



May 2016

## Citizens Advice Powys: Providing advice for problems faced

### Our annual statistics ...



During the 12 months ending 31st March 2016

Citizens Advice Powys:

- ◆ Opened **3,921** new enquiries for Powys residents
- ◆ Dealt with **5,495** client assessments
- ◆ Dealt with **23,138** individual advice issues
- ◆ Gained **£2.3 million** in welfare benefits for clients
- ◆ **£920,000** in debt written off for clients
- ◆ Negotiated **£2.9 million** of client debt

### More services ...

From the beginning of June 2016 core service centres in both Newtown and Ystradgynlais will be increasing their reception services and will be open from 10am to 3pm for drop in clients. Ystradgynlais on Wednesday and Newtown on Thursday.

### Feed back from our clients:

- ◆ 99% of our clients would use us again.
- ◆ All (100%) of our clients would recommend us to others.
- ◆ 98% of our clients felt more in control of their situation.
- ◆ 99% of our clients were either very or fairly happy with understanding the information they were given and the time they had for advice.



### What our clients have said:

- 🗨️ I couldn't have done it without you.
- 🗨️ All round excellent service; highly recommended.
- 🗨️ Very happy with advice on a complicated subject.
- 🗨️ You have made the difference for me and my family between coping and not coping.

