



**citizens
advice**

**South
Gloucestershire**

Our Impact in 2024-25

The difference we make to South Gloucestershire

Charity registration number 1037480



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How we work

We help people find a way forward

We can all face problems that seem complicated or intimidating. We believe no one should have to face these problems without good quality, independent advice. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

We give advice to thousands of people

We're part of a network of independent charities that offers confidential advice online, over the phone, and in person, for free. In 2024-25, Citizens Advice South Gloucestershire helped 8,819 people with 36,892 issues. This is a 21% increase in the number of people helped compared to 2023/24.

We speak up for our clients

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations – from companies to the government – how they can make things better for people.

We're proud to be awarded the Advice Quality Standard (AQS) - given to organisations which advise on legal issues. We are audited every two years and regularly meet the AQS criteria.





"It brings you confidence in humanity. I just want to say thank you from the bottom of my heart."

Our impact in six numbers



We helped 8,819 people



We helped with 36,892 issues



We saved clients £18 million



We held more than 400 public drop-in sessions



We had 10,699 telephone calls with clients...



..and we spoke with clients via email 3,786 times



"Peter had a nice relaxed manner and he knew the answers to everything."

What the people we help said



82% of people felt the service helped them find a way forward



69% of people said their problem was now resolved



94% of people said they were likely to recommend the service to a friend

Our value to society



It's impossible to put a financial value on everything we do - but where we can, we have. We've used a Treasury-approved model to do this. From our robust management information, we've also separately considered the financial benefits to the people we help.

These include:

- Keeping people in employment or helping them back to work
- Preventing housing evictions and statutory homelessness
- Reducing demand for mental health and GP services
- Improving mental wellbeing and positive functioning
- Improved family relationships

For every £1 invested in our service in 2024-25, we generated:



£31.73
in wider economic and
social benefits (public value)
Total: £25m



£31.84
in financial value to the
people we help (specific
outcomes to individuals)
Total: £25m



£3.11
in savings to government
and public services
(fiscal benefits)
Total: £2.5m

Changing lives - how we help

A recent client praised our Adviser Mary-Anne as "so patient and understanding" after securing PIP and a £2,500 back payment.

The client was on a low income - receiving ESA in the Support Group. She was unable to work due to a long-term health condition - but had previously been turned down PIP.

She was also facing homelessness. She had been living with her mother who was very ill and recently passed away. Meanwhile, her husband divorced her and the marital home was in his name.

This meant she didn't have a home as her mother's house - where she had been staying - was to be sold when the will was executed.

She came for help from Citizens Advice South Gloucestershire and Mary-Anne helped her complete a new PIP claim.

The client was awarded enhanced daily living and mobility without having to appeal - and was also granted a back payment of £2,553.87.

She was able to use these funds to cover the deposit and initial rent payment for a new flat.

Mary-Anne also helped with a Universal Credit Capability for Work Questionnaire - and the client was granted Limited Capability for Work-Related Activity (LCWRA) status.

The client was very grateful for the help she received from Mary-Anne.



"I had no home, I had a divorce and I lost my mum.

"I couldn't have done it without Mary-Anne's help. She was so patient and understanding. She was a really lovely lady."

Volunteering

Volunteering is essential to the service we provide - we couldn't help the community in South Gloucestershire without the skills of our dedicated Volunteers.

Our highly-skilled Volunteers are Advisers, Receptionists, Fundraisers and Trustees, and we are extremely grateful to them for giving their time and efforts to work at the front-line of our charity.



We have a team of over 20 Volunteers giving on average 10 hours per week - which comes to 220 hours per week, the equivalent of 5.9 full-time Staff.



Volunteers contribute an incredible 10,560 hours per year...



.. and this equals £146,784 in savings per year to our organisation based on £13.90 for each Volunteer hour gifted in-kind. Not to mention the money raised by our Volunteers and Staff for sponsored challenges in 2024-25 - more than £7,000.

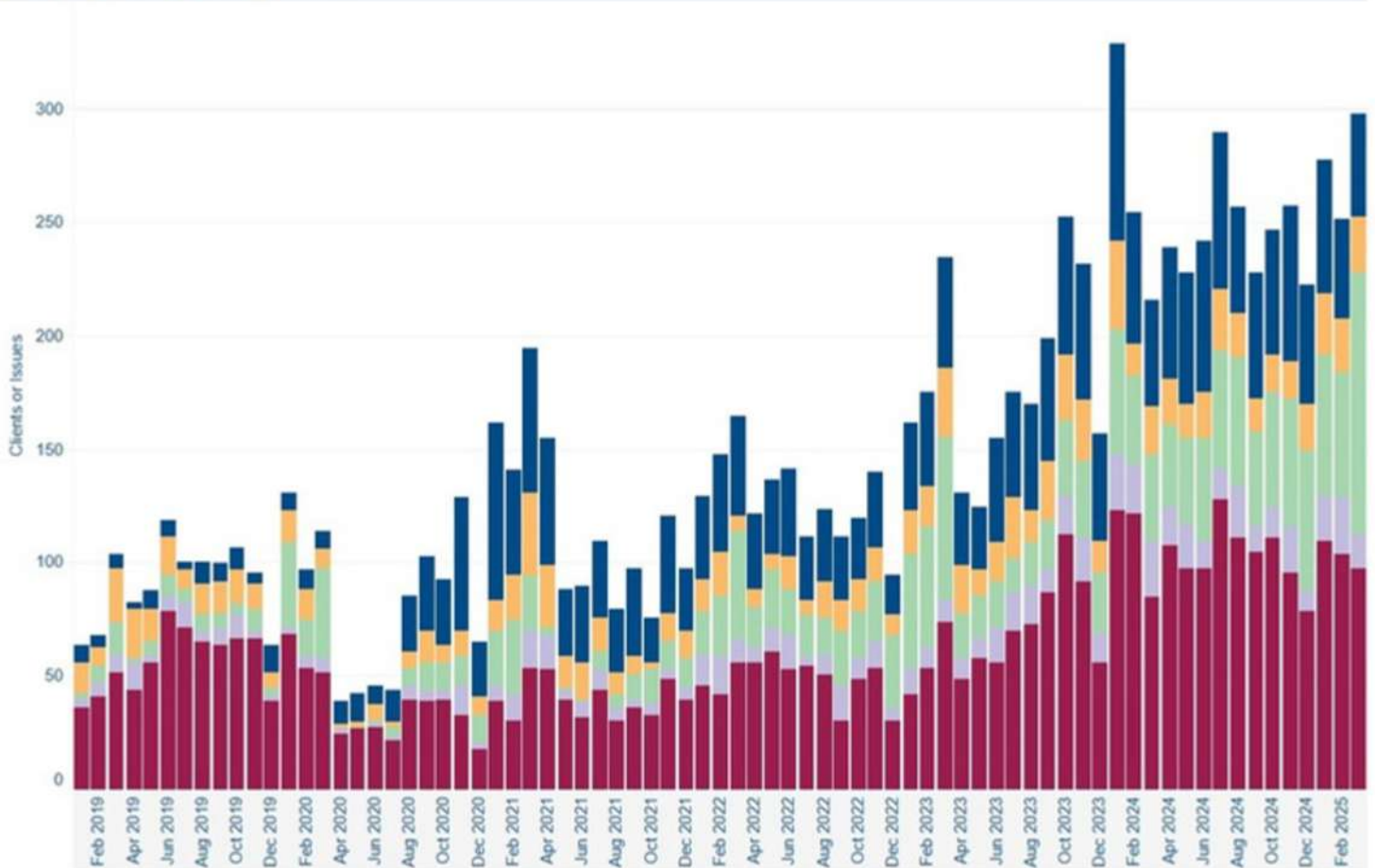


Peak of the cost-of-living crisis

The cost-of-living crisis continued to cause real hardship for the people we helped in 2024 and 2025. The support we provided was needed more than ever.



Five Key cost of living issues



July 2024, January 2025 and March 2025 were our busiest months for “key” cost-of-living issues we’ve ever recorded - behind only January 2024. The key issues were charitable support & food banks, council tax arrears, energy, energy debts and Personal Independence Payments (PIP). These three months all came just short of 300 cost-of-living issues recorded in the month and were much higher than their respective months in 2023-24 by as much as 80%.

This shows that for the people we help, 2024-25 was - taken as a whole - harder than any other recent year in terms of household finances. The number of people who needed foodbank help because they could not afford to buy food was roughly ten times higher in 2024-25 compared to prior to the pandemic. This is hugely concerning and we will continue as a charity and network to speak up for the people we help.

Political change in South Glos

July of 2024 saw a general election with all new MPs elected for South Gloucestershire. We have had success with working with these new MPs



Credit: Pexels / Flavio Vallone

We have four new MPs for the area covered by our charity. We wrote to all potential candidates ahead of the election to tell them about our work and and wrote again to all the newly elected MPs in our area, opening the door to a positive working relationship.

We have since had productive meetings with the new MPs whose constituencies are entirely located within South Gloucestershire - Claire Young MP (Liberal Democrat for Thornbury & Yate) and Claire Hazelgrove MP (Labour for Filton & Bradley Stoke). This is valuable as it allows us raise worrying issues we are seeing through our research & campaigns work at a national level.

Smaller areas of south Gloucestershire are covered by the newly elected MPs Damien Egan MP (Labour for Bristol North East) and Dan Norris MP (Labour for North East Somerset and Hanham).

Thank you to all our funders - we couldn't do what we do without your support

Alkington Parish Council
Almondsbury Parish Council
Aviva
Bitton Parish Council
Bradley Stoke Town Council
Bromford
Charlton Hayes Parish Council
Citizens Advice (national)
The Clothworkers Foundation
Dodington Parish Council
Doynton Parish Council
Downend & Bromley Heath Parish Council
Emersons Green Town Council
Falfield Parish Council
Filton Town Council
Frampton Cotterell Parish Council
Gloucestershire Masonic Charity Action
Great Badminton Parish Council
Hanham Parish Council
Hanham Abbots Parish Council
Hawkesbury Upton Parish Council
Ingeus
Institute of Money Advisers
Iron Acton Parish Council
Lloyds Bank Foundation
Marshfield Parish Council
National Lottery Community Fund
North Bristol & South Gloucestershire Foodbank
Olveston Parish Council
Pelican
Pucklechurch Parish Council
Renishaw Charities
Quartet Community Foundation
The Rotary Club of Chipping Sodbury
Serco Group plc
The Society of Merchant Venturers
South Gloucestershire Council
Staple Hill & Mangotsfield Parish Council
Stoke Gifford Parish Council
Stoke Park & Cheswick Parish Council
Stoke Lodge & The Common Parish Council
St Monica Trust
Tormarton Parish Council
Thornbury Town Council
Thornbury Town Trust
VCSE Alliance
Westerleigh & Coalpit Heath Parish Council
Wickwar Parish Council
Winterbourne Parish Council
Yate Town Council

We raised more than £7,000 during 2024-25 from sponsored challenges - where our team and members of the public give their time to fundraise and train for sponsored walking, running and swimming events. Thank you to everyone who has sponsored our teams during these events and to everyone who has made other donations to support our work.

Contact details

www.southgloscab.org.uk

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