

Citizens Advice Hertfordshire

January 2016



A great investment

The ten Citizens Advice organisations across Hertfordshire generated a combined figure of £161 million of value for the county during 2014/15.

For our clients, every £1 invested in Citizens Advice across the county generated £16.20 of value back to our clients through extra benefit payments, debts being written off or consumer issues being resolved.

Our volunteers help our clients who in turn then can participate more productively in society. Developing our volunteers' skill sets and providing an engaging work environment then builds their potential, to pursue new work or education opportunities.

Every £1 invested in Citizens Advice in Hertfordshire generates £14.42 in wider economic and social benefits, through increased participation and productivity for our clients and volunteers.

Citizens Advice in Hertfordshire works to help reduce cases of homelessness; our work has saved local authorities in Herts a total of £1.6 million. We create additional value for local authorities by helping clients negotiate local processes, such as welfare reform changes and rescheduling council tax arrears.

Fiscal savings to government departments



£4.2 million

Department of Work and Pensions - through reduced out-of-work benefits



£3.6 million

Local housing providers - through reduced costs of legal proceedings



£1.5 million

Department of Health - by reducing service demand

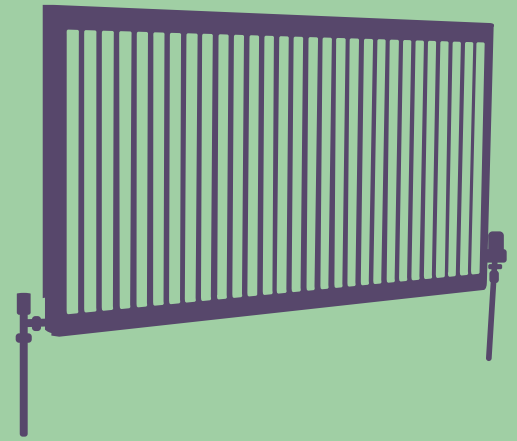
Campaigning for Herts

Aside from the significant financial value that investment in Citizens Advice in Hertfordshire delivers, there is also a wider mission to campaign for a better deal for all residents in the county and across the UK.

Citizens Advice raises national issues of concern such as homelessness, consumer fraud, high interest lenders, with both local and national campaigns through the media and talking with stakeholders.

Every individual local organization also translates national issues into practical local campaigning and activities, whether it is building financial confidence through face-to-face courses and advice sessions, or helping clients save money through getting a better deal from their energy provider.

This wider benefit helps residents to more effectively take control of their own affairs and feel more confident navigating an increasingly complex world.



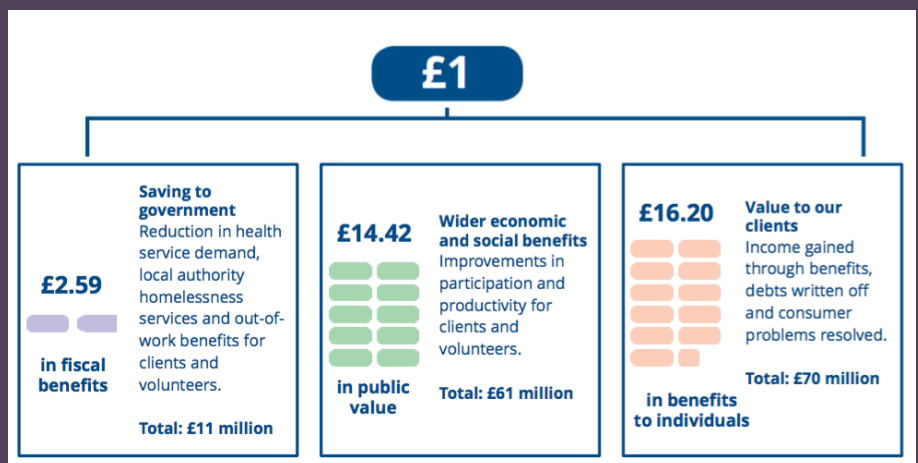
"Citizens Advice North Hertfordshire opened up a 'pop-up' shop in Letchworth Garden City to advise residents on saving money and getting a better deal from their energy provider. On average, each person we helped saved £300."

Rionach Aiken

CEO at Citizens Advice North Hertfordshire

We benefit everyone

For every £1 invested in Citizens Advice in Hertfordshire during 2014/15, we generated at least:



For advice and more information on these and other Hertfordshire-wide Citizens Advice projects
Please call 03444 111 444