

# 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**.