

Subject Citizens Advice Powys News Nov 2016
From Yasmin Bell, Powys CAB <manager@powyscab.cabnet.org.uk>
Bcc <clerk@manafoncommunitycouncil.co.uk>
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cyngor ar bopeth **citizens advice** Powys

Reception Line Powys:
0345 601 8421

November 2016

Citizens Advice Powys: Providing advice for problems faced

Tuesday 29th November 2016 at 2.00pm
Annual General Meeting at Ladywell House, Newtown
Modernisation of the Citizens Advice Service
Speaker: Fran Targett, Director, Citizens Advice Cymru

Measurement of advice: key statistics



During the period April to September 2016
Citizens Advice Powys:

- ◆ Opened 2,027 new enquiries for Powys residents
- ◆ 4,144 clients were advised and assessed
- ◆ Dealt with 11,812 individual advice issues
- ◆ Gained £1.2m in welfare benefits for clients
- ◆ £703,000 in debt written off for clients
- ◆ Negotiated £1.2m of client debt

Feed back from our clients:

- ◆ 99% of our clients would use us again.
- ◆ 100% of our clients would recommend us to others.
- ◆ 97% of our clients were happy with the overall service they received.
- ◆ 97% of our clients were happy with the information and advice they received.



What our clients have said:

- ◆ "I would really like to thank you all for your help and giving me peace of mind. Forms really scare me these days. Keep up the good work, it means a lot to people like me."
- ◆ "Being able to talk to someone face to face, to be able to show them the paper work and for them to write down what you need to do is ten times better."

Registered Office: Ladywell House, Newtown, Powys
SY16 1QS.
Limited Registered Company No. 4265661 (Wales).
Registered Charity No. 1094263

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