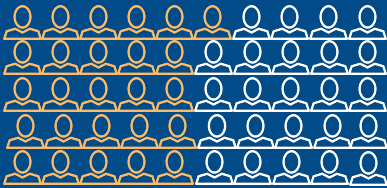


OUR YEAR IN REVIEW 2018/19

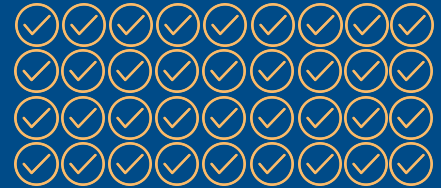
OUR CLIENTS



9,109 individual clients seen

48% reported having a disability or long-term health condition

ISSUES DEALT WITH



35,923 separate issues dealt with

THE ISSUES PEOPLE CAME TO SEE US ABOUT INCLUDED DEBT, BENEFITS, HOUSING, CONSUMER, RELATIONSHIPS, DISCRIMINATION, IMMIGRATION, EDUCATION, EMPLOYMENT, TAX, HEALTHCARE, LEGAL ISSUES & MORE

WELFARE BENEFITS AND DEBT

People come to see us for all kinds of reasons, but the most common reason is to seek help for issues with welfare benefits and debt.



32% Of all the issues we helped clients with, almost a third were debt-related.

More than a third of the issues we dealt with were related to benefits

35%



80% Most of the benefit issues we saw were related to ill health & disability

THE DEBTS PEOPLE ARE STRUGGLING WITH HAVE CHANGED FROM NON-ESSENTIALS LIKE CREDIT CARDS AND STORE CARDS TO ESSENTIALS. IN FACT, THE TWO MOST COMMON DEBT ISSUES WE DEALT WITH WERE COUNCIL TAX AND RENT ARREARS.

HOUSING



Housing remains to be one of the biggest issues for our clients; **1 out of every 12** clients we saw came to us for help with a housing issue.

When J, 19 first came to see us he was homeless. Having lost his job after a period of mental ill health, J was sofa surfing at a family member's home. The chaotic environment left J struggling with debt and his health deteriorated further, leaving him suicidal. Our adviser worked with local housing and youth services, helping J to secure safe accommodation of his own and ensuring he got the extra support he needed. Two years on, J has maintained his accommodation successfully and continues to do well.

NUMBERS



£2,866,820

income gained for our clients this year



£5 million

client debt managed each year



£2.5 million

added into the local economy each year



£600,000

worth of volunteer hours each year

SPECIALIST PROJECTS AND OUTREACH

As well as our generalist advice service we have a number of specialist projects:

- **Ask Us** - for young people in crisis (aged 16 - 25)
- **Macmillan Cancer Support** - a project for people who have a cancer diagnosis
- **MASDAP** - for those who need help with debt
- **Welfare Rights** - an outreach service based in 4 GP surgeries in East and South Bristol
- **MS Society** - help for those diagnosed with MS

NEW PROJECTS

This year we also began two new projects:

- **Help to Claim** - to support people making new claims for Universal Credit
- **Saturday GP outreach** - with support from CCG we began Saturday outreach services in a number of GP surgeries around East and Central Bristol



Citizens Advice Bristol @CABBristol

WANT TO KNOW MORE ABOUT WHAT WE GET UP TO?
FOLLOW **#CABSUCCESSSTORIES** on Twitter