

Young Citizens Advice – End of project impact report



The economic and social impact of COVID-19 **particularly affected young people**, especially in terms of work and health/wellbeing outcomes. Advice services are typically aimed at adults, **this project** existed to review how best we could **support young people**.



We identified the **key advice areas that concern young people** in Somerset and created advice factsheets about their rights. These were shared with relevant organisations to use in their work with young people and they were promoted online for individuals to access directly. Topics included...



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The Young Citizens Advice funding has now come to an end, however our evaluation of the project has identified some **key learning** which we will be carrying forward - in partnership with Somerset Youth Work Alliance – to deliver bespoke 'Advice First Aid' training to youth workers and financial capability sessions to young people.

During April 2022 to March 2024:

1,400

Young people received advice

With a huge number of advice issues

6,100

"I really valued the work of Young CA and the ability to share it with staff to cascade to young people."

Partner feedback

Young People are more likely to seek help from trusted youth orgs

Collaboration is key to engagement with advice

Citizens Advice is not understood by young people

Money matters, really matter to young people

What we learned

During 2024 to 2025 we will be building our young people advice and support offer, with input directly from young people and youth workers, to **create an advice model fit for their future**. The key components will be:

citizens advice Somerset

Co-production

Advice First Aid

Money matters sessions

Resource library

Peer group