

Our impact in 2025/26

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.



£3,537,680

saved by government and public services last year. That's £2.16 for every £1 invested in our service.

Our impact



Over 8 in 10

said we helped to resolve their problem



Around 8 in 10

found it easy to access our service



6 in 10

felt less stressed, depressed or anxious



Around 9 in 10

said we helped them to find a way forward



Over 9 in 10

would recommend us to a friend



6 in 10

found it easier to manage day-to-day

This is Sam

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

Last year, we saw **16,218 people** about **56,934 issues**.

Sam's story shows how we help people solve complex, overlapping problems and why this is vital for our community.



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.

Sam lives with long-term health conditions.

Faced with soaring energy costs, Sam was forced to choose between heating the home and buying essentials.

As energy debts mounted and rent arrears built up, Sam faced the terrifying prospect of eviction.

How we help

People access us in different ways:



18.3 %
face-to-face



40.0 %
by telephone



33.4 %
by webchat and email

Overwhelmed by stress and unsure where to turn, especially as it was outside normal working hours, Sam asked the Advicebot on our website for help and was shown how to send us an email.

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.

We replied the next day, connecting Sam with our Energy Advice and Debt teams.

Specialist advisers secured emergency support for energy costs, provided tailored energy-efficiency advice, and worked with Sam's housing provider to agree manageable rent arrears payments, halting eviction proceedings and securing the home.

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

We conducted a full benefit review and supported Sam through a complex disability benefit application.

Sam gained control of day-to-day finances and avoided severe debt escalation.

Removing the constant fear of eviction and cold living conditions significantly reduced Sam's severe anxiety, avoiding extra pressure on local NHS and GP services.

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.



£305,235

by preventing
homelessness and
housing evictions &
mental health services



£985,722

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



£1,009,605

by keeping people in
work

Our value to society

For every £1 invested in our service in 2025/26, we generated:

£2.16

in savings to
government and
public services
(fiscal benefits)

**Total:
£3,537,680**

£36.56

in wider economic
and social benefits
(public value)

**Total:
£59,925,997**

£15.99

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

**Total:
£26,205,169**

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.



£724,116

Housing Providers (by preventing housing evictions)



£1,010,608

Value of fiscal benefit providing advice to debt clients



£52,167,447

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:



£305,235

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

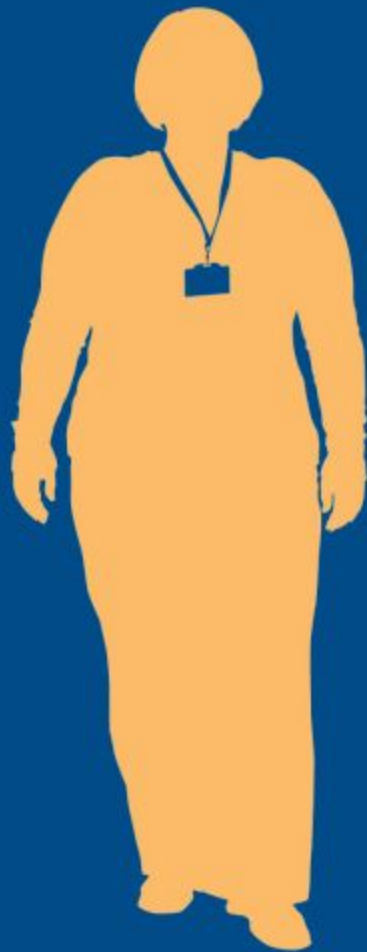
This is Frida

The wider value of volunteering

People like Frida 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 **£465,775** worth of volunteering hours to help deliver our services.



Local Delivery

We have many varied specialist projects to help a wide range of people.

In the past year:

We provided
2,692 homes with
energy advice



Our Heating
Bank supported
726 households
with energy
costs.



We secured
£103,681 of
income for
foodbank clients



Research and campaigns

Nationally, Citizens Advice contributed heavily to the Timms Review, leveraging frontline data from helping 900 people daily with PIP.

Their national response and local branch surveys highlighted a system "not fit for purpose," backed by 50,000 annual appeal cases. Citizens Advice successfully advocated for simpler claims, fewer mandatory medical assessments, and an end to repeat reviews for lifelong conditions.



Citizens Advice Cheshire West

www.citizensadvicecw.org.uk/



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