

Our impact in 2024/25

The difference we make to Cheshire West



Cheshire
West



We are Citizens Advice Cheshire West

Every year thousands of people come to us for help solving their problems.

This means we're an important part of the community, with a credible understanding of local needs.

We use this to tailor our services and help improve local policies and practices.



£3,467,807

saved by government and public services last year. That's £2.25 for every £1 invested in our service.

Our impact



Around 4 in 10

had more money or control of their finances



Over 4 in 10

had a more secure housing situation



6 in 10

felt less stressed, depressed or anxious



Around 4 in 10

found it easier to do their job or find a job



Over 4 in 10

felt they had better relationships with others



6 in 10

found it easier to manage day-to-day

This is Toni

Toni is an example of one of the people we helped.

Last year, we saw **12,177 people** about **52,523 issues**.

Toni's story shows how we help people solve their problems, and why this is important.



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.

Toni was unhappy in her marriage. But if she left her husband she didn't know where she would go with her children and how they would get by financially.

She couldn't afford legal advice and didn't know where to turn for help until she discovered our service.

How we help

People access us in different ways:



17.9 %

face-to-face



47.3 %

by telephone



28.4 %

by webchat and email

Tracy, a volunteer adviser, helped Toni with her problem.

Once she had ensured that domestic abuse wasn't an issue, Tracy talked Toni through every step of the process and the support we'd be able to offer.

How we help

People often come to us with multiple or complex problems.

We can deal with most of the issues people come to us with, tailoring our advice to their needs.

Tracy put Toni in touch with the Child Maintenance Service. She used their calculator to work out how much she was due each week, which helped her to budget.

Toni was made aware of her rights to the shared home and her options if she decided to move out.

Our advice is effective

Problems don't happen in isolation and can have a severe consequences. Solving them stops these situations escalating.

We help thousands of people like Toni.



8 in 10 people

said their problem was solved following advice, and 3 in 4 of them said they could not have resolved their problem without us



9 out of 10 people

said we helped them find a way forward

The difference this makes

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



60%

said they felt less stress, depressed or anxious as a result of the help they received from us

Together, they worked out any assets or debts that the couple shared.

Toni was given details of mediation services and offered an appointment with a solicitor at our family law clinic in case there were any disputes.

Using our benefits calculator, Toni realised that she was eligible for help with housing via Universal Credit. She could also get help with court fees.

Why fixing problems matters

If left unsolved, problems don't just affect the individual – they affect this community. Solving them creates considerable value to society.



£302,602

by preventing
homelessness and
housing evictions &
mental health services



£825,369

by reducing use of
mental health and GP
services, and keeping
people in work



£1,570,586

by keeping people in
work

Our value to society

For every £1 invested in our service in 2024/25, we generated:

£2.25

in savings to
government and
public services
(fiscal benefits)

**Total:
£3,467,807**

£22.56

in wider economic
and social benefits
(public value)

**Total:
£34,764,526**

£16.54

in financial value to
the people we help
(specific outcomes
to individuals)

**Total:
£25,496,935**

Why fixing problems matters

If left unsolved, problems don't just affect the individual – they affect this community. Solving them creates considerable value to society.



£738,603

Housing Providers (by preventing housing evictions)



£1,092,686

Value of fiscal benefit providing advice to debt clients



£27,529,856

Public value of improving clients' wellbeing (emotions, relationships and positive functioning)

How we calculate our financial value

It's impossible to put a financial value on everything we do – but where we can, we have.

We've used a Treasury-approved model to do this.

From our robust management information, we've also separately considered the financial benefits to the people we help.

- Keeping people in employment or helping them back to work
- Preventing housing evictions and statutory homelessness
- Reducing demand for mental health and GP services
- Improving mental wellbeing and positive functioning
- Improved family relationships

Our value to this community

Our savings to the public purse include:



£302,602

saved by local government,
through reducing
homelessness

Maximising the income for those we help prevents more costly intervention.

This helps reduce financial difficulty, promotes inclusion and benefits the economy.

This is only one fraction of our true value. We also:

- help clients negotiate local processes, such as welfare reform changes
- help local authority rent and council tax arrears to be rescheduled, and reduce the associated administrative costs

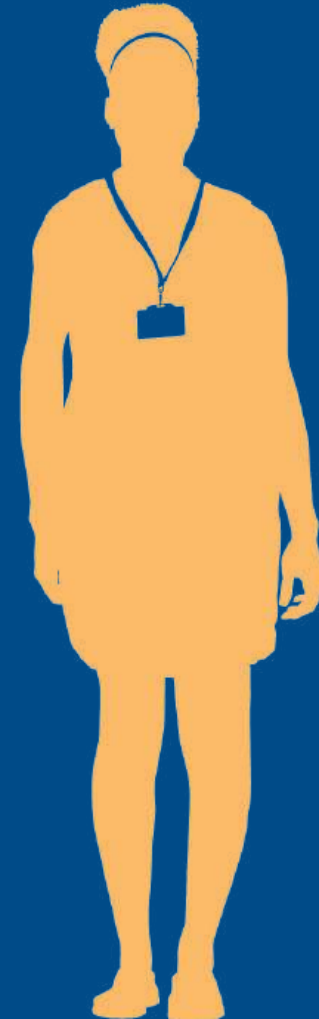
This is Tracy

The wider value of volunteering

People like Tracy give their time, skills and experience to enable us to reach as many people as we do.

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

This year our trained volunteers gave up **£473,053** worth of volunteering hours to help deliver our services.



Local Delivery

Focus on specialist energy advice and financial inclusion projects

**We provided
2,494 homes with
energy advice**



**Our Heating
Bank helped 909
households with
energy costs**



**We secured
£577,000 of
income for
foodbank clients**



Research and campaigns

Our R&C led to significant policy changes, directly benefiting local residents. We briefed MPs on the impact of proposed disability benefit cuts and, ultimately, major amendments were made to the bill.

Our campaigning also contributed to the government reinstating Winter Fuel Payments for low-income pensioners without them needing to access Pension Credit first.



Citizens Advice Cheshire West

www.citizensadvicecw.org.uk/



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