

Our impact in 2020-21

# The difference we make to Scarborough & District



Scarborough  
& District



# We are Citizens Advice Scarborough & District

Every year thousands of people come to us for help solving their problems, but during the Covid pandemic, this was even more of the case as people found themselves in very insecure financial positions. We're an important part of the community and were able to adapt our way of working to continue helping the most people.

Last year covid hit everyone and the number of people needing housing and employment advice, as well as benefits and debt increased significantly.

**£** **£1,270,739**  
saved by government and public services last year. That's £2.56 for every £1 invested in our service.

# Our impact in 2020-21



**4,084** clients advised



**60%** felt less stressed, depressed or anxious after our advice



**13,195** advice issues dealt with directly



**41%** felt their physical health had improved



**4** day a week telephone advice provision



**94%** would recommend our service

# What we do

We help people with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights. Often, people have more than one issue they need help with.

# How we help



**1%**  
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.



**63%**  
by telephone

Our main areas of advice are benefits and debt & money advice, with employment, housing and family issues being the other main areas.



**36%**  
by webchat, email  
& other

On average this year, people who came to us for advice, needed help with at least 3 issues, but these were often complex cases like urgent benefits, eviction or wrongful dismissal

# This is Claire

Claire is just one of the people we helped last year. Overall we helped 4,084 people and dealt with 13,195 different issues.



**Claire came to us because her employer was threatening to make her redundant if she did not accept a new zero hours contract due to Covid. She had never dealt with problems like this before**

- Claire felt like she was being blackmailed and decided to resign and find new employment
- Her employer was refusing to pay holiday pay untaken whilst she was on furlough.

**We helped her:**

- argue for her holiday pay to be backdated
- make a claim out of work benefits whilst she found a job
- A total income of **£6,681.50** for her in one year

# This is Sam

Sam is a mother of 4 living in social housing and struggling to normal manage the cost of living

**Sam came to us with debt issues after losing her job due to Covid. She had 3 dependent children, one of whom was severely disabled.**

- Sam had £3,000 priority debts and £16,000 non-priority debts including catalogues for essential items
- Sam had lost her job due to covid which is when a lot of the debt accumulated
- She was struggling to pay for everything and care for her disabled son

## **We helped her:**

- Write off her debts, and with a clean sleet we helped her budget for essential living costs going forward
- Apply for more benefits for her son to help with the additional care costs
- Additional benefits £19,732 pa and £18,938 debt written off



# Our advice is effective

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



**86%** said their problem was solved following advice



**94%** said we helped them find a way forward



**60%** said they couldn't have solved their problem without us

# 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.



**92%** we help say that their problem negatively affected their life



**68%** say they had difficulty knowing who to contact or how systems work before advice



**82%** come to us for advice after experiencing a life shock



# Our value to society

For every £1 invested in our service in 2019-20, we generated:

**£2.56**

in savings to  
**government and  
public services** (fiscal  
benefits)

**Total: £1,270,739**

**£18.17**

in **wider economic and  
social benefits**  
(improvements in  
productivity & participation)

**Total: £9,032,705**

**£13.44**

in **benefits to  
individuals**, via  
additional income &  
debts written off

**Total: £6,683,542**

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.

# Citizens Advice 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.

[www.citizensadviceScarborough.org.uk](http://www.citizensadviceScarborough.org.uk)

