**£90,176 debt  
written off**



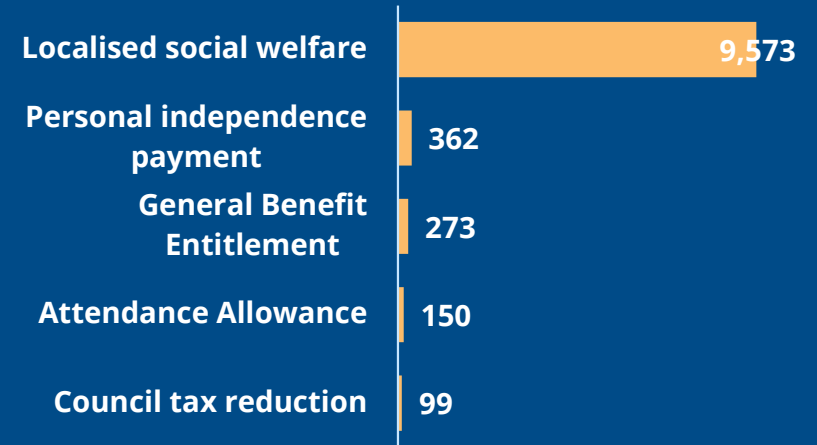


# Our impact in Sussex

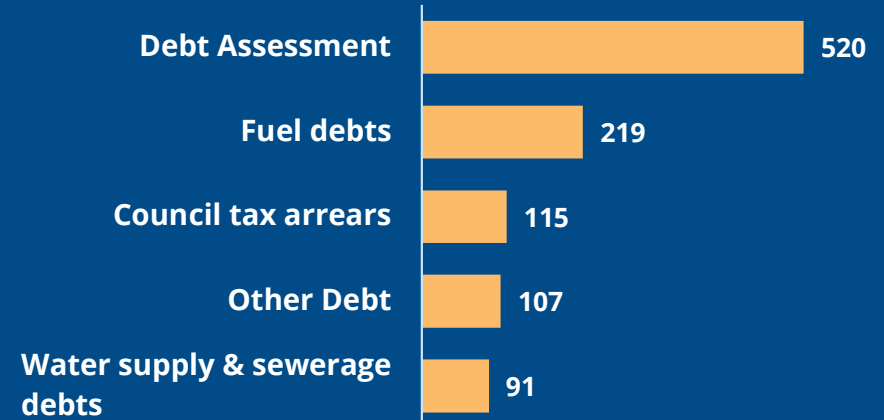
## Top Issue Areas



## Top Benefits Issues



## Top Debt Issues



## Our impact beyond Sussex

Lastly, we have even been able to help clients who live outside of Sussex by subcontracting to other local Citizens Advice offices and helping them amplify their impact in their communities. This year, we helped 16,256 clients through our projects and partnership work that operate within Sussex and beyond.

**15,519 issues**



**5,164 adviser activities**

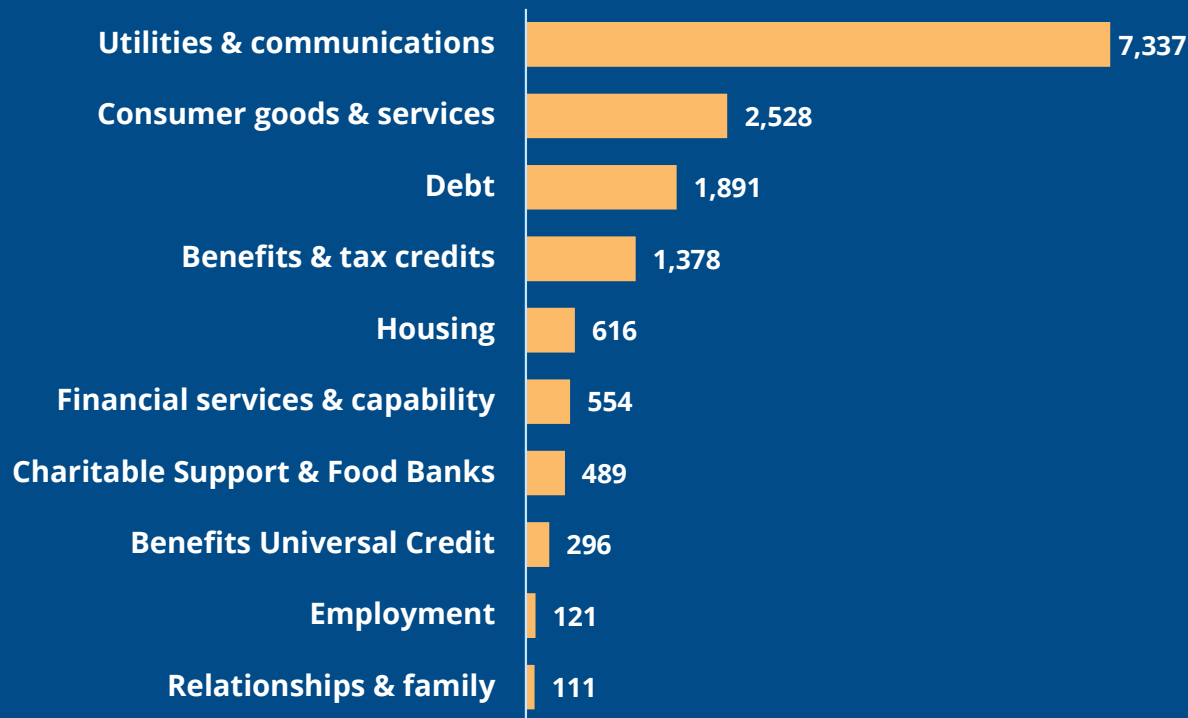


**£848,105 saved for clients**

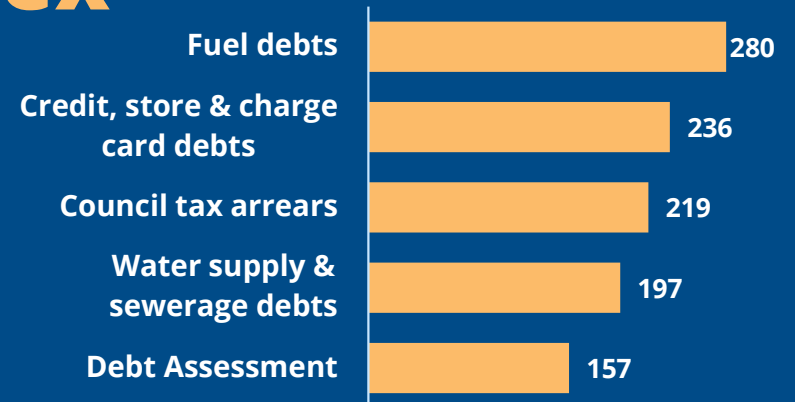


# Our impact beyond Sussex

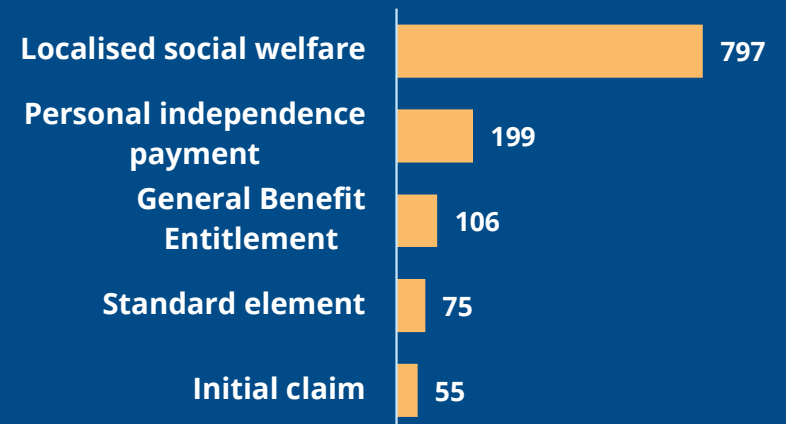
## Top Issues Areas



## Top Debt Issues



## Top Benefits Issues



# Research and campaigns

Our research and campaigns team has also been working to improve the underlying policies and practices that impact our clients and bring about long-term change.

Our cost-of-living survey received **411 responses**, and our final report shone a light on how our community is coping with rising prices.

Our reports on the **affordability of local housing** and the **negative impact of benefit sanctions** have been shared with local authorities and MPs.

And we have continued to campaign on issues like **uprating benefits** in line with inflation and ending **Section-21 evictions**.



# Arun & Chichester Citizens Advice

<https://www.arunchichestercab.org.uk/>

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