

Anyone can have a problem



Nearly 3 in 4

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



Almost 5 times

as likely to be on a low-income, when comparing our local clients to the England and Wales population

Who we helped



6954 people

helped face to face, by phone or email.



11852 issues

people sought our help with

How we do this



7 locations

where we provide free and independent support



91 dedicated local staff and volunteers



£325k estimated worth of donated hours by our 71 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 unmanaged 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 a 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 such as working with BU to look at student housing and issues surrounding student lets.

We provide advice in locations that matter most, such as at a local homeless project and libraries.

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*

- **£1.4m** saved at least by government and public services
- **£7.7m** in estimated wider social and economic and social value to society
- **£14.77** 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

Citizens Advice Bournemouth
The West Wing
Town Hall
Bourne Avenue
Bournemouth
BH26DX