

Citizens Advice Epsom & Ewell Delivers Crucial Support Amid Rising Cost-of-Living Pressures

6 February 2025



Citizens Advice Epsom & Ewell (CAEE) has revealed the scale of its impact over the past year, with thousands of local residents receiving support on a range of pressing financial and social issues. From benefits and debt advice to housing support, the charity continues to be a lifeline for many struggling to make ends meet.

A Year of Helping the Community

Figures released by CAEE highlight just how vital their work has been. In 2024 alone, the organisation:

- Assisted **3,394 people** with **10,233 issues**
- Made **12,406 client and third-party contacts**
- Secured **£1,022,934** in additional income for clients

For January 2025, the demand for support has surged even further:

- **560 people** received help in just one month
- **1,036 issues** were handled
- **£159,670** in extra income was secured for struggling households

The most common concerns among residents remain **benefits, tax credits, housing, and debt**, reflecting the ongoing financial pressures facing families in Epsom & Ewell.

Expanding Outreach in 2025

With the rising cost of living continuing to bite, CAEE is set to expand its **energy outreach programme** to better reach underrepresented communities. The initiative aims to provide guidance on **energy bills, debt support, benefit checks, and energy-saving advice**, ensuring that vulnerable individuals can access the help they need.

The charity is also distributing funds from the **Household Support Fund** until March 2025, offering financial aid to those on low incomes. Residents struggling with essential costs are urged to get in touch before the deadline.

Making a Real Difference

Beyond statistics, the impact of Citizens Advice is best illustrated through the experiences of those they have helped. One such case involved a **vulnerable client** living in unsuitable accommodation, battling rent arrears and struggling with multiple health concerns.

With extensive support from CAEE, she was able to:

- Repay her rent arrears
- Secure a move to a more suitable **ground-floor flat**
- Receive **medical and financial assistance**
- Successfully challenge a dispute through the **Energy Ombudsman**

This intervention not only improved her living conditions but also stabilised her finances, demonstrating the charity's commitment to holistic, long-term support.

Financial and Social Impact

CAEE's work delivers significant savings to public services, including:

- **£186,802** in NHS savings by reducing demand on mental health and GP services

- **£550,131** in savings for the **Department for Work and Pensions** by helping people stay in work
- **£326,078** saved for **housing providers** by preventing evictions

In total, their advice and interventions generated a staggering **£3.85 million** in value for the local economy.

Looking Ahead: Advocacy and Research in 2025

Beyond direct support, CAEE also plays a key role in influencing policy and addressing systemic issues. In 2025, they will continue to campaign on critical concerns such as:

- **The cost-of-living crisis**
- **Housing shortages and homelessness prevention**
- **Debt, including rising council tax arrears**
- **Access to health and disability benefits**

A key event on the horizon is **Citizens Advice Data Insights**, taking place on 25th February 2025, where experts will discuss how accumulated debt is preventing people from rebuilding their lives.

Support Your Local Citizens Advice

With demand for services higher than ever, Citizens Advice Epsom & Ewell is calling for public support. Running the service costs over **£100 per client per year**, and donations play a crucial role in ensuring free advice remains available.

Residents can contribute by donating as little as **£10 a month**, helping to sustain a vital service that continues to transform lives across the borough.

For **free, confidential advice**, visit CAEE at The Old Town Hall, The Parade, Epsom, or call **0808 278 7963**.