

## We want to tell you about some changes

At Central and South Sussex Citizens Advice we continually review our services to ensure they meet the needs of our clients and stakeholders, and implement improvements.

In 2017 we will be making some changes to how we operate in West Sussex to ensure we remain viable, fit for the future, and competitive in delivering maximum value for money as a volunteer-led organisation.

We will be setting up a dedicated telephone and digital focused advice team based in our Advice Centre in **Shoreham**, to meet our clients' increasing demand for getting advice in these ways. We will be able to support more clients from across West Sussex in the way that suits them, either digitally or face to face.

We will be moving our existing **Lancing** Advice Centre from the Parish Hall to a great location in the heart of the town at Lancing Library, on Tuesdays from April 2017, with scope to extend if we have local demand.

We have piloted a successful new triage approach in our **Worthing** Advice Centre which will be rolled out across all centres this year. This new approach enables more people get the advice when they need it as quickly as possible, the first time they contact us.

We will be changing our centre opening times in **East Grinstead** and **Burgess Hill** from four days per week to two days in each, opening on Tuesday and Thursday. This change reflects local client demand and contact patterns.

In 2017 we will review our service models and how we provide advice in all our areas of service delivery, to ensure we are meeting the changing needs of our clients and stakeholders for the future.

Take a look overleaf at the huge local impact we made in 2015/16. We expect the changes we're making to allow us to maintain and improve our impact in the coming years.

If you have any queries please contact:  
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# Our impact in 2015/16

## Anyone can have a problem



**Nearly 3 in 4**

of our clients said their problem affected their lives, including causing anxiety and financial difficulty



**Almost 5 times**

as likely to be on a low-income, when comparing our local clients to the England and Wales population

## Who we helped



**24,077 people**

helped face to face, by Adviceline phone, email or webchat



**47,904 issues**

people sought our help with

## How we do this



**8 locations and 18 outreaches**

where we provide free and independent support



**48** dedicated paid staff and **274** volunteers



**£1,259,506**

estimated worth of donated hours by our 274 volunteers

## The difference this makes



**2 in every 3**

clients had their problem solved



**4 in 5**

clients said advice improved their lives, including reducing stress and improving finances



**90%**

of our clients reported satisfaction with the overall service

All of this benefits individuals and society

## Why we're needed

Life is complicated. Sometimes people encounter challenges and problems they don't know how to deal with, and they need help to overcome them.

## We help people find a way forward

We aim to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives.

One of our greatest strengths is the flexibility to deal with most issues people come to us with - like debt, consumer issues and benefit problems.

We're here to help everyone who needs support. This includes some of those most in need - the clients we help locally are five times as likely to live on low income than an average member of the England and Wales population.

Through our daily interaction with clients, we have an understanding of local needs. We use this insight to tailor our services and improve policies and practices locally such as in health and housing.

We provide advice in locations that matter most, such as Children and Family Centres, community centres and medical centres. Putting our clients' needs at the heart of decision-making, we work in partnership with organisations such as MIND, making it easier for clients to access our services.

## The difference this makes

Whoever you are, whatever your problem and however you access our service, we are just as likely to solve your problem.

78% said that they couldn't have solved their problem without us. 95% say they would recommend our service.

Achieving these outcomes has a positive impact on our clients' lives and for society. It also prevents detriment occurring or escalating.

### Our value to society in 15/16\*

- **£4,300,037** saved at least by government and public services
- **£24,004,932** in estimated wider social and economic and social value to society
- **£18.80** benefit to our clients for every £1 invested in our local service

**All of this demonstrates that we are an essential local service, now and in the future.**

\*These figures are taken from a Treasury-approved national methodology applied locally, see: *Modelling the value of the Citizens Advice service*

### Contact CaSSCA:

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