

Our impact in 2022/23

The difference we make in Exeter



**citizens
advice**

Exeter

We are Citizens Advice Exeter

Every year thousands of people come to our charity, as part of the Citizens Advice network, 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.

We are proud of our impact and achievements given the challenges we faced.

£1,796,872
saved by government
and public services last
year. That's **£3.88** for
every £1 invested in our
service.

"Helpful and reassuring, explaining things very clearly at every stage. You are all worth your weight in gold!"
- **Citizens Advice Exeter client**



Our impact in 2022/23

Overall we helped **9,029** people and dealt with **20,346** different issues.



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

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.



25.6%
face-to-face



38.1%
by telephone



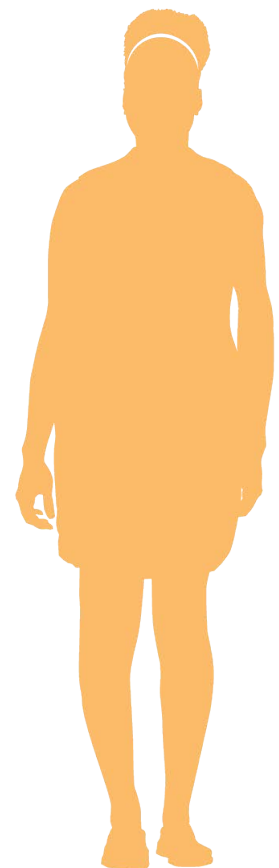
25% by digital
channels
(website,
webchat and
email)



11.3%
by other methods

"My adviser was excellent in every way. Advice received is much needed during these difficult times"

- **Citizens Advice Exeter client**



This is Patrick

Patrick lives alone in a ground floor flat rented from a local housing association. Patrick has health issues including arthritis, anxiety/ depression and diabetes.

Patrick receives UC including limited capability for work-related activity and housing element, latter paid direct to landlord. Patrick also gets PIP standard rate daily living care component.

Patrick needed help to negotiate with his energy supplier regarding his arrears. Patrick also needed white goods. Specifically, he required a washing machine as his was broken and he was trying to do washing in the bath which was extremely painful and time consuming with his arthritis.

With Patrick's permission we made a referral to a local organisation who provided a washing machine and fridge freezer to him within a month. We are also helping Patrick to understand his ongoing energy bills, and applying to his energy supplier's customer support fund for assistance with his arrears.



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 matters

Life is complicated. Sometimes people encounter challenges and problems that they don't know how to deal with, and they need help to overcome.



9 in 10 of our clients said their problem affected their lives, including causing anxiety and financial difficulty



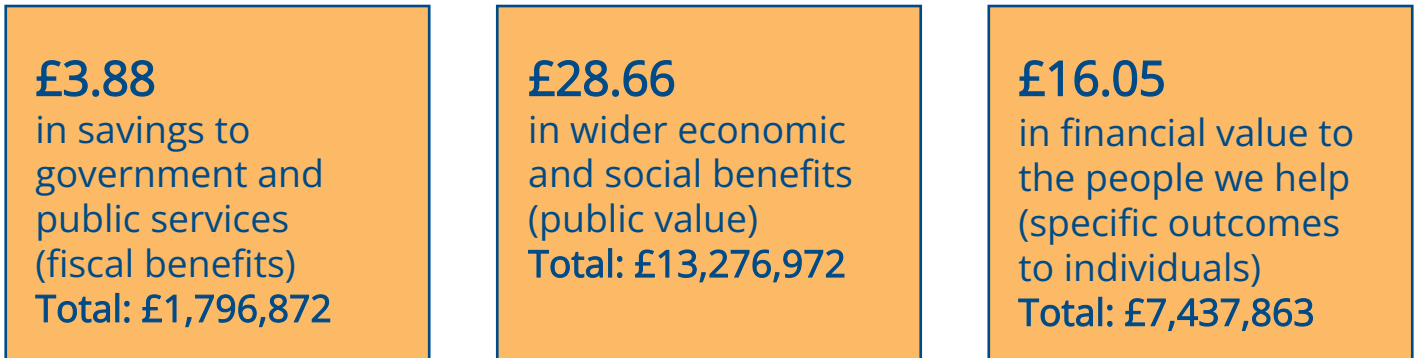
2 in 3 say they had difficulty knowing who to contact or how systems work before advice



4 in 5 experienced a shock or life event before their problem

Our value to society

For every £1 invested in our service in 2022/23, 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:

£135,657 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



© Citizens Advice Exeter July 2023

Exeter Citizens Advice Bureau is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 1091143.