

Our impact in 2019/20

Anyone can have a problem...



Nearly 3 in 4

of our clients said their problem affected their lives, including causing anxiety and financial difficulty.



Our local clients were
almost 5 times
as likely to be on a low-income, when compared to the England and Wales population

...but we can help...



We helped

9,089 people

face-to-face, by telephone and by email and webchat, working at 12 different locations.



We also handled

8,857 simple queries

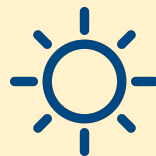
On subjects including benefits, debt, and employment.

...to make a difference



76% of clients

had their problem solved.



84% of clients

said we helped them find a way forward



88% of clients

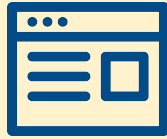
Said they would recommend our service to others

Benefits to individuals : Benefits to society

We offer the right advice for everyone...



We gave information and advice about **34,834** separate legal issues



There were over **186,000** visits to our advice website

by Cheshire West & Chester residents



3,331 people were given detailed advice and casework about **Universal Credit** and other benefits

...and take the pressure off other services

Our help to client allows the public sector to save money



The NHS saved **£487,265** because we reduced pressure on health services and kept people in work.



Our work in preventing homelessness saved the Council **£368,772**.

Our overall value to society in 2018/19 was:*

- **£3.21 million** saved by government and public services.
- **£23.31 million** in wider economic and social value to society.
- **£17.10 benefit** to our clients for every £1 invested in our local service.

*These figures are taken from a Treasury-approved national methodology applied locally.