

Our impact from 1<sup>st</sup> October 2023- 30<sup>th</sup>  
September 2024.

# The Difference we Make to Staffordshire Moorlands



# We are Citizens Advice Staffordshire North and Stoke on Trent

On 1<sup>st</sup> January 2023 Biddulph, Leek and Cheadle Citizens advice merged to become part of Citizens Advice Staffordshire North and Stoke on Trent.

By keeping local offices we ensure we are an important part of the community, with a credible understanding of local needs, whilst being able to offer additional support via other internal services.

We use our local knowledge to tailor our services for local people whilst also influencing local policies and practices to improve their lives

We recruit and train members of the local community to work within our offices, so they have that local knowledge and develop skills that are useful in the workplace should they be looking at returning to work.

# 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. They may even return to us on multiple occasions.



**In the last 12 months we have assisted 2,354 unique clients with over 10,868 separate issues.**



# Who We've Helped

## Gender



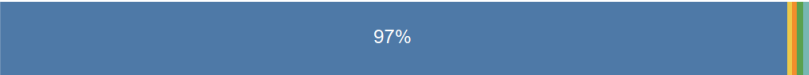
- Female
- Male
- Prefer different t..

## Disability / Long-term health



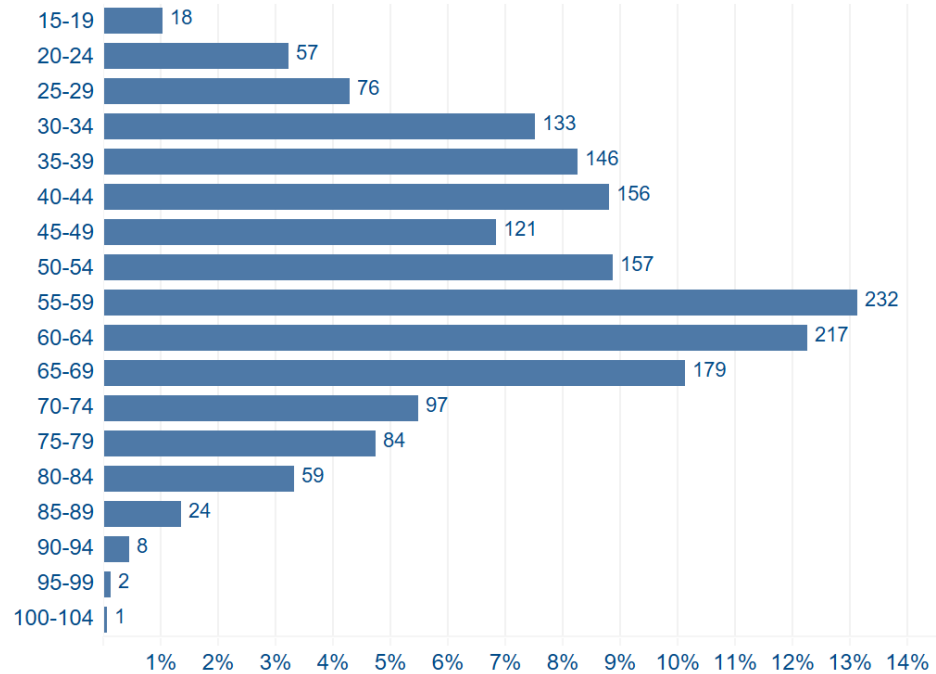
- Long-Term Health Condition
- Disabled
- Not disabled/no health problems

## Ethnicity



- White
- Black
- Asian
- Mixed
- Other

## Age



\*There is a discrepancy in the number of clients and ages as not everyone is willing to provide this information.

# How We Help



We can deal with most of the issues people come to us with by tailoring our advice to their needs and their preferred contact method.

Following the pandemic clients are choosing different ways to access our local services

- 26% of clients seek e mail advice
- 41% via the local and national phone numbers
- 24% via face 2 face contact
- 9% other (letter/webchat)

# The Difference We Make



The wider impact of advice - what we achieve as a result of solving problems and providing support - is just as important.

**In the last 12 months we have generated income gains of £972,838.00 for residents in Staffordshire Moorlands.**

**And helped them to find solutions to deal with £357,267 of debt.**

# The Additional Benefits to what we do.

In addition, in the last 12 months we have managed to get

£36,045 worth of debt repayments rescheduled to a more affordable monthly amount

£24,084 in reimbursed payments

£1,010,766 issued in charity applications, food and fuel vouchers.





# Stephen's Story

Stephen (not his real name) contacted us because he was struggling with the cost of living and unable to afford to put his heating on. Stephen suffers from arthritis and COPD and his symptoms worsen in the cold. At 72 his only income is his state retirement pension and a small occupational pension

On his first visit we were able to issue Stephen with a fuel voucher to help towards his heating costs and refer him to the local foodbank. We identified that due to his health issues Stephen may be eligible for Attendance allowance and requested that the application form be sent to him asking him to return when he received it.



Stephen returned with his Attendance allowance claim form which we helped him to complete. Stephen returned a few weeks later to tell us he was awarded the high rate of £92.40 per week - backdated for 3 months

As Stephen lived alone the Attendance Allowance award gave him an entitlement to the Severe Disability Premium, so he was now also eligible to claim Pension Credit - and was awarded £66.85 a week and received the cost-of-living payment of £200.

Stephen can now have his heating on without worrying about how he will afford to top up his meter.

# Why Our Advice Matters

**\*9 in 10** people we help say that their problem negatively affected their life – including feeling stressed, depressed or anxious, struggling to keep their job, deteriorating relationships with other people and worsening physical health. If unsolved, problems don't just affect the individual - they affect this community.

Solving them creates considerable value to society.

**83% of our client say they could not have resolved their issue themselves.**

**80% of clients came to us when they needed to take action urgently/imminently .**

**81.5% of our clients reported feeling less stressed, depressed or anxious after our intervention.**

# Client Feedback

I was pleased with the information you gave to me and it has helped me to sort out my problem.

Its really wonderful you have someone to turn to, as I wouldn't pursue things without Citizens Advice help. Everything is difficult to do these days (forms/paperwork, especially). It great to be seen by a friendly face and receive the help and information I need.

I found the whole process of seeking advice to be simple and stress-free. The staff were pleasant and informative.

# We Are a Volunteer Service

## The wider value of volunteering

We have a group of volunteers who give their time, skills and experience to enable us to reach as many people as we do.

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

So far this year our trained volunteers gave up **3,363 hours of work** for the during the year. We estimate the value of this help at **£38,472.72.**



A blue speech bubble containing the text 'citizens advice' in white lowercase letters.

citizens  
advice

Citizens Advice Staffordshire  
North and Stoke on Trent  
would like to thank SMDC for  
your continued support.

Your support helps us to make  
a real difference.