



Our impact in 2018/19

Nina is an example of one of the people we helped in 2018/19.

- 10,500 people helped last year
- 30,569 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
- by telephone
- by email
- via our website and / or web chat



We help with a range of problems, including issues with benefits, debt, relationships, employment, housing and financial services & capability



Our 102 volunteers (including trustees) contributed approximately 39,200 hours of work to the local community through Citizens Advice Rural Cambs during the year.

We estimate the value of this help at around £407,200 for 2018/19

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 ChurchMews
Wisbech
PE13 1HL

Adviceline: 0344 245 1292



The minimum value to society of Citizens Advice [enter location] in 2018/19*

- £10.9m at least saved by government and public services
- £11.6m in estimated wider social and economic and social value to society
- £22.71 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 like Nina solve their problem, this creates considerable value to society.

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

