

How we have helped people

April to September 2017

Citizens Advice Sheffield is the city's leading advice service.

We have helped over 13,000 people since April 2017, across the whole city and in all communities. We have helped more people in the poorest parts of the city. We help as many people in Sheffield as are helped by Citizens Advice in any other major city in England. In this brief report we provide more information about who we have helped, the issues about which they have asked for help and the outcomes we have achieved.

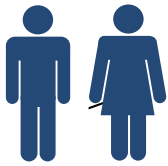
We have continued to improve and expand our services. We have improved our Adviceline phone service which is now answering 200 calls every week. We have begun offering a webchat service. We have introduced new services in partnership with St Luke's Hospice, Disability Sheffield and the St Wilfrid's Centre. We are contributing to Sheffield Working and to the Building Better Opportunities programme, as well as to Building Successful Families. Our service in foodbanks is reaching some of the most vulnerable people. Our services in numerous health settings continue to help people facing serious illnesses. Our service for Deaf people continues to set the standard nationally for work with this community. We work with other partners to help asylum seekers and refugees.

We have sustained our work to improve public policy. We are contributing to Citizens Advice's national campaign calling for changes to Universal Credit, and have continued to campaign for changes to Personal Independence Payment.

Our services are at the forefront of helping many of the most vulnerable people in Sheffield. We tackle poverty and are helping to develop a more inclusive and sustainable city.

Between April and September 2017

We have helped 13,293 people



53% women

47% men

88% working age people

47% disabled or ill people

26% black and ethnic minority people

We have helped with 29,491 issues



12,457 benefits

7,907 debt

1,420 employment

1,206 immigration

1,397 housing

5,104 other

We have helped people achieve better outcomes



£4,304,917 income gained

£2,567,212 debts written off

We have helped more people where help is most needed

Ward	Deprivation score	Number of people helped	Number of issues					
			Benefits	Debt	Employment	Housing	Immigration	Other
Firth Park	52.9	709	752	625	59	83	57	281
Burngreave	52	1,001	1,168	545	86	129	243	347
Southey	50.1	567	414	414	56	76	22	183
Manor Castle	49.9	854	854	509	68	127	91	293
Darnall	46.3	785	932	379	63	77	111	342
Park & Arbourthorne	43.6	549	506	332	67	44	54	178
Shiregreen & Brightside	40.6	531	536	379	64	62	38	116
Gleadless Valley	37.5	614	574	401	65	58	56	269
Beauchief & Greenhill	31.6	471	456	403	67	54	29	223
Woodhouse	29.5	446	470	424	53	38	15	194
Richmond	29.3	428	431	216	56	35	18	152
City	28.8	249	200	124	31	50	53	73
Walkley	27.2	366	360	198	30	39	64	135
Nether Edge & Sharrow	24.2	644	649	341	70	89	123	262
Birley	22.4	318	346	245	69	19	4	109
Hillsborough	21	305	315	278	49	47	18	128
Mosborough	20.9	320	359	322	57	50	10	135
East Ecclesfield	18.7	169	147	70	16	21	5	73
West Ecclesfield	17.9	128	106	70	19	16	4	54
Beighton	17.8	268	246	184	32	19	1	113
Stockbridge & Upper Don	17.3	308	338	213	49	26	6	120
Broomhill & Sharrow Vale	16.5	276	234	150	45	42	36	93
Stannington	16.1	226	209	135	31	22	13	69
Graves Park	12.5	203	186	132	37	32	16	122
Crookes & Crosspool	7.4	130	101	40	19	17	9	60
Dore & Totley	6.9	141	108	47	23	15	7	90
Fulwood	5.9	86	78	21	7	8	8	44
Ecclesall	4.2	120	127	34	16	14	8	61

Citizens Advice has helped as many people in Sheffield as in other cities

City	Number of people helped	Number of people helped per 1,000 population	Number of issues					
			Benefits	Debt	Employment	Housing	Immigration	Other
Sheffield	13,293	23	12,457	7,907	1,420	1,397	1,206	5,104
Leeds	16,330	21	10,779	6,501	2,165	2,142	1,335	10,424
Nottingham	6,283	19	3,402	6,360	628	1,826	180	2,327
Manchester	8,872	16	5,106	3,665	1,184	1,158	200	6,119
Liverpool	5,463	11	5,347	2,543	205	421	104	2,692
Newcastle	2,867	10	782	3,008	211	228	128	1,127
Bristol	4,237	9	5,334	4,156	1,200	1,458	456	3,632
Birmingham	8,143	7	9,694	8,367	943	1,528	185	2,824

How you can help us

Citizens Advice Sheffield is a charity.

We provide free, confidential, independent and impartial advice.

Our service is provided digitally, by phone and in person.

As this report shows, many of the people we help are among the most vulnerable and disadvantaged in Sheffield.

We are supported by over 40 funders.

As well as our paid staff, we have 130 volunteers.

Would you be willing to support us?

If you are interested in volunteering, please take a look at our website.

If you would like to support us financially, please see our mydonate page.

You can contact us at:

getintouch@citizensadvicesheffield.org.uk

Thank you

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Citizens Advice Sheffield is the operating name of Sheffield Citizens Advice and Law Centre