

A year in the life of Epsom's Citizens Advice Bureau

10 September 2026



Citizens Advice helps nearly 3,900 borough residents

Citizens Advice Epsom & Ewell (CAEE) has published its Annual Report for 2025/26 following its annual general meeting.

During the year, the charity helped 3,861 people across the Borough of Epsom and Ewell, addressing 11,312 issues.

A team of more than 50 volunteers, supported by 16 paid members of staff, provides the skills and knowledge needed to solve problems, offer reassurance, create stability and help clients towards independent lives.

Lisa Davis, chief executive of Citizens Advice Epsom & Ewell, said: "Behind each of these numbers is a real person: someone struggling with energy debts whilst managing serious health conditions, someone rebuilding their life after domestic abuse, or someone working through decades of accumulated hardship.

"It is a privilege to stand alongside people at their most vulnerable and help them find a way forward."

Linda's story

Linda approached CAEE with a large energy debt after being unable to communicate with her energy company to resolve the problem.

She had experienced several health conditions over recent years, including cancer, diabetes, a stroke and mobility difficulties. These had affected her mental health and ability to work, leaving her feeling overwhelmed.

A CAEE energy adviser clarified the situation with the energy company and advised Linda on managing her Unreal finances and minimising her energy use. Linda now feels better able to cope in the future.

Fazia's story

Fazia moved to the UK with her husband on a spousal visa with no recourse to public funds.

After experiencing domestic abuse, her husband was removed from the home by the police and she separated from him.

Fazia instructed a firm of solicitors to apply on her behalf for an independent visa and access to public funds under the Migrant Victims of Domestic Abuse concession. After receiving no response from the solicitors despite contacting them repeatedly, she approached CAEE.

The charity applied on her behalf and her application was resolved within a week.

An adviser also helped Fazia claim benefits, as she had been without funds for many months, and provided foodbank and Household Support Fund vouchers until she received her first Universal Credit payment.

Fazia is now working towards independently supporting herself and her child.

Clive's story

Clive's story is one of many missed opportunities to prevent someone falling into serious debt.

After losing his wife a few years ago, Clive struggled with bereavement and lost his well-paid job. While trying to provide for his children, he began accumulating credit card debt.

His life became harder still when he was the victim of a hit-and-run road accident and lost his son to Covid-19.

By the time he approached CAEE, he was living in his daughter's flat with several significant health conditions, poor mental health and debts totalling more than £40,000 across nine financial institutions.

More than 12 months later, CAEE is still working with Clive to alleviate his circumstances. With considerable perseverance by both parties, most of his debt has been written off and Clive is on track to live an independent life, financially in control and debt-free.

Lisa Davis added: "CAEE gives people the knowledge and confidence they need to find their way forward - whoever they are and whatever the problem."

Citizens Advice Epsom and Ewell