

**citizens
advice**

Southend



**The Queen's Award
for Voluntary Service**

2023 Annual Report

Volunteering Help....

- During 2022 to 2023 we receive help and support for volunteering assistance in advising the public and we estimate the value of help is £425,000 and without this help we would not be able to see as many clients.
- This covers our face to face service, telephone, webchat and emails.

Key Statistics

- In 2022 we had contacted and engaged with 28, 795 clients. This financial year 2023, we are still seeing an increase with demand for our service and have seen 9,430 new clients and returning clients on average 5,503 totalling 14,933.
- We have dealt with 22,169 issues so far in 2023.
- Our age ranges are from 15 to 99 and we have seen an increase with the 15 to 19 seeing 70 clients.

Financial outcomes

What difference have we made for the community of Southend and beyond

- Debts written off for 2023 £391,681 this includes DRO and Bankruptcy.
- Income gain £3,195,278 this is through benefit gain, money recovered and charitable payments and other grant funds.
- Financial outcomes for Energy is £189,705

What's next

- We have now expanded our telephony service to Maitland House where we deliver our Lloyds and NatWest projects
- Our specialist services continue to grow – Immigration, LAA Housing, Debt, Welfare Benefits, Macmillan, Energy Redress
- We have a number of new projects starting
 - Independent Age
 - Probation
 - UK Power Network
 - University of East London

And finally...

Without our volunteer support we would not be able to deliver our CORE services to the community of Southend.

**A BIG THANK YOU TO ALL MY TRUSTEES,
VOLUNTEERS, STAFF AND SUPPORTERS**

Summary

Clients	9,247
Quick client contacts	183
Issues	22,169
Activities	21,933
Cases	10,581

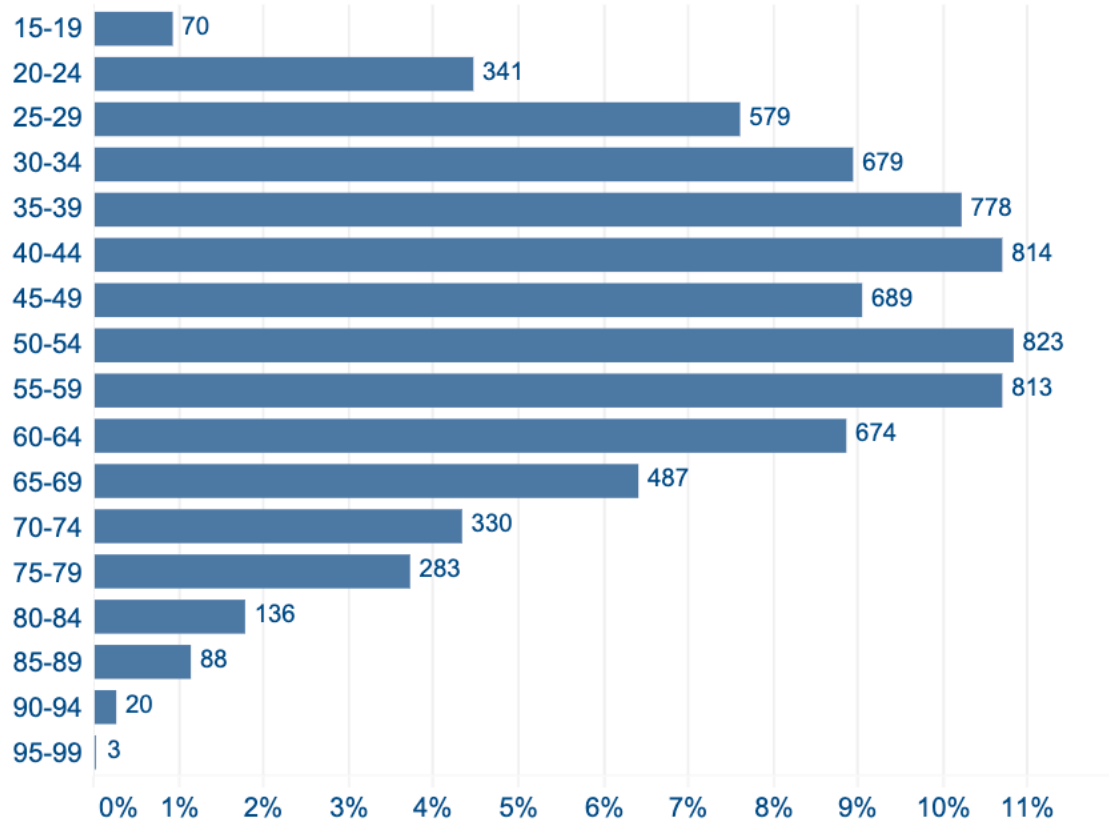
Outcomes

Income gain	£3,195,278
Re-imburements, services, loans	£40,186
Debts written off	£391,681
Repayments rescheduled	£9,740
Other	£369,025

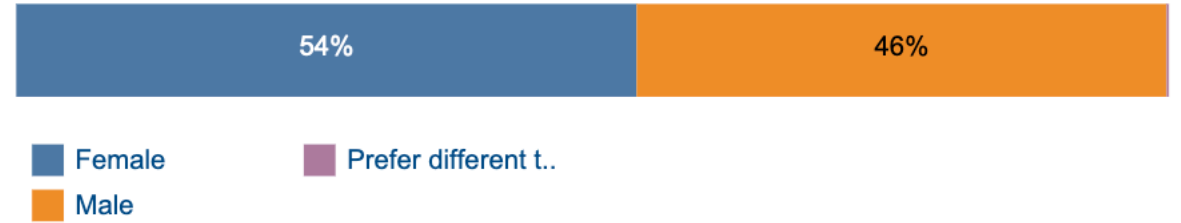
Issues

	Issues	Clients
Benefits & tax credits	4,426	2,488
Benefits Universal Credit	1,155	766
Charitable Support & Food Ban..	1,913	1,288
Consumer goods & services	449	288
Debt	4,394	1,978
Education	32	28
Employment	504	337
Financial services & capability	1,859	1,544
GVA & Hate Crime	144	64
Health & community care	379	203
Housing	1,834	1,163
Immigration & asylum	955	414
Legal	728	555
Other	1,848	1,793
Relationships & family	746	529
Tax	112	99
Travel & transport	175	146
Utilities & communications	516	257
Grand Total	22,169	

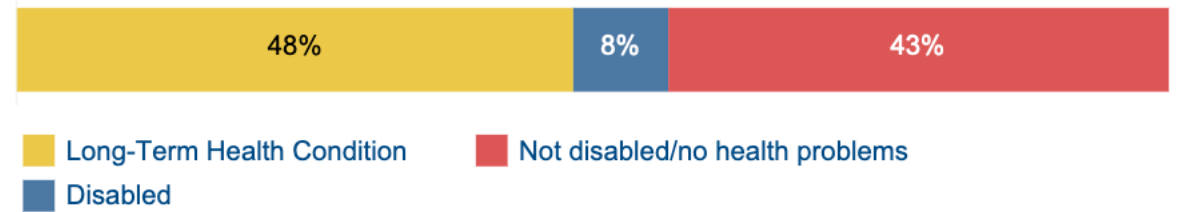
Age



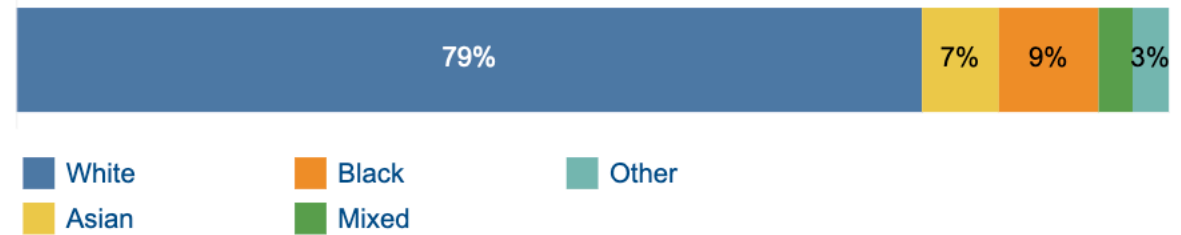
Gender



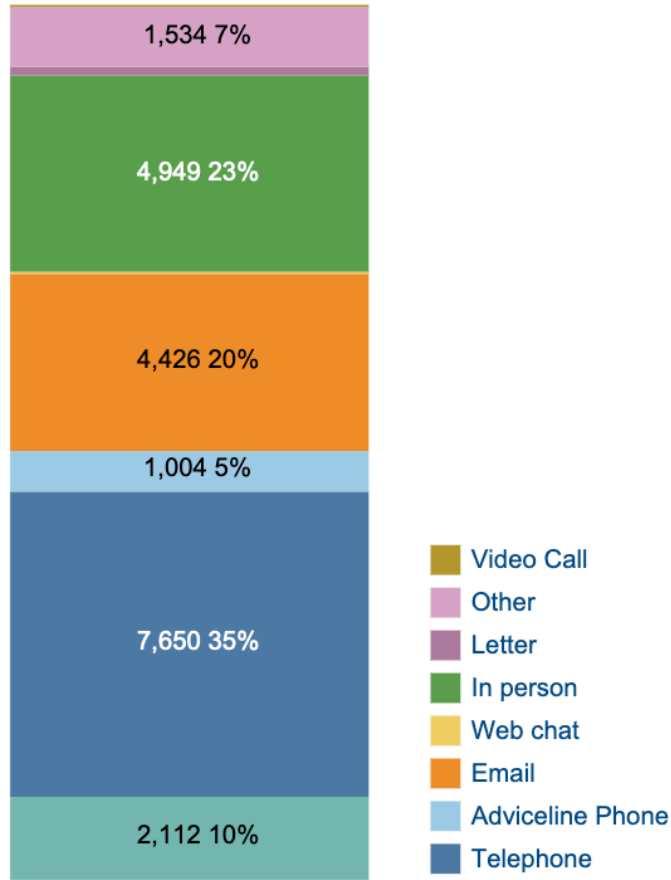
Disability / Long-term health



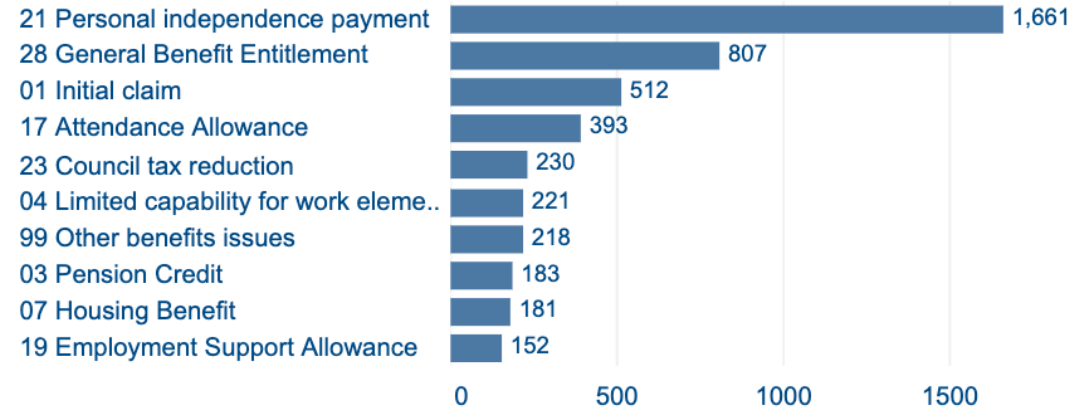
Ethnicity



Channel



Top benefit issues



Top debt issues

