

A white speech bubble containing the text 'citizens advice' in blue.

**citizens
advice**

Shropshire

A large, light orange, torn-paper-style graphic that serves as a background for the title text.

Impact Report 2022-23

Fletcher House, 15 College Hill, Shrewsbury SY1 1LY

Charity registration number 1085220. Company limited by guarantee. Registered number 4099352 England.

Authorised and regulated by The Financial Conduct Authority – FRN: 617564.

The difference we made in 2022/23

Citizens Advice Shropshire is a charity right at the very heart of our local community. We understand the needs of the people who come to us for help, and speak up for them to make things better for everyone in Shropshire.

In 2022/23 we helped **10,243** clients with **37,640** unique queries



77% were of working age

Through our advice, we helped individuals increase their income by over **£7 million**

58% were female

54% needed Benefits advice

51% were managing a disability or long term health condition *

8% needed help with Debt issues

We are made up of **33 volunteers** and **41 paid staff**

We provide free and independent support by phone and in person in **8 locations**

*of known values

Pauls* story:

Paul, a man in his late fifties, lives in a private rented property. He had been very unwell following an accident several years ago and a recent heart attack. Because of his health, Paul was also severely depressed. He was unable to work and his only income was Universal Credit (UC) with no housing costs included. He tried applying for Personal Independence Payment (PIP) but was unsuccessful.

Paul was finding it difficult to make ends meet. He tried cutting down on expenditure and used the food bank for essentials. Paul got into rent arrears of £3,200. His landlord was putting pressure on Paul to pay off the arrears or face eviction and become homeless. He was happy in the property and wanted to stay. Paul didn't know he could claim housing costs through Universal Credit. Because of this, his application for Discretionary Housing Payment was turned down.

Our debt adviser helped Paul contact DWP to add housing costs to his UC award and asked for housing costs to go directly to the landlord from now on. As the Department of Work and Pensions (DWP) did not backdate the housing costs we supported Paul to apply to Local Support and Prevention Fund to clear the arrears so Paul could stay in the property.

Our community adviser supported Paul with a PIP appeal. Paul was awarded PIP daily living component at an enhanced rate £101.75 a week and the mobility component at a standard rate £26.90 a week. He also received backdated payment of £6,600.

As Paul scored 10 points for mobility, he was now automatically entitled to a Blue Badge for parking. Our community adviser has completed the online Blue Badge application on behalf of Paul.

Paul was very relieved he will be able to stay in the house he loves so much. He was over the moon with the outcome of the PIP appeal. He now has extra money to pay for essentials. Paul thanked the advisers for their support and said he couldn't have done this without them.

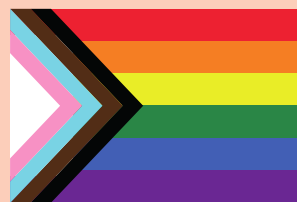


* name changed to protect identity

Our advocacy work

No one else sees so many people with so many different kinds of problems. That gives us a unique insight into the challenges people are facing today. We use our clients' experiences and stories to campaign for positive change. We speak up about the policies and services that cause people problems.

This year our research and campaign work focused on the ongoing cost-of-living crisis. We worked collaboratively with partners to create a cost-of-living website and leaflets. We established joint communications to spread the word about the support available in Shropshire. As an active member of the Social Taskforce, we took part in the consultation on the allocation of the Household Support Fund. We helped to target the fund to those who needed it the most.



Citizens Advice Shropshire
Proud to support the LGBTQ+ community

When we say we are here for everyone, whoever they are and whatever their problem, we mean it - and we recognise that not everyone is the same. Equality, diversity and inclusion are at the heart of our work. This is why we were the first organisation to sign up for [The Covenant - a project created by Safe Ageing No Discrimination \(SAND\)](#). We are actively taking practical actions to ensure our service is welcoming and inclusive.

Our value to society

£ For every £1 invested in our service in 2022/23, we generated:

£2.51

In savings to government and public services (fiscal benefits)

Total: £2.9 milion

£23.83

In wider economic and social benefits (public value)

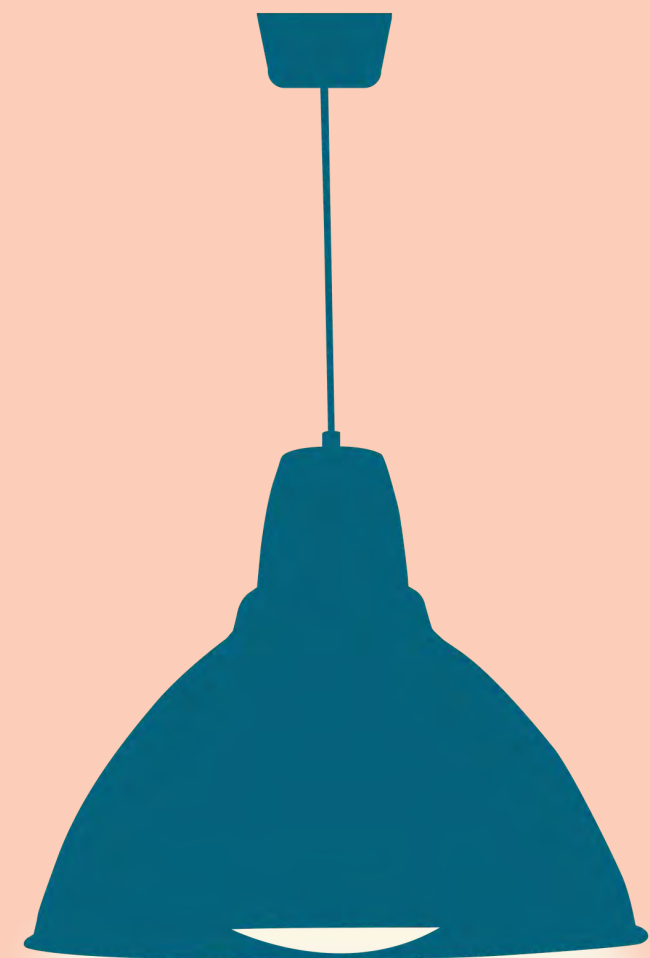
Total: £27.3 milion

£12.61

In value to the people we help (specific outcomes to individuals)

Total: £14.5 milion

Data from Citizens Advice Financial Modelling Tool 2022-23



**Spotlight
on:**



The Shropshire Food Poverty Alliance (SFPA) came into being in 2018 in response to growing concerns across the county about the levels of food poverty being seen in communities. Over the 5 years the SFPA has operated it has achieved a vast amount of impact with relatively little resource. It is an expert in partnership working and building trusted relationships and networks to achieve common goals. It is a unique resource within the county of Shropshire which will continue to be vital as we navigate both the long and short-term impacts of the cost-of-living crisis.

Since its move to Citizens Advice Shropshire in April 2022 SFPA work has fallen under 3 key areas:

Prevention

Working with partners to develop cost-of-living resources, training and joint communication. Continued to promote the cash first referral leaflet and increase uptake of the Healthy Start Scheme. Helped to co-develop principles for the allocation of the Household Support Fund in Shropshire.

Changing Policies

Working to embed food insecurity into NHS and Council policy and building awareness of key issues both with the public and among key figures across the county. Centring mental health and well-being as a vital part of the food insecurity conversation.

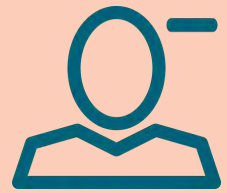
Crisis Support

The SFPA plays a unique role in bringing together 16 food banks in the Shropshire Council local authority area. They collect and collate data provided by food banks. This enables SFPA to have a vital insight into what is happening on the frontline, monitor trends and levels of demand.

Find out [more about vital work SFPA does here.](#)

Our impact

Before advice:



4 in 5

felt
stressed,
depressed
or anxious



4 in 5

had less
money or
escalating
financial
difficulties



1 in 3

had to
move home
or worried
about
losing it



2 in 3

felt their
physical
health had
got worse



2 in 5

had
difficulties in
relationships
with other
people

After advice:



1 in 2

felt less
stressed,
depressed
or anxious



1 in 2

had more
money or
control over
their
finances



2 in 5

had more
secure
housing
situation



7 in 10

felt their
physical
health had
improved



2 in 5

had better
relationships
with other
people

Volunteering with us

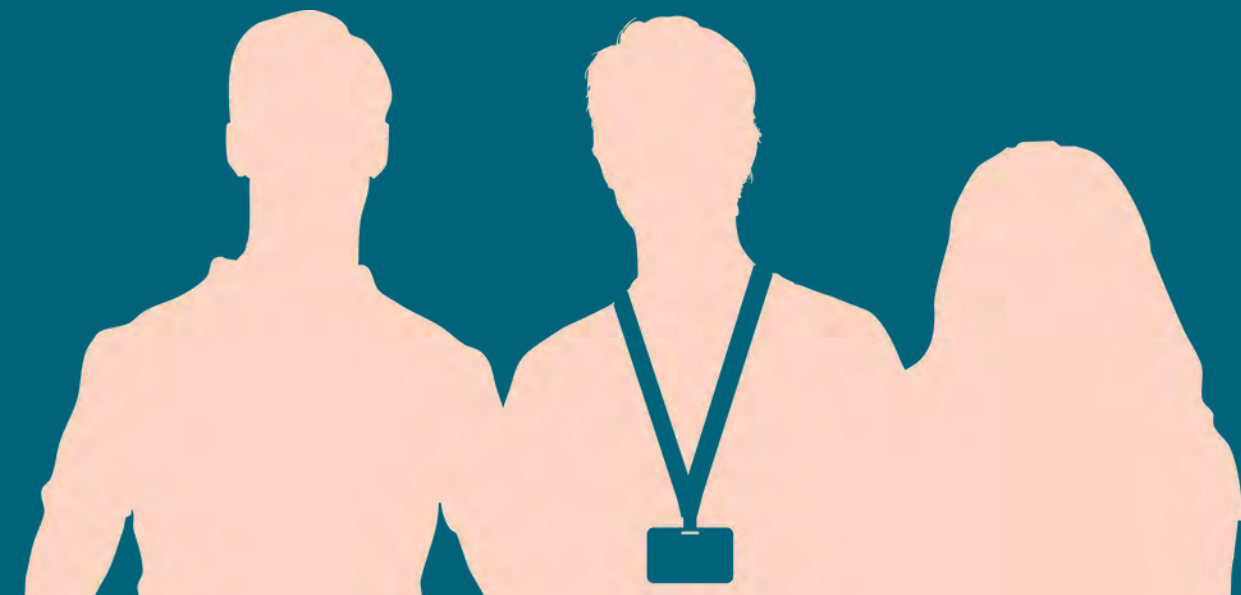
We rely on the dedication of our trained volunteers and staff who help us to be there for anyone who needs us.

Every day more people need our help, and we rely on the support of our trained volunteers to be there for them.

We have 33 volunteers who are invaluable to delivering our service and helping people find a way forward with the problems they face.

Our volunteers help us deliver services over the phone and in person at our offices and outreaches across Shropshire. We couldn't do what we do without them.

Thank you to our volunteers who give their time to support Citizens Advice and the people who need our help every single day. We couldn't do it without you.



Support us

Every day people come to us for help, often in crisis with nowhere else to turn. It's thanks to generous donations we're able to help even more people get the support they need.

Generous donations from the public help us to reach more people with vital advice.

You can make a donation by writing a cheque to Citizens Advice Shropshire, or online via:

cabshropshire.org.uk/get-involved/donating/



Contact us



Adviceline: 0808 278 7894

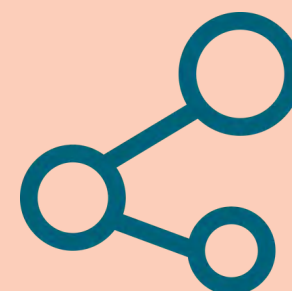
Text relay: 18001 0800 144 8884



For general enquires (not advice):
contact@cabshropshire.org.uk



For more detailed information about Citizens Advice Shropshire go to
www.cabshropshire.org.uk



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