

Citizens Advice South Somerset 2018/19 Impact Report

In 2018/19, **6,483** unique clients accessed our services



- ▶ **9%** of clients had a disability
- ▶ **45%** of clients had a long term health condition
- ▶ **435** of clients had a mental health condition

Accessibility

Weekly Opening Hours

Drop-in: 41 hours
Adviceline: 30 hours
Email & Webchat: 30 hours



How Clients Accessed Help

Face to Face: 3,523 clients

Adviceline: 1,505 clients

Email & Webchat: 1,432 clients



77 volunteers

11,386 volunteer hours
(average 980 per month)



Equivalent to **6** full time staff

Worth **£124,278** to the organisation

Outcomes for Clients

Tackling Poverty – £2,938,484 income gained for clients



£957,676



Attendance Allowance

£818,514



Personal Independence Payment

£75,779



Carers' Allowance

£36,426



Charitable Support

£21,613



Disability Living Allowance

£10,000



Fraud Scam Recovery

Financial Capability & Money Advice **896 clients received debt & money advice**

223 clients helped with budgeting skills
107 older clients helped out of fuel poverty
Average saving of per client of £118
Debt repayments rescheduled: £35,603
Debt written off: £344,136
Average debt £7,684 (6 x client's income)



Homelessness & Housing Advice **806 clients received housing advice**

193 cases of threatened homelessness
130 cases of temporary housing access
61 cases of access to LA crisis support

77 cases averted homelessness

Help In A Crisis

(Local Assistance Scheme)

317 clients supported (food, fuel, grants)
191 children in families receiving LAS

