Our impact in 2023/24

The difference we make in Exeter

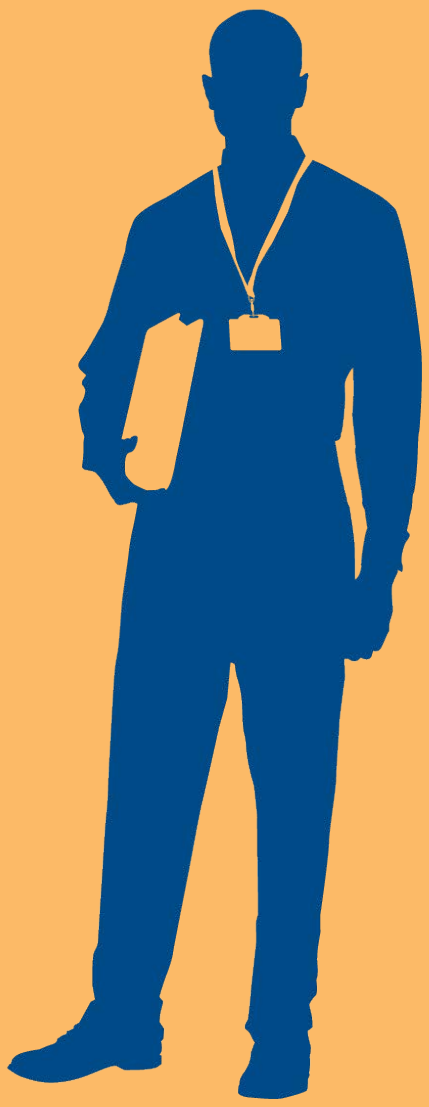
citizens advice Exeter

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.

£1,583,229 saved by government and public services last year. That's **£2.73** for every £1 invested in our service.

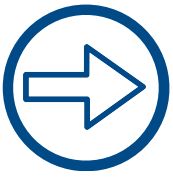


Our impact in 2023/24

Overall we helped **6,046** people and dealt with **20,146** different issues.

73%
said their problem was **solved** following advice

83%
said we **helped** them find a way forward



83%
would **recommend** the service

"I cannot praise the integral work of Citizens Advice Exeter and the help they have given me enough. Knowing that when I find myslef in very diffcult situations with nowhere else to turn, I can come to Citizens Advice is very much appreciated."

- **Citizens Advice Exeter client**

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

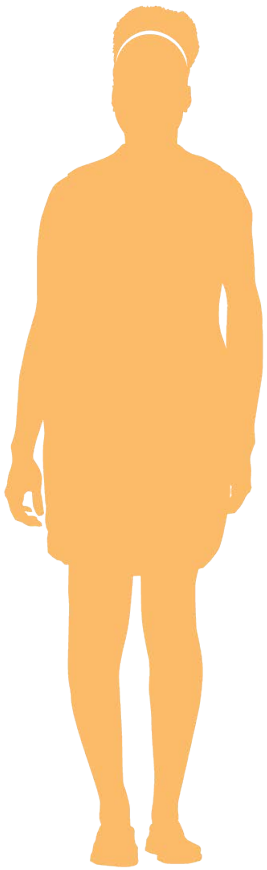
People often come to us with multiple or complex problems. We can deal with most of the issues people come to us with, tailoring our advice to their needs.

35%
face-to-face

33.6%
by telephone

26.1% by digital channels (website, webchat and email)

5.3%
by other methods



"Citizens Advice Exeter have been amazing at helping me sort out my problems. They always have the answer and I wouldn't go anywhere else. Thank you again!"

- **Citizens Advice Exeter client**

Our advice is effective

Problems don't happen in isolation and can have a severe consequences. Solving them stops these situations escalating.

This is Cliff

Cliff is a widower in his eighties and suffers with a number of long term health conditions.

Cliff had his home repossessed in 1995 with a mortgage shortfall of approx. £30,000. He had been making monthly payments of £40per month, but struggled to maintain this. Cliff approached Citizens Advice Exeter for help.

Cliff met with our adviser, Janet, and explained the difficult situation he had found himself in. Janet collated medical evidence on the conditions Cliff was suffering with. This was then included in letters written to the mortgage company and the secondary mortgage company whom the debt had been passed to.

After some further correspondence between Janet and the companies concerned, it was agreed that the remaining debt of £27,905 would be written off.

This was a huge releif and a weight lifted for Cliff.

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

"The service I received has been invaluable! The Adviser I dealt with was understanding of my needs and quickly resolved my issues."

- **Citizens Advice Exeter client**

Our value to society

For every **£1** invested in our service in **2023/24**, we generated:

£2.73
in savings to government and public services (fiscal benefits)
Total: £1,583,229

£20.88
in wider economic and social benefits (public value)
Total: £12,091,577

£13.97
in financial value to the people we help (specific outcomes to individuals)
Total: £8,087,766

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:

£140,052 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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Exeter Citizens Advice Bureau is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 1091143.