

2021 Impact Report

£20,000 of debt advice provided every day

£10,061
average size of debt issue per client

£10

Every £10 donated to Citizens Advice Bath&NES created £175 of **financial outcomes for clients**

£175



1 in 5
clients had 2 or more physical or mental health issues

£280,000 of savings for the NHS due to fewer clients needing doctors

Improved clients' **wellbeing, productivity** and **societal participation** creating public value worth...

£13 million

Client surveys revealed:

90% would recommend us

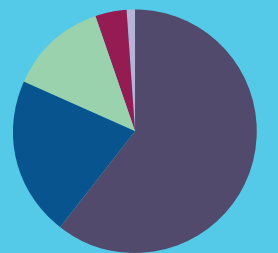
75% found it easy or very easy to access support

85% were satisfied or very satisfied with the support they received

81% were satisfied or very satisfied with how their advice request was handled

56% year on year increase in client water and sewage debt issues

How did we give advice to clients?



| | |
|-----------|-----|
| Phone | 60% |
| Email | 21% |
| Letter | 13% |
| Other | 4% |
| In-person | 1% |

250 hours of dedication and expertise donated every week by our volunteers in the process of helping others.



79%
debt problems solved

13,000
client issues dealt with