

In 2018-19 we helped almost 8,000 people to solve at least 18,000 problems, and increased the income of our clients by £11.3m.

It was a year of change for CAW; we changed our services so now most people come to us via our Adviceline. We also increased the numbers of appointments we offer and established referral arrangements with local partners.

This is Nina

Nina is an example of the people we help. Her story shows how we help people to solve their problems and the impact this has on their lives and wider society



Our Impact in 2018-19

Problems have a severe impact on people's lives. They need our help to solve them.



Nina was struggling. She was behind in paying her rent - the threat of being evicted was making her feel very anxious and was impacting on her health.

People access our service in different ways - face to face in our Centres and 12 different outreach locations, on the telephone, and by webchat.



Anne, a volunteer adviser, listened to Nina explain her problem over the telephone. She found out Nina had a change in her benefits payments that meant she couldn't afford her rent. The problem was complicated so Anne referred her to Michael, our benefits specialist.

We can give specialist advice in benefits and housing.

We also help with a range of other problems including issues with debt, employment, relationships, consumer and immigration.



Michael helped Nina understand what had happened - and why her Housing Benefit had stopped. He wrote some letters challenging the decisions - and asking for her benefits to be re-started (from the date they first stopped).

Meanwhile, he referred Nina to a Housing solicitor at the Law Centre, as she was going to need help in court to stop her from being evicted.

We have good relationships with organisations across Wandsworth. We are able to securely refer local people in need of additional help between each other.

Problems don't just happen in isolation, and can have a severe effect on people's lives. Advice makes the critical difference. 77% of people we helped said they couldn't do it without us.



Michael found out Nina's benefits had been wrongly stopped 18 months earlier. She had been confused and unwell since - and hadn't done anything about it. She'd been surviving on foodbank support and the support of friends.

In 2018-19 We helped **7 in 10** people to solve their problems. And **4 in 5** people said advice improved their life, such as improved security of housing or employment.



Michael successfully got Housing benefit paid for the whole period; Nina's rent account went into credit, and all possession action was ended. Nina's benefits were re-started and she has no more worries about losing her home

Clients tell us the difference we make:

Once again thanks for your incisive review of the issue, your excellent efforts at resetting the matter with the courts and your friendly, clear advice. For me it was (and is) invaluable.

It helps immeasurably to know that Citizens Advice is there for times such as this.

You can find out more about our impact online:

citizensadvice.org.uk/impact



The minimum value to society of Citizens Advice Wandsworth in 2018/19*

- £1,705,753 at least saved by government and public services
- £10,856,590 in estimated wider social and economic and social value to society
- £11,389,127 in financial benefits to our clients from problems solved

Problems don't just affect people - they impact on local communities. Because we help so many people like Nina solve their problem, this creates considerable value to society.

*For more on our Treasury-approved model, see: Modelling the value of the Citizens Advice service

This is Anne

Anne is an example of one of our trained volunteers. In 2018-19 our volunteers gave up almost £344,000 worth of volunteering hours to help deliver our services.

We are also proud of the fact that our volunteers gain from the training, skills and experience they get from working with us.

In 2018-19 twenty of our volunteers moved into paid work - and credited us with helping with this transition.

