

Our impact in 2023/24

The difference we make to Wealden



Wealden



We are Citizens Advice Wealden

Wealden Citizens Advice is an independent charity predominantly resourced by volunteers that provides free, impartial, confidential and independent advice to Wealden residents for the problems they face.

Our team of more than 70 volunteers and 16 paid staff across our 3 offices in Crowborough, Hailsham and Uckfield assisted more than 3,300 clients in 2023/24 with over 17,600 issues. This means each client needed help in more than 5 areas.

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.

Our Clients

47% have a long-term health condition & 8% are classed as disabled.

Age demographics:

37% are aged 45-64

27% are aged 30 – 44

23% are aged 60 or older

10% are aged 30 or younger

Many of our clients are experiencing economic and social disadvantage including living with disabilities, poor mental health, poverty, problem debt, relationship issues, domestic abuse, homelessness and the threat of eviction.

Our advice is effective

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



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

How we help

People access us in different ways:



67%
by telephone



17 %
by email



16%
in person

Our freephone telephone line 0808 2787811 is open 5 days a week. We identify the key issue that client's need help with during the call and provide them with relevant information to move them forward.

Client Issues



Benefits

55% of clients needed help with benefits



Housing

20% of clients needed help with housing



Debt & Financial capability

30% of our clients required debt advice



Food Banks

15% of clients needed emergency food

Working with local partners

We work very closely with the Crowborough, Hailsham and Uckfield Food banks. We have a weekly presence at Hailsham foodbank where we receive referrals and advise clients.



We regularly provide our advice service at the Wealden District Council Welfare and Benefits rural outreach days throughout Wealden.



Our value to society

For every £1 invested in our service in 2023/24 we generated:

£1.6m
in savings to
government and
public services

For every £1 spent on the
Citizens Advice service,
government and
public services save £5.55

£11.2m
in wider economic
and social benefits

For every £1 spent on the
Citizens Advice service, the
wider economic and social
value is £36.36

£5m in financial
value to the people
we help

For every £1 spent on the
Citizens Advice service,
people we help are
better off by £17.14

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

Client comments

"I have received my DRO today, so happy and wanted to thank you again for all your support and hard work. I really do appreciate all you have done for me".

"Dealt with a fantastic lady Caroline T. I needed help and advice regarding a blue badge application. Caroline patiently went through the 15-page document and completed it on my behalf. She made the whole experience stress free. A credit to Wealden Citizens Advice"

Research and campaigns

Our current campaigns:

- Difficulties contacting the DWP (Department of Work & Pensions)
- Postal Delays
- The National Red Index: how to turn the tide on falling living standards
- Digital Fairness



Thank you to our supporters...

Buxted Parish Council

Chalk Cliff Trust

Chalvington Parish Council

Chiddingly Parish Council

Crowborough Town Council

Cuckmere Valley Parish Council

Danehill Parish Council

East Dean & Friston Parish Council

East Hoathly with Halland Parish Council

Fletching Parish Council

Forest Row Parish Council

Framfield Parish Council

Friends of Crowborough Citizens Advice

Hadlow Down Parish Council

Hailsham Town Council

Hartfield Parish Council

Heathfield & Waldron Parish Council

Hellingly Parish Council

Herstmonceux Parish Council

Hollick Family Foundation

Horam Parish Council

Laughton Parish Council

Long Man Parish Council

Maresfield Parish Council

Mayfield & Five Ashes Parish Council

Pevensey Parish Council

Polegate Town Council

Rotherfield Parish Council

The National Lottery

Uckfield Town Council

Warbleton Parish Council

Wealden District Council

Westham Parish Council

Willingdon & Jevington Parish Council

Withyham Parish Council

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