

Our impact in 2016/17

The difference we make to Northumberland



We are Citizens Advice Northumberland.

Every year thousands of people come to us 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.

**Last year, we saw
13,726 people
with 43,872
problems.**

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 access us in different ways:

- face-to-face
- by telephone
- by webchat and email

We can deal with most of the issues people come to us with, tailoring our advice to their needs.

Our advice is effective

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

We help thousands of people - 77% say that they couldn't have done it without us.



7 in 10 people
are helped to solve
their problem

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.

82% say advice made a difference to their lives.



Our advice helped stabilise Nina'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 impact



7 in 10 people

felt less stressed,
depressed or anxious



Nearly 1 in 2

had more money or
control of their finances



2 in 5

had a more secure
housing situation



Nearly 1 in 2

felt their physical health had
improved



3 in 10

found it easier to do their
job or find a job



Nearly 1 in 2

felt they had better relationships
with others



3 in 5

found it easier to manage
day-to-day

Why fixing problems matters

If left unsolved, problems don't just affect the individual - they affect this community.

Solving them creates considerable value to society.

- **9 in 10 people** we help say that their problem negatively affected their life
- **2 in 3** say they had difficulty knowing who to contact or how systems work before advice
- **1 in 3** come to us when they needed to take action urgently

CAB in Northumberland

We have a generalist appointment face to face service in all of our locations with additional drop ins as detailed below

Specialist face to face debt, benefits and fuel advice appointments everywhere

Adviceline – 0344 4111 444 calls answered locally Mon-Fri 9-4.30

Specialist Debt Helpline – 01670 339960 Mon-Fri 9-4.30 or Text DEBT to 81400

Web/Digital support i.e. webchat – www.citizensadvice.org.uk/northumberland

West

Hexham: Wed & Fri 9.30-3.30

Prudhoe: Tues Specialist

Appts

Haltwhistle: Thurs Specialist

Appts

North

Berwick: Wed & Fri 9.30-3.30

Alnwick: Tues 9.30-3.30

Amble: Tues 9.30-3.30

Central/South East

Morpeth: Wed 9.30-3.30

Ashington: Mon & Tues 9.30-3.30

Blyth: Tues & Wed 9.30-3.30

Cramlington: Mon & Tues 9.30-3.30

This is Tom

The wider value of volunteering

People like Tom give their time, skills and experience to enable us to reach as many people as we do.

There are also has considerable benefits for them too, such as improved employability.

This year our trained volunteers gave up **£720,000** worth of volunteering hours to help deliver our services.



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Date: 4th December 2017

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