EPSOM & EWELL TIMES
For the community, by the community. A not-for-profit service

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Mayor endorses Citizens Advice in Epsom & Ewell

21 September 2023



As Citizens Advice Epsom & Ewell (CAEE) publishes its Annual Report 2022/23 today, Epsom & Ewell Mayor Cllr Rob Geleit expressed his support for the charity, having chosen it as one of his charities of the year. He said: “CAEE wants and needs to be here for another 85 years and this year I want to do my part in helping that to happen. I have chosen this charity as I greatly support the work that it does and the outcomes that it achieves for local people.”

The Mayor attended CAEE’s Annual General Meeting on 19 September where staff, volunteers, funders and local supporters gathered to celebrate the achievements over the last year. In 2022/23, CAEE helped 2,660 people in the borough, addressing 8,256 issues and gained £1,008,032 of income for their clients. Top issues that were addressed are benefits and tax, debt, housing, relationships and family, and charitable support.

CEO Lisa Davis, calls for more volunteers to help boost its face to face and outreach service. Lisa said: “A key unique selling point for us is our face to face and outreach services and our aim this year is to extend this part of our offering. Our focus going forward is the recruitment and retention of a diverse group of volunteers to help that happen.”

“Currently, the people of Epsom and Ewell can access CAEE services by phone and email, and drop in to the office in Epsom on a Tuesday or Thursday. Increasing our capacity and extending this to four days a week would greatly help those in the borough who are affected by the rising costs of living, are vulnerable and often have nowhere to turn,” said Lisa.

CAEE provides an outreach service, with regular sessions being held at the Epsom Refugee Hub, Methodist Church’s Warm Hub last winter and has recently started at the Epsom Pantry for its members.

Sue, who’s been volunteering with Citizens Advice in the local community for over 25 years in various roles, says: “I enjoy the comradeship, which because of the nature of the volunteers, creates a better than average office environment. I like the brainstorming nature of giving advice – seeing how one thing affects another. Our work provides a window into part of our community which is hidden to a lot of people living in what appears to be an affluent area.”

Volunteering for CAEE is a rewarding experience with many having been helping their community for several years. For those interested in learning more, get in touch with CAEE to talk to a volunteer or read more on the website.

Photo of Yvette Ball (Chair of Trustees of CAEE), Epsom & Ewell Mayor Cllr Rob Geleit, Lisa Davis (CEO of CAEE)

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