

Our impact in 2020/21

The difference we make in Exeter



**citizens
advice**

Exeter

Our impact in 2020/21



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



0.5%
face-to-face

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.



47.7 %
by telephone



48.7 %
by digital channels
(Website, webchat
and email)



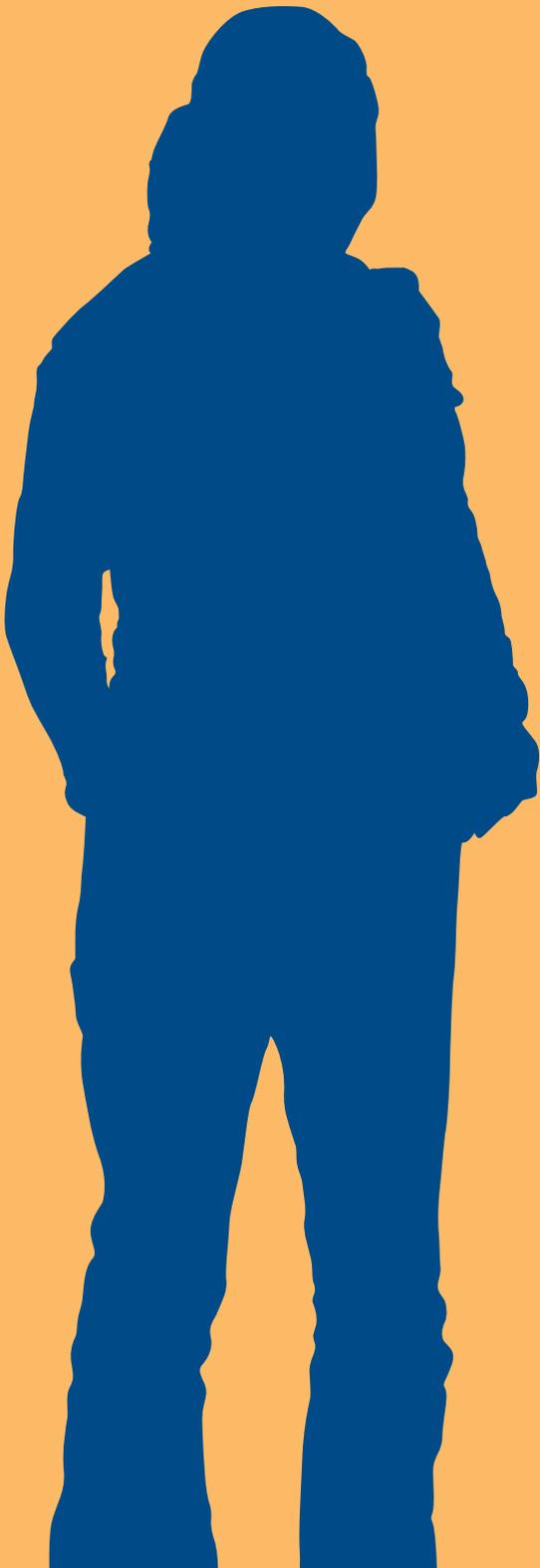
3.1%
by other methods

"Advice was clear, constructive, supportive, reassuring and thorough. I was initially concerned about doing the process over the phone, but a combination of phone calls, emails and communicating worked very well. I can now move forward and pass my heartfelt thanks for the advice received." - **Citizen Advice Exeter Client**



This is Anne

Anne is just one of the people we helped last year. Overall we helped 5,586 people and dealt with 20,698 different issues.



Anne was struggling - she was behind in paying rent. The threat of being evicted was making her feel anxious. The strain was also affecting an existing health condition.

Michael, a volunteer, helped Anne 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.

Michael helped Anne 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 Anne with other debts and maximise her income. Michael found out Anne was on a flexible hours contract, so he helped her better understand her rights at work.

Our advice helped stabilise Anne'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 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 matter

If left unsolved, problems don't just affect the individual – they affect this community. Solving them creates considerable value to society.



1 in 2

with a physical health condition said their issue was making it worse



Around 1 in 5

are not confident using the Internet, including to search for information



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 2020/21, 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:

£(insert figure) 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 Exeter 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.

citizensadviceexeter.org.uk



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