

## Case Study

The Public Services (Social Value) Act 2012 requires all public bodies to consider social, economic or environmental benefits which can be secured through their procurement activity. In Shropshire we are committed to maximising Social Value in all that we do and also to ensure that we are able to demonstrate clearly what we do, how we do it and what difference it makes.

This document aims to capture case studies from organisations which demonstrate the great work that is being done around Social Value and the value that it creates.

Our priorities for Social Value are:

1. Supporting the Shropshire economy:
2. Promoting wellbeing in Shropshire:
3. A great place to live:

By completing and submitting this document you are showing commissioners, customers, investors and stakeholders what your organisation is doing and how well you are doing it. All case studies will be highlighted on the Social Value webpage hosted by Shropshire Council.

Organisation Name	Citizens Advice Shropshire
Organisation Type	Voluntary or Community Sector
Brief description of your activity	Generalist and specialist advice provider. We're an independent charity and part of the national Citizens Advice network across England and Wales. We value diversity, promote equality and challenge discrimination. Citizens Advice has been part of the local community in Shropshire since 1939.
Describe your customers or clients	We aim to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. CAS also provide specialist services including: Shropshire Information Advice and Support Service (IASS) acts as a first point of contact for parents and carers of children and for young people aged up to 25 who have special educational needs and disabilities (SEND) or related health and social care needs. Pension Wise is a free and impartial government guidance service about the different ways you can take money from your pension. Our debt team provides specialist advice on managing your money and dealing with your debts.
Where are your activities located?	Our main offices are located in Oswestry, Ludlow and Shrewsbury and we also run 9 outreach projects: 5 in local GP surgeries, 3 in local community centres and provide debt advice at HM Prison Stoke Heath.

Name and Contact Details	Tereza Hayek Partnership & Development Manager <a href="mailto:astf@shcab.cabnet.org.uk">astf@shcab.cabnet.org.uk</a> 01743 284 182	
	Describe the value being delivered	Describe the evidence you have to demonstrate the impact you make
Social Value	See Impact below	
Economic Value	See Impact below	
Environmental Value	<p>Shropshire is a rural county with poor access to public transport. By providing face to face delivery for the most vulnerable in GP practices we are reducing the amount of travel patients would otherwise need to carry out visiting our offices in Shrewsbury, Ludlow and Oswestry.</p> <p>Also, all our information systems and client recording systems are now digital, reducing the requirement for paper systems. Documents can also be scanned in to the system, so reducing printing and photocopying.</p> <p>We have an Environmental Policy which is a set of guidelines for staff concerning:</p> <ol style="list-style-type: none"> <li>1. Energy Saving</li> <li>2. Energy Efficiency</li> <li>3. Healthier office environment</li> <li>4. Purchasing</li> <li>5. Reduce, Re-use, Recycle</li> <li>6. Resource use</li> <li>7. Travel</li> <li>8. Promotion of green ideas to clients</li> </ol> <p>We also have additional project funding from Citizens Advice nationally to give energy advice to clients which will be available to patients of "Prescribing Advice".</p>	See Impact below

Please use this space to make any additional comments:



### Anyone can have a problem



**Nearly 3 in 4**

of our clients said their problem affected their lives, including causing anxiety and financial difficulty



**1 in 2**

of our face-to-face clients have low confidence about taking action on their money matters

### Who we helped



**7,272 people**

helped face to face, by phone, or by letter



**19,806 issues**

people sought our help with

### How we do this



**12 locations**

where we provide free and independent support



**103**

dedicated local staff and volunteers



**£381,600**

estimated worth of donated hours by our xx volunteers

### The difference this makes



**2 in every 3**

clients had their problem solved



**4 in 5**

clients said advice improved their lives, including reducing stress and improving finances



**90%**

of our clients reported satisfaction with the overall service

All of this benefits individuals and society

## Why we're needed

Life is complicated. Sometimes people encounter challenges and problems they don't know how to deal with, and they need help to overcome them.

## We help people find a way forward

We aim to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives.

One of our greatest strengths is the flexibility to deal with most issues people come to us with - like problem debt, consumer issues and negotiating changes to benefits eligibility.

We're here to help everyone who needs support. This includes some of those most in need - the clients we help locally are five times as likely to live on low income than an average member of the England and Wales population.

Through our daily interaction with clients, we have a credible understanding of local needs. We use this insight to tailor our services and improve policies and practices locally.

We provide advice in locations that matter most, such as GP surgeries.

Putting our clients' needs at the heart of decision-making means we also work in partnership, making it easier for clients to access relevant services.

## The difference this makes

Whoever you are, whatever your problem and however you access our service, we are just as likely to solve your problem.

78% said that they couldn't have solved their problem without us. 95% say they would recommend our service.

Achieving these outcomes has a positive impact on our clients' lives and for society. It also prevents detriment occurring or escalating.



## Our value to society in 15/16\*

- **£1,273,864** saved at least by government and public services
- **£7,348,951** in estimated wider social and economic and social value to society
- **£11.13** benefit to our clients for every £1 invested in our local service

**All of this demonstrates that we are an essential local service, now and in the future.**

\*These figures are taken from a Treasury-approved national methodology applied locally, see: *Modelling the value of the Citizens Advice service*

## Contact us

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