

CITIZENS ADVICE IMPACT ACROSS DEVON 2023/2024



WHO WE ARE

We are a collaborative consortium of local Citizens Advice charities working across Devon, committed to offer free, confidential, and impartial guidance to individuals navigating a range of challenges.

Through our combined efforts, Citizens Advice Devon extends support across the county, delivering specialised projects tailored to further support Devon's diverse needs.

Together, we helped **31,864** people solve their problems, everywhere from the city of Exeter to the villages and the communities of rural Devon.

IMPACT ACHIEVED

As members of the national Citizens Advice service, Citizens Advice Devon has access to a Treasury approved modelling tool which calculates the financial value of our impact to the local community. The model provides a trusted mechanism to quantify the social return on investment achieved by the local authority, the NHS and other public bodies through Citizens Advice. We can also capture the financial impact of our work with clients and our volunteers through improved employability, sense of community and personal wellbeing.



£41.8 million - The annual value to the people we helped.



£2.1 million total savings to local authorities through preventing homelessness, evictions and mental health services.



£2.8 million Fiscal value of debt advice.



£5.1 million savings to the DWP through keeping people in work.



31,864 Devon residents helped



On average, every **£1 invested** in Citizens Advice Devon generates a return of **£2.99**



£1.7 million total savings to the NHS by reducing use of mental health and GP services.



£84,831 Savings to the criminal justice system by preventing evictions and homelessness



£53.8 million The public value of improving clients' wellbeing (emotional, family, relationships and positive functioning).

CITIZENS ADVICE IMPACT ACROSS DEVON 2023/2024



HOW WE ACHIEVED IT

People often come to us with multiple or complex problems. Our local offices can deal with most of the issues people come to us with, tailoring our advice to their needs. Clients can access our support through a variety of methods.



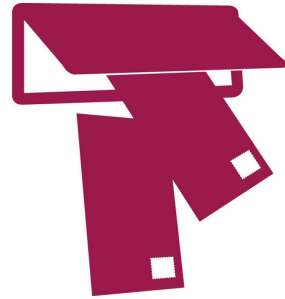
13% by face to face



34% by digital channels (website, webchat and email)



49% by phone



4% by other methods

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.cabdevon.org.uk