

Our impact 2021/2022

The difference we make to Enfield



We are Citizens Advice Enfield

Every year **thousands** of people come to us for help solving their problems.

This means we're an important part of the community, with a credible understanding of local needs.

We use this to tailor our services and help improve local policies and practices.



£243,130

saved by government and public services last year 2021/22. That's £2.44 for every £1 invested in our service.

This is Nina

Nina is an example of one of the people we helped.

Last year (2021/22), we helped 6,938 people with approximately 25,025 different problems. At the peak of the pandemic (2020/21) we helped 8,430 people

Nina's story shows how we help people solve their problems, and why this is important.



What we do

We help people with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights.

Sometimes people have more than one issue they need help with.



Nina is a single parent who works as a self employed care assistant. Her children contracted COVID on two separate occasions, so she had to isolate twice. Furthermore, with schools repeatedly closed , her capacity to attend work was severely reduced. Her shifts were offered to others leaving her out of work. This caused rent and council tax arrears to build up.

She rents from a private landlord who began eviction proceedings.

The threat of being evicted was making her feel very anxious.

The strain was also aggravating an existing health condition.

How we help

People access us in different ways:



12 %

face-to-face



68 %

by telephone



15%

by webchat and email

£

Sam, a volunteer adviser, helped Nina with her problem. He carried out a full benefit check to make sure she was getting all the benefits she was entitled to. She was given foodbank vouchers and advised on the housing eviction process and the help the council could offer. The client engaged with the council in terms of housing and employment support.

A referral was also made to Mind in Enfield to help her cope with her anxiety

How we help

People often come to us with multiple or complex problems.

We can deal with most of the issues people come to us with, tailoring our advice to their needs.



Sam helped Nina write a letter to her landlord and set up a payment plan. This stopped her landlord trying to evict her.

Sam did a benefit check to make sure she was accessing everything she was entitled to. Together, they worked out a budget to help Nina with other debts and maximise her income.

Sam helped Nina to understand her rights as a self employed worker and consider the benefits of being an employee.

Our advice is effective

Problems don't happen in isolation and can have a severe consequences. Solving them stops these situations escalating.

We help thousands of people like Nina.



8 in 10 people said their problem was solved following advice, and 3 in 4 of them said they could not have resolved their problem without us



9 out of 10 people said we helped them find a way forward

The difference this makes

The wider impact of advice – what we achieve as a result of solving problems and providing support – is just as important.



70%

said they felt less stress, depressed or anxious as a result of the help they received from us



Our advice helped stabilise Nina's financial situation.

Her anxiety reduced, and her physical health improved. She no longer needed additional health services. She was able to continue to care for her children.

She also felt more confident and knowledgeable about handling similar problems in the future.

Our impact



Nearly 1 in 2

had more money or control of their finances



2 in 5

had a more secure housing situation



Nearly 1 in 2

felt their physical health had improved



3 in 10

found it easier to do their job or find a job



Nearly 1 in 2

felt they had better relationships with others



3 in 5

found it easier to manage day-to-day

Why fixing problems matters

If left unsolved, problems don't just affect the individual – they affect our community. Solving them creates considerable value to society.



9 in 10 people
we help say that their
problem negatively
affected their life



2 in 3 people
say they had difficulty
knowing who to contact
or how systems work
before advice



1 in 3 people
said their problem was
urgent when they came
to us

Our value to society

For every £1 invested in our service in 2021/22, we generated:

£2.44

in savings to
government and
public services
(fiscal benefits)

Total: £2,586,873

£17.17

in wider economic
and social benefits
(public value)

**Total:
£18,199,976**

£10.56

in financial value to
the people we help
(specific outcomes
to individuals)

**Total:
£11,188,862**

How we calculate our financial value

It's impossible to put a financial value on everything we do – but where we can, we have.

We've used a Treasury-approved model to do this.

From our robust management information, we've also separately considered the financial benefits to the people we help.

- Keeping people in employment or helping them back to work
- Preventing housing evictions and statutory homelessness
- Reducing demand for mental health and GP services
- Improving mental wellbeing and positive functioning
- Improved family relationships

Our value to this community

Our savings to the public purse include:



£683,959

saved by local government,
through reducing
homelessness

Maximising the income for those we help prevents more costly intervention.

This helps reduce financial difficulty, promotes inclusion and benefits the economy.

This is only one fraction of our true value. We also:

- help clients negotiate local processes, such as welfare reform changes
- help local authority rent and council tax arrears to be rescheduled, and reduce the associated administrative costs

This is Nick

The wider value of volunteering

People like Nick give their time, skills and experience to enable us to reach as many people as we do.

There are also considerable benefits for them too, such as improved employability. Last year 10 volunteers found paid work.

This year our trained volunteers gave up **£412,166** worth of volunteering hours to help deliver our services.



8,430 clients seen



Impact of Covid-19

In March 2020, Covid-19 caused unprecedented challenges for our service and the people we help.

People continued to access quality advice through phone, webchat and online channels even when our service stopped delivering face to face support.



15,308

calls answered



Some key projects highlights

2,123 clients
Helped to
Claim Universal
Credit with
5,717
problems



1,397 clients
helped with
3,490 Housing
problems



665 clients with
disabilities
advised on
1,099 different
occasions



Research and campaigns

During the pandemic the Citizens Advice Enfield still managed to use the data gathered from our clients experience to raise the profile and campaign on a number of emerging issues

- The £20 Universal Credit uplift – **#Keep the lifeline**. 3 local MPs supported this campaign.
- Unfair treatment of vulnerable people being made redundant.
- The plight of Bulgarian residents whose benefits had been stopped and referred to the Risk review team. A local MP raised this as an issue during parliamentary Prime Minister's questions



Thank you to our funders and supporters

London Borough of Enfield
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Enfield Voluntary Action
Thames Water
Henry Smith
Enfield Connections
Christian Action
North Middlesex Hospital
Big Lottery Fund

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The Home Office
Paul Holland
RSA Trust
National Citizens Advice
London Catalyst
Clothworkers

**Thank you to all our Trustees, staff and
volunteers**



www.enfieldcab.org.uk

June 2022

We are

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