
Citizens Advice Hart

Odiham & North Warnborough Annual Parish Assembly

Samantha Mabbott, Chief Executive

30th April 2024



Registered Charity No 1113777 Citizens Advice - Hart District Ltd

Why are we here?

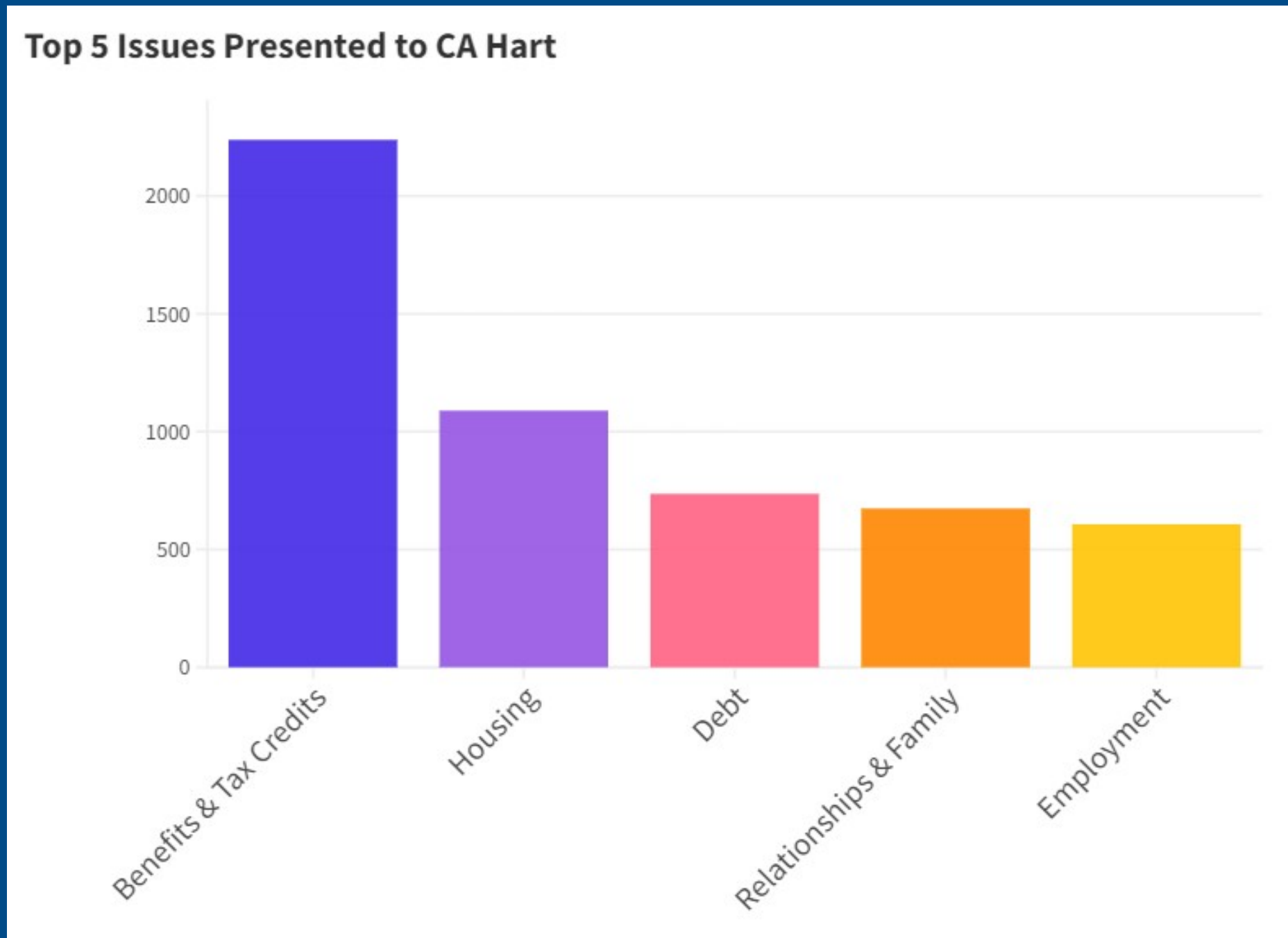
To ensure that all individuals within our community are heard and understood, whatever challenges they are facing, guiding them with care to confidently find a way forward.



Hart clients

In the financial year 2023–2024 Citizens Advice Hart helped a total of 4,217* clients with 9,599 issues.

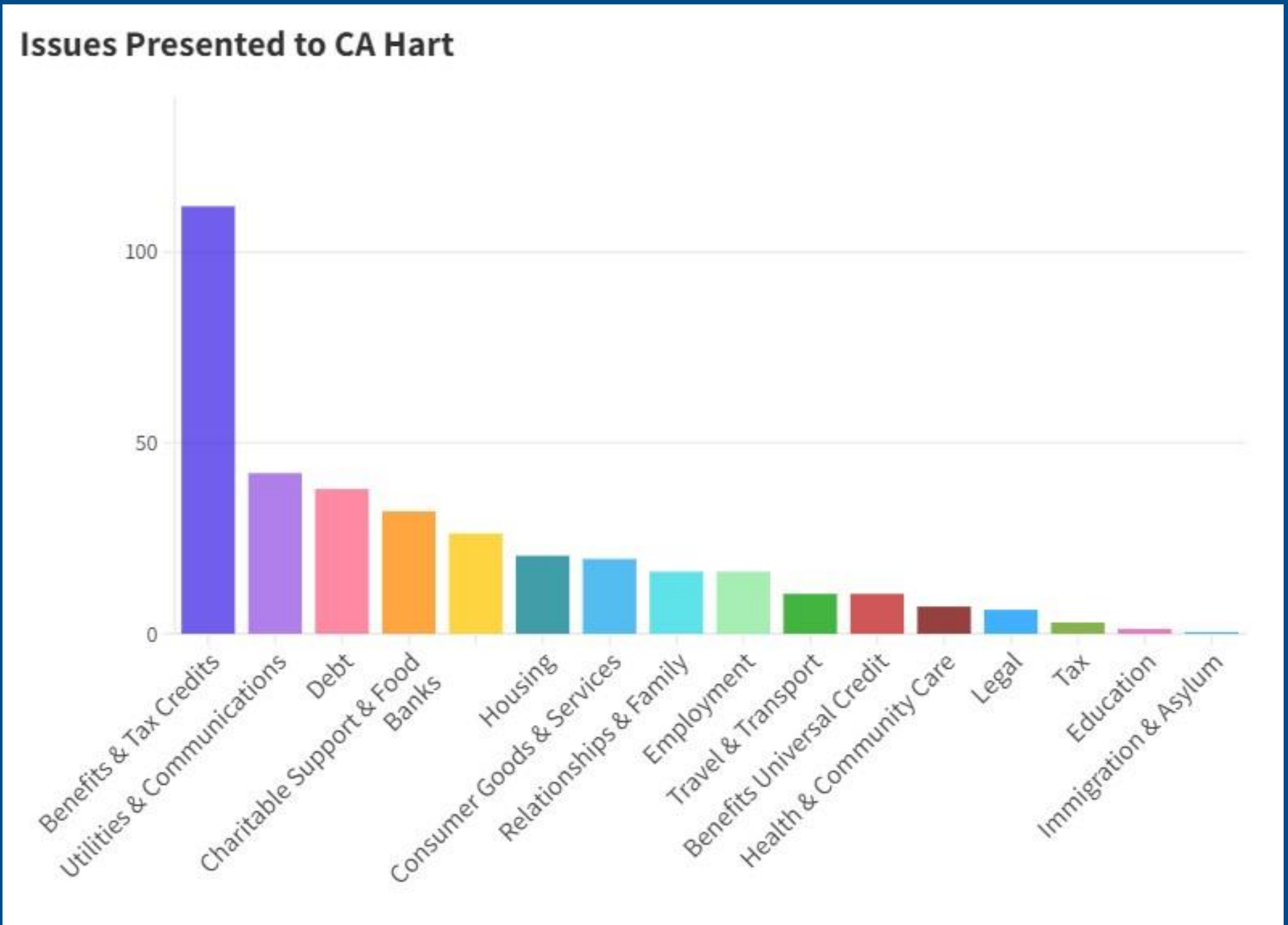
The top issues seen were with regards to Benefits & Tax Credits, Housing and Debt



Odiham

In the same financial year Citizens Advice Hart helped 106 clients from Odiham with 442 issues.

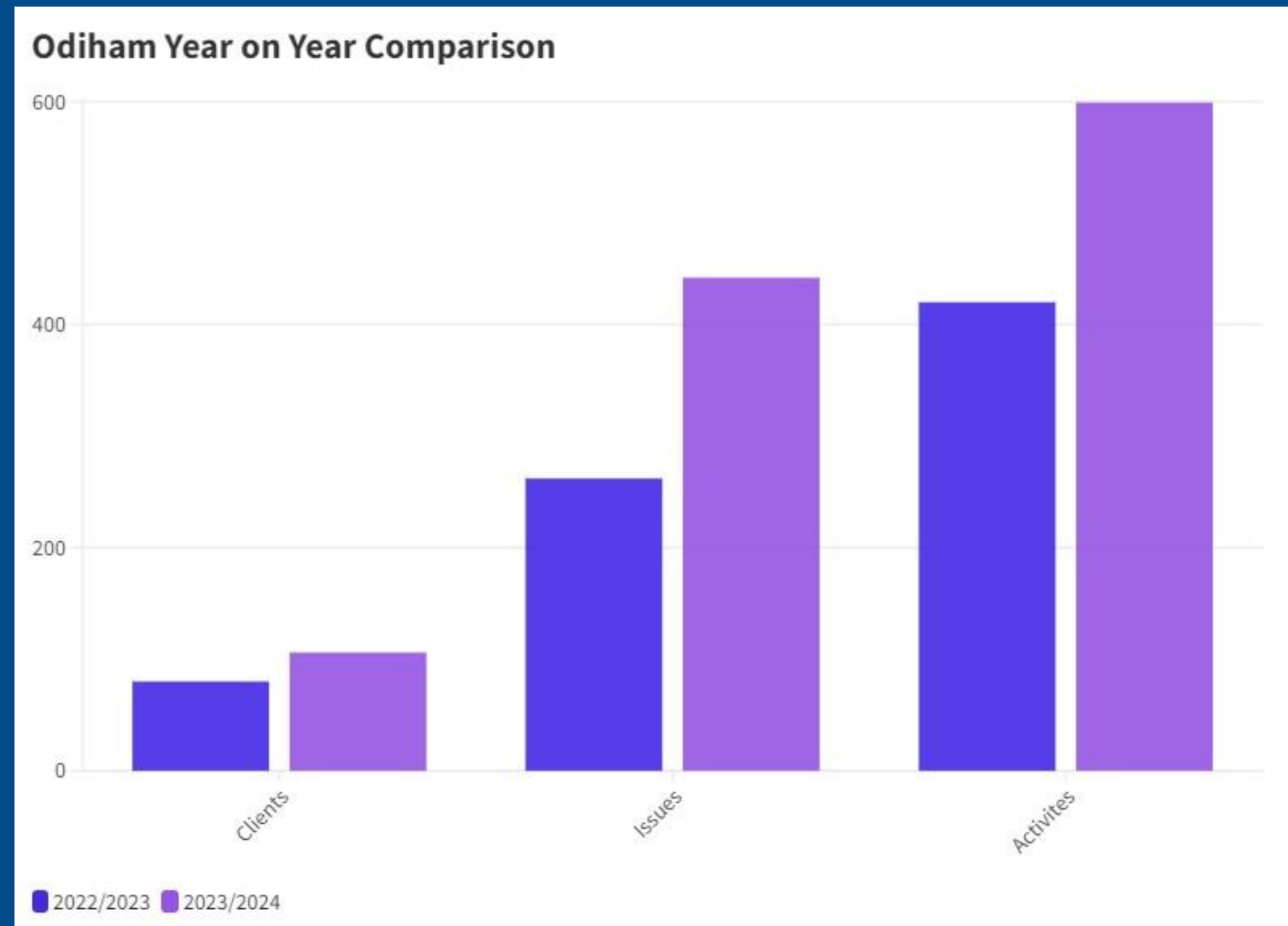
The top issues seen were with regards to Benefits & Tax Credits, Utilities & Communications and Debt



Year on Year Comparison

Comparing 2022/2023 to 2023/2024 financial years for Odiham

- 32% increase in Clients
- 69% increase in Issues
- 43% increase in Activities



Our Value to Society



Fiscal Value **£933,545**

£2.59 for every £1 invested

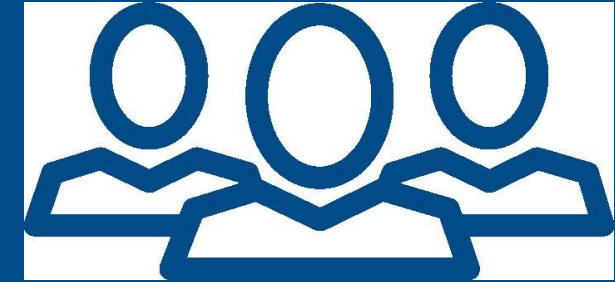
Financial savings to local and national Government due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS.



Public Value **£6,507,483**

£18.08 for every £1 invested

When people have fewer problems they have higher levels of wellbeing, participation in society & productivity. Our calculation of public value also includes the value of a volunteer run service.



Value to the People we help **£2,763,920**

£7.68 for every £1 invested

We help individual clients to achieve individual financial outcomes like getting back-dated benefits, writing-off debts and refunds for consumer issues.

What difference are we making?



- **8 in 10** people said their problem was solved following advice, and **3 in 4** said they could not have solved their problem without us
- **9 in 10** people said we helped them find a way forward
- **86%** of clients felt less stressed, depressed or anxious due to the help they received from us
- **40%** of clients with a physical or mental health condition sought less help from a professional following our advice

Projects & Services

Our award winning Advice First Aid project has now trained 233 people to be able to deliver basic advice first aid to a range of clients across the district.

Our Outreach project takes our services into the community and has helped 224 clients with 414 different issues during 2023 who otherwise may have been unable to access our services.



AFA



Debt Advice



Home & Well



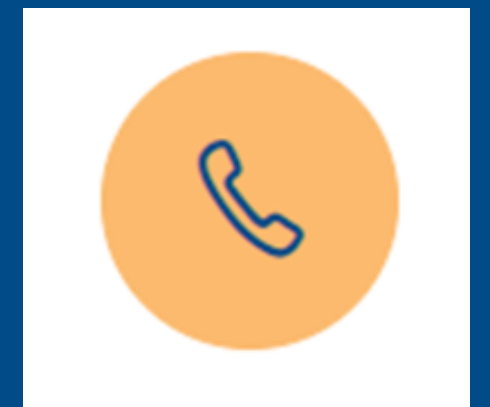
Macmillan



Outreach



Foodbank Adviser



Adviceline

In Odiham



Current AFA partners include:

- Hook & Odiham Lions
- Hart Foodbank
- Vine Church
- Odiham Parish Council
- Odiham Book Exchange
- Odiham Cottage Hospital

Outreach:

Our adviser has supported residents at the Book Exchange in the Bridewell



What our clients say

'I couldn't praise the staff at the Fleet Hampshire branch enough, so professional caring and helpful.'

'The service provided by the volunteers within the CAB are second to none.'

'A very important service all delivered with a smile and reassurance and understanding.'

'A problem shared is problem halved goes the saying and Citizens Advice do an invaluable service just by being available, keep up the excellent work you do.'

'Excellent service on my doorstep and made easy all round.'

You lot are GREAT! Put me on the right track to resolution and offered further assistance when needed.

'As vital as the NHS.'

"I felt very much heard and supported, which helped to reduce my stress levels and improve my mental health."

Volunteering with us

We have over 40 volunteers currently which accounts for 80% of our workforce.

- Do you want to help others?
- Learn new skills?
- Time to spare during the week?

We are looking for volunteers for a variety of roles:

- IT Support
- Events and Fundraising
- Adviceline Assessors

Support Us

Donate –
One Off or
Regular
Donations

Corporate
Social
Responsibility

Sponsor a
volunteer or
an event or
project

Skills
sharing

Volunteer or
work with us

Charity of
the Year?

Hart Lottery

Easyfundraising

Published by Citizens Advice Hart

Sam Mabbott, Chief Executive ceo@citizensadvicehart.org.uk

www.citizensadvicehart.org.uk

Registered Charity No 1113777 Citizens Advice - Hart District Ltd

Company limited by guarantee in England & Wales no 05746008

Authorised and regulated by the Financial Conduct Authority FRN:617627

Thank You!



[@HartCAB](https://twitter.com/HartCAB)



[@citizensadvicehart](https://www.linkedin.com/company/citizensadvicehart)



[@CitizensAdviceHartCharity](https://www.facebook.com/CitizensAdviceHartCharity)

