

Subject Citizens Advice's Better Advice: Better Lives Project Celebrates 15 years of service

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The links above explain the Better Advice:Better Lives project.



Citizens Advice's Better Advice: Better Lives project celebrates 15 years with over £136 million into the pockets of vulnerable people in Wales.

A unique project delivered by the charity Citizens Advice called Better Advice, Better Lives and delivered in over 100 health care settings across the whole of Wales is this year celebrating 15 years of success.

Since it began it has confirmed gains of over £136 million for those on low incomes in Wales.

The project which provides services in outreach health settings originated as a pilot in 2001 funded by the Welsh Government when Jane Hutt was Health Minister.

The main aim of the project is to maximise income for people living in deprived areas whose health is likely to be affected by poverty. Healthcare professionals are able to refer patients who present social or financial concerns to the project. This enables healthcare professionals to concentrate on their patient's clinical needs.

The project also supports Families with disabled children by providing advice to help with managing claims and making sure they are getting the benefits they are entitled to.

Fran Targett, Director, Citizens Advice Cymru said;

"In it's 15 years, the project has made a significant difference to over 171,000 people in Wales and helped them with nearly 400,000 problems. On average each person has gained £800, money that is usually spent in their community which also boosts the local economy.

I am very pleased that the project has managed to maximise income for a lot of people living in the most deprived areas whose health is likely to be affected by poverty.

"Over 15 years the project has given a return of £7.21 for clients for every £1 invested, and this is in addition to the money saved by the National Health Service due to the impact of increased well-being of those helped by the project"

Jane Hutt AM said:

"I am delighted to have been involved with this innovative scheme from the start. The fact that it is celebrating 15 years and has helped people throughout Wales, who have really needed help, is testament to the value of the project. I hope it continues for another 15 years."



POWYS

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