

# Our impact in 2024-2025

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



# 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 credible understanding of local needs.

We use this to tailor our services and help improve local policies and practices.



**£5,447,383**

Saved by government and public services last year. That's £2.06 for every £1 invested in our service.



# We are Arun & Chichester Citizens Advice

Arun and Chichester Citizens Advice, provide free, impartial and confidential advice through our multi channel service delivery to ensure that our advice and support is accessible, inclusive and responsive to the diverse needs of the communities we serve.

**22,754 clients  
seen**



**107,639 issues**

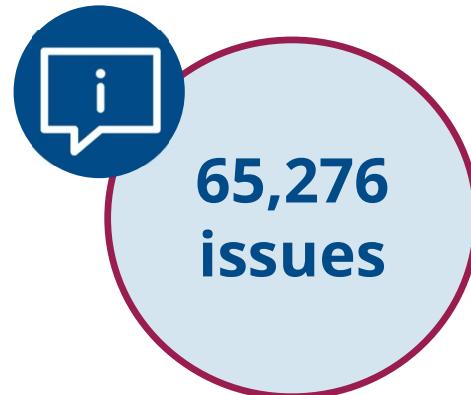


**£3,686,021  
financial outcomes**



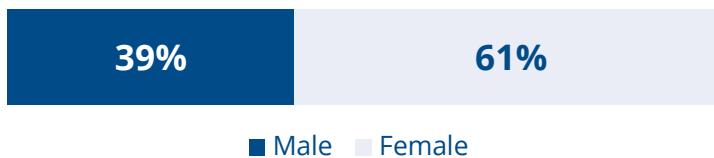
Arun &  
Chichester

# The people helped in Arun and Chichester

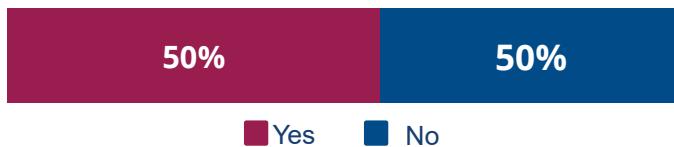


# The people we've helped in Arun and Chichester this year

## Gender

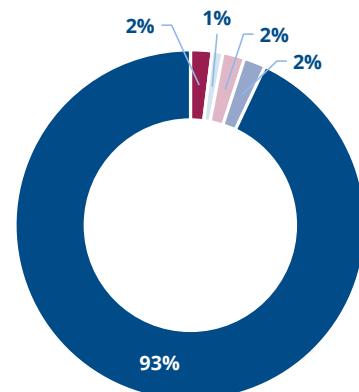


## Disability/Health Condition



## Ethnicity

- Other
- Mixed
- Black
- Asian
- White



## This is Sam\*

Sam is an example of one of the people we have helped.

Sam's story shows how we help people solve their problems, through practical solutions and empowerment and why this is important.

\*name has been changed for anonymity



# What we do

We help people with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights.

It's very rare that people come to us with just one issue.



Sam lives alone and is the sole carer for their bedbound parent who has multiple health conditions.

Sam was referred to us by their GP as they were feeling burnt out with their carer responsibilities and the cost of living was taking its toll.

They were struggling to maintain a household and afford basic essentials, and their own mental and physical health was beginning to suffer leaving them feeling isolated and exhausted.

# How we help

People access us in different ways:



**7.5%**  
Face to face



**28.4%**  
By telephone



**23.5%**  
By email and webchat



Our advisers supported Sam, using our holistic approach and was able to help in multiple areas.

They referred Sam to a white goods scheme to replace a broken appliance they simply could not afford to replace. Sam also required support with accessing food, dental support and reengaging with their carer support.

Our adviser also referred Sam to our Income Increase team to maximise their income and receive budgeting advice. Sam was also referred to our energy team, where they received practical energy advice and support from the Household Support Fund.

# 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.

Clients in Arun and Chichester saved a total of **£8,048,383**. This means, on average, each person was **£736 better off** thanks to our expert, tailored advice.



Sam was also supported with accessing a social tariff with their water supplier reducing their bills by 45%.

The energy team have since referred Sam to our retrofit adviser who is supporting Sam in gaining an EPC to access home improvement grants.

# Our advice is effective



Thanks to our advisers, Sam now has a **working fridge-freezer**, has received **support from our Income Increase team** and **Energy team**. They were supported with a **device** to support them in completing online courses and training sessions. **Sam also received a one-off payment from the Household Support Fund towards their energy costs.**

Following advice, Sam contacted us, saying **“Thank you so much for your help, this means the world to me and makes such a big difference”**.

We help thousands of people like Sam.



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



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



Arun &  
Chichester



# 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.



**83%**

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



Our advice helped stabilise Sam's financial situation.

They were also able to reengage with carer support meaning they will continue to receive vital help with the responsibilities being a carer brings.

In retrofitting their home, Sam's energy bills will reduce. If they apply the energy efficiency advice they received from the team; this could save them a further **£350** per year.

Sam can also access online services thanks to receiving a device and SIM from ACCA. They have been empowered with the knowledge and confidence to manage their finances and know they can return should they need it.

# The impact of our advice



**9 in 10**

Clients said they would not have been able to solve their issue without the support of Citizens Advice



**7 in 10**

housing clients reported that they felt less stressed, depressed or anxious following advice



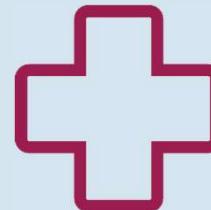
**4 in 5**

debt clients had their problems solved



**3 in 5**

clients with employment issues had their problems solved



**7 in 10**

clients reported having an improvement to their physical health following advice

# Hear it from our clients

We are held accountable by our community and ensure their needs are at the forefront of our service delivery.

*“Excellent service”*

“Completely happy and satisfied with the expert, friendly help and advice given.”

“I found the experience very comforting that I was being helped with empathy, compassion and professionalism.”

“I have been assisted by people with incredible human qualities, very helpful and cordial. Thank you very much for the help provided.”

“I felt very comfortable explaining my issues without any judgement from the advisers. I am very grateful for all the help and support I have had from CA.”

**“I’m very grateful for the help I received as it removed a great weight of my shoulders.”**

*“Thank you for all your help”*

# Our value to this community

Our savings to the public purse include:



**£656,625**  
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:

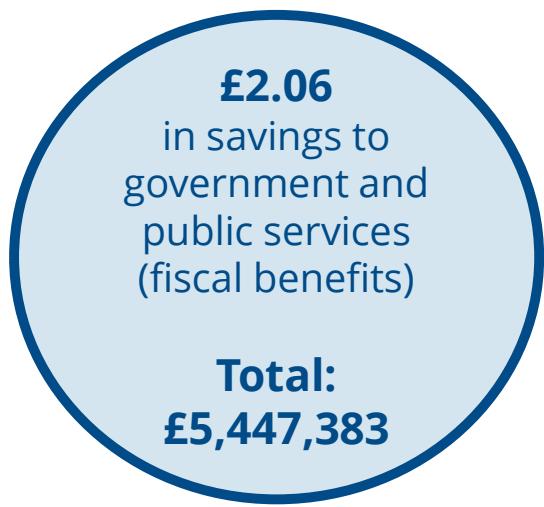
- help clients negotiate local processes, such as welfare reform changes
- help local authority rent and council tax arrears to be rescheduled, and reduce the associated administrative costs



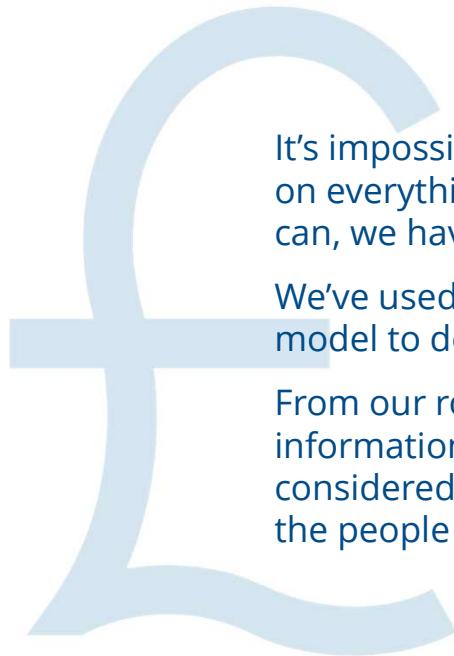
Arun &  
Chichester

# Our value to society

For every £1 invested in our service in 2024-2025, we generated:



# 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



# This is Alex

## The wider value of volunteering

People like Alex 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 **£697,936** worth of volunteering hours to help deliver our services.



Arun &  
Chichester

# Leading in Energy Support



Through different funding we have supported many households in reducing energy bills, decarbonising their homes and prepare for the winter months across Sussex and beyond.

**£3,972,041** The net present value of our UKPN advice

**£829,295** The net present value of our SGN advice

**£996,348** Financial outcomes gained for people who were supported with energy advice across West Sussex

**10,913** The total number of people supported at **Warm Hubs** across Sussex with **PSR empowerment, smart meter information and income maximisation** advice

**43%** were **vulnerable** clients.

**2,903** people were supported with accessing **decarbonisation grants & schemes**

We have also supported in training **146** NHS frontline workers and **151** frontline workers for councils, charities and other organisations across Sussex to identify potential **fuel poor households** and **support their communities with tackling the cold**.



# 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. In 2024-2025 we supported with **118,986** issues throughout Sussex.

**19,157 clients seen**



**149,228 adviser activities**

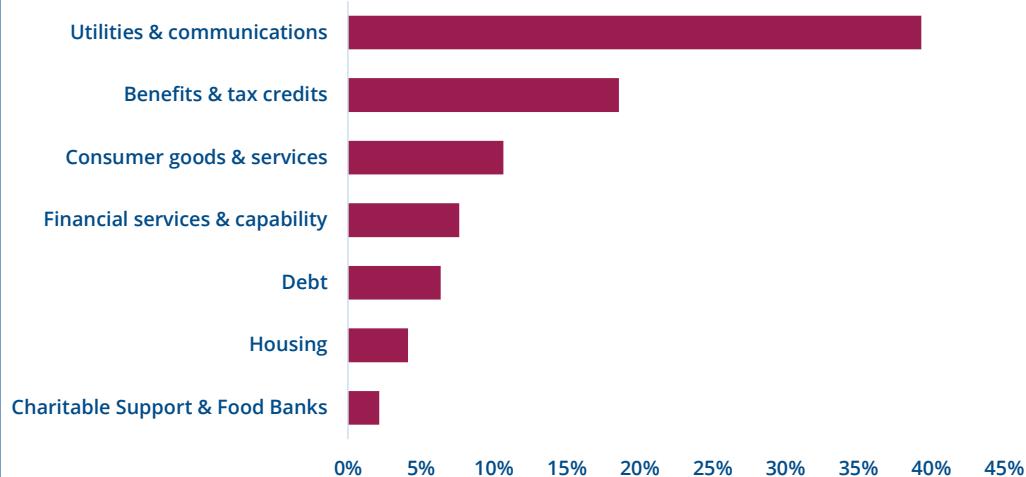


**£3,957,025 in financial outcomes**



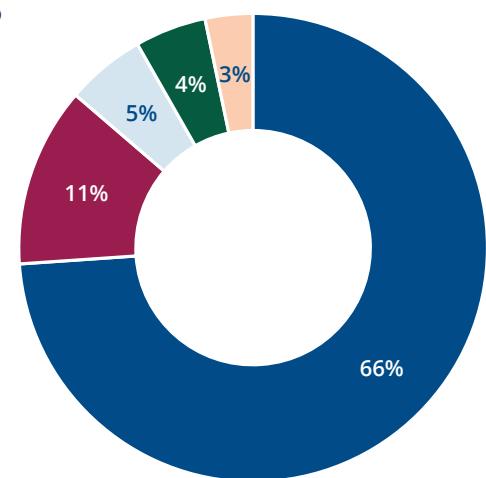
# Our impact in Sussex

Top issues in Sussex, 24-25

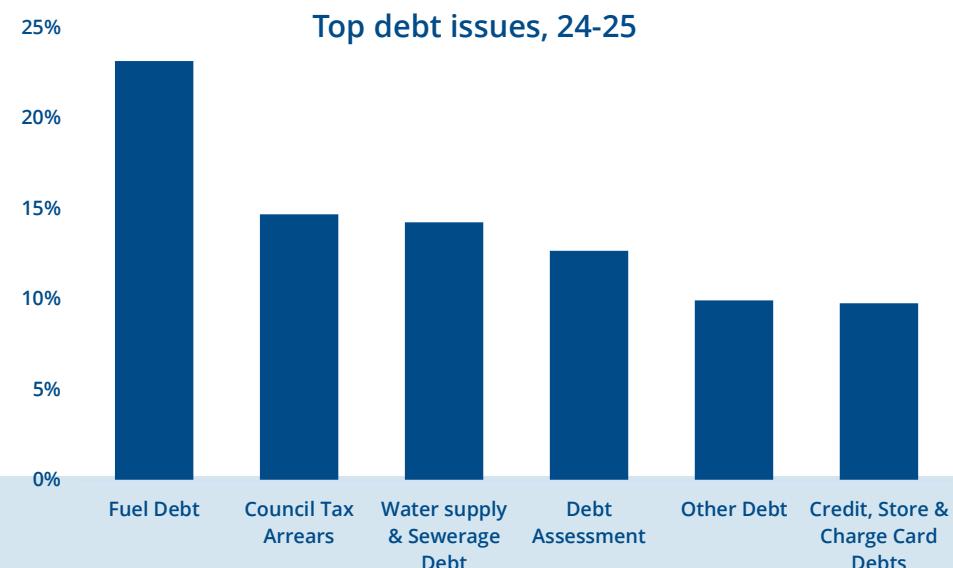


Top benefit issues, 24-25

- Localised Social Welfare
- Personal Independence Payment
- Attendance Allowance
- General Benefit Entitlement
- Council Tax Reduction



Top debt issues, 24-25



# 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. Through our projects and partnership work that operate beyond Sussex we helped over 11,000 clients last year.

**76,284 issues**



**28,022 adviser activities**

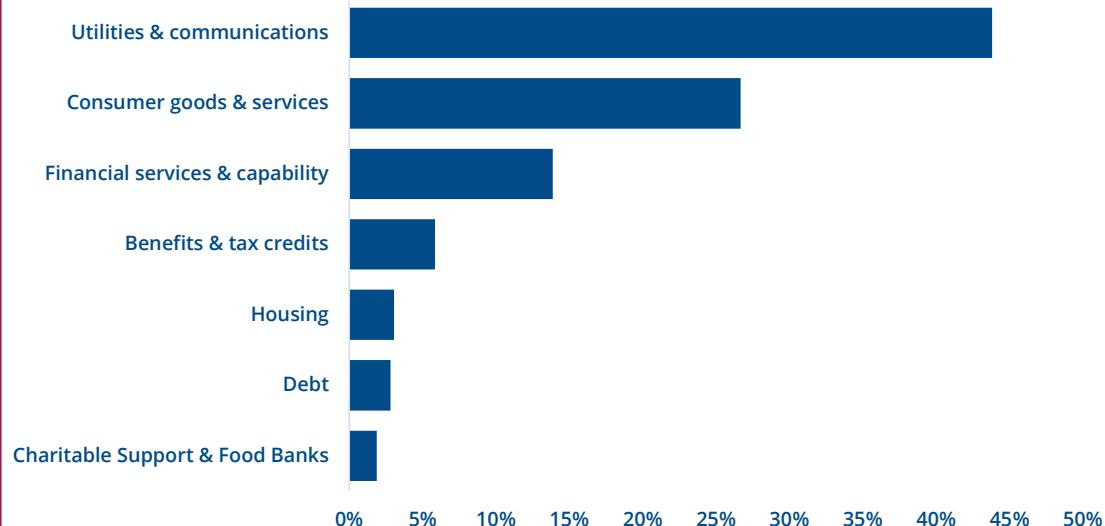


**£1,393,824 saved for clients**



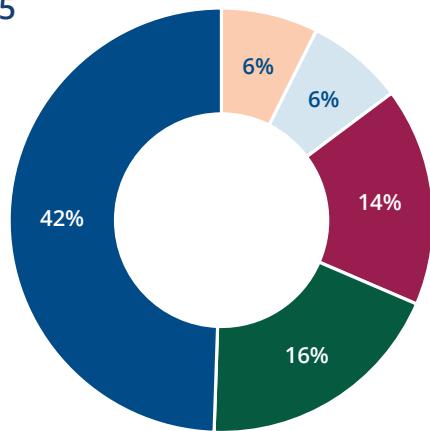
# Our impact beyond Sussex

Top issues, 24-25

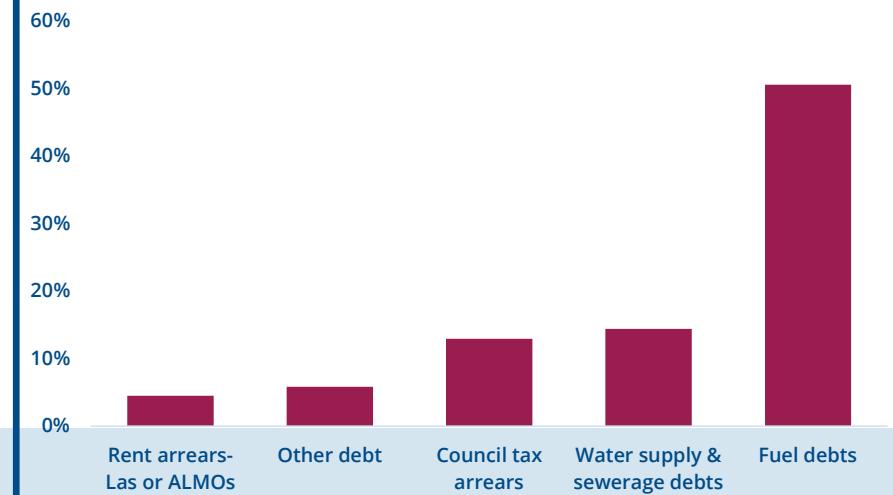


Top benefit issues, 24-25

- Other benefits issues
- Council tax reduction
- Localised social welfare
- Personal independence payment
- General Benefit Entitlement



Top debt issues, 24-25



# 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 **360 responses**, and our final report shone a light on how our community is coping with rising prices.



Our reports on the **Poverty Levels in West Sussex, the Cost-of-Living Analysis and insights into health inequalities** have been shared with local authorities and MPs.

And we have continued to campaign on issues like **fuel poverty, child poverty, welfare reforms** and **improving living standards**



# Arun & Chichester Citizens Advice

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

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