

# How we have helped people

## 2017/18

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

Our advisers helped 23,152 people in 2017/18, 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 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.

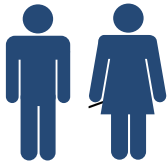
We have continued to improve and expand our services. We have improved our Adviceline phone service which is now answering 200 calls every week. We offer a webchat service. Our face to face drop in services have been very busy, often seeing 50 to 60 people every day.

We have introduced new services in partnership with St Luke's Hospice and Disability Sheffield. We are contributing to the Sheffield Working, Building Better Opportunities and Work and Health programmes. We help families as part of 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 at The Sanctuary. We have moved our service in Darnall to Darnall Health Centre and in Parson Cross to the Learning Zone.

**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.**

# In 2017/18

**We have helped 23,352 people**



**53% women**

**47% men**

**87% working age people**

**44% disabled or ill people**

**30% black and ethnic minority people**

**We have helped with 60,071 issues**



**10,513 people with 25,796 benefits issues**

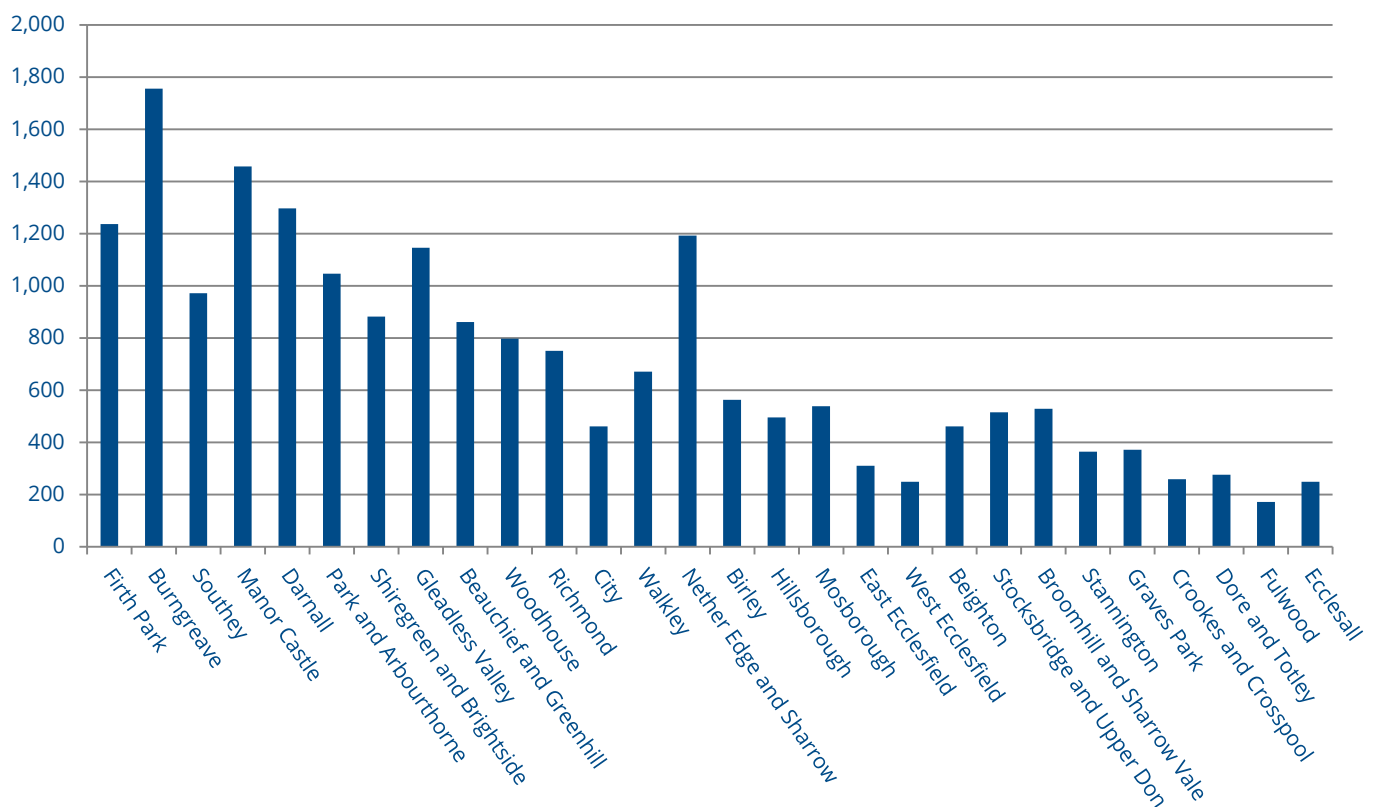
**5,147 people with 15,347 debt issues**

**1,574 people with 3,001 employment issues**

**1,607 people with 2,517 immigration issues**

**2,047 people with 2,687 housing issues**

## We have helped more people where help is most needed



**We have helped people achieve better outcomes**

**£7.158 million income gained**  
**£4.185 million debts written off**

**Four in five people we help are positive about our service**

	Positive or very positive
Please rate your overall experience of the service	83%
How easy or difficult did you find it to access the service?	70%
To what extent did the service help you to find a way forward?	78%
To what extent is your problem now resolved?	68%
How likely would you be to recommend the service	86%
Overall	78%

**We have managed our resources effectively**



**140 paid staff**  
**130 volunteers**



**£3.768 million income**  
**£3.777 million expenditure**



**30 locations from which we have provided advice**

## **We have helped improve public policy**

We have sustained our work to improve public policy. We helped secure major changes to Universal Credit and are continuing to highlight the serious problems it presents to some people. Our work about Personal Independence Payment has led to major changes to this benefit for some people with mental health problems. We have contributed to Healthwatch Sheffield's work about access to services for Deaf people. We have reported about Insecure Employment and the harm this does to some people.

# 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.

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](mailto:getintouch@citizensadvicesheffield.org.uk)**

## **Thank you**

**May 2018**



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