



Our impact in 2017/18

- **10,742** people helped last year
- **43,803** issues dealt with directly



Problems have a severe impact on people's lives. They need our help to solve them.



People access our service in different ways

- face to face in our 8 locations
- by telephone
- by email
- via our website and / or web chat



We help with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights



Our 113 volunteers (including trustees) contributed approximately 44,000 hours of work to the local community through this Charity during the year.

We estimate the value of this help at approximately £457,160 for 2017/18

Problems don't just happen in isolation, and can have a severe effect on people's lives. Advice makes the critical difference. 77% of people we helped said they couldn't do it without us.



We helped **7 in 10** people to solve their problems.



4 in 5 people said advice improved their life, such as improved security of housing or employment.

You can find out more about our impact online:
citizensadvice.org.uk/impact

You can contact us at:
Citizens Advice Rural Cambs
9 Church Mews
Wisbech
PE13 1HL
Adviceline: 0344 245 1292



The minimum value to society of Citizens Advice Rural Cambs in 2017/18*

- **£11.8m** at least saved by government and public services
- **£11.6** in estimated wider social and economic and social value to society
- **£21.60** benefit to our clients for every £1 invested in our local service.

Problems don't just affect people - they impact on local communities. Because we help so many people solve their problems, this creates considerable value to society.

*For more on our Treasury-approved model, see: Modelling the value of the Citizens Advice service

