

**citizens
advice**

**Hammersmith
& Fulham**

Impact Report 2024-25



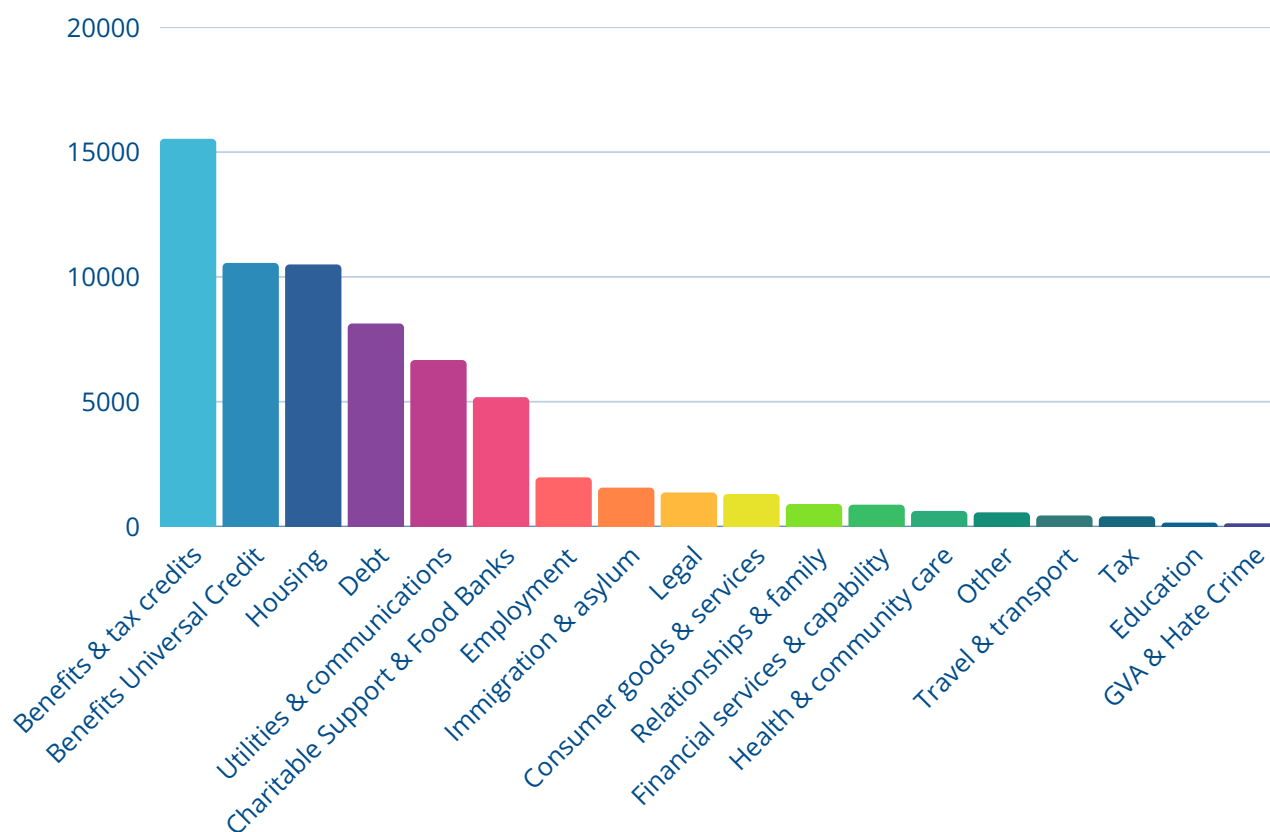
Our Year

In 2024–25, Citizens Advice Hammersmith & Fulham supported local people through a year of big changes and growing pressures. A general election brought a new government for the first time in 14 years, which proposed major changes to disability benefits. At the same time, many people on Employment Support Allowance were moved onto Universal Credit. This meant more people with long-term health conditions or disabilities had to deal with new rules and complex systems, while also facing the ongoing cost of living crisis, high housing costs, and rising energy bills.

As a result, the main issues people came to us about were benefits and tax credits, especially disability benefits and Universal Credit, as well as housing, debt, utilities, and access to food banks and other charitable support. These pressures show why our service is so vital.

Thanks to the secure and long-term investment by LBHF in our service, we were able to leverage an additional **£880,123** in funding for 2024-25, to provide more services to residents in the borough. Alongside our 'More than Advice' work building community skills and resilience, our advice remains free, confidential, independent and impartial.

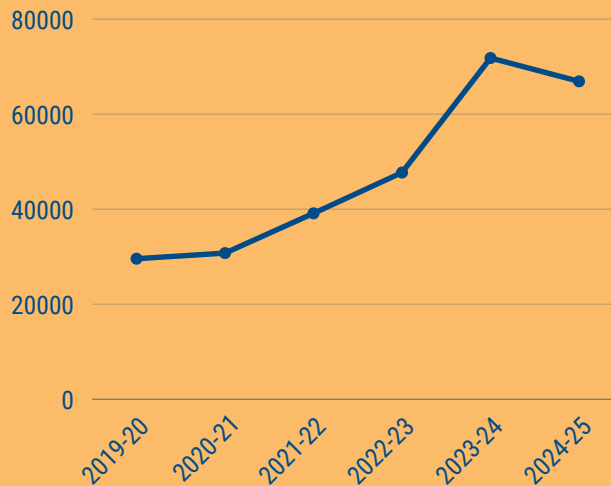
Advice Issues 2024/25



Impact for our Clients

Thanks to our improved telephone and digital offerings, **8,034** clients were helped through our Adviceline and call back service, and a further **1,203** accessed advice through our digital channels such as WhatsApp, email and webchat.

The number of issues we deal with has more than doubled in 5 years.



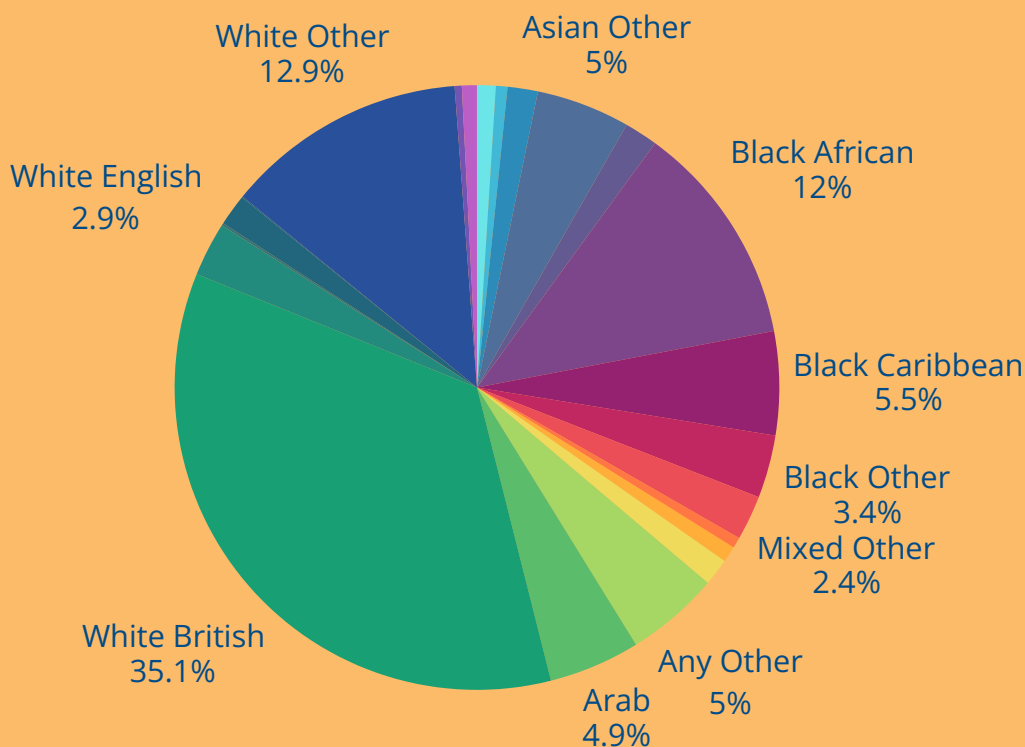
17,031
clients
helped

68,851
issues

55%
of our clients
were women

54%
of our clients
were disabled
or had long
term illnesses

Clients by Ethnic Background



The majority of our clients are of working age with 87% aged between 20 and 64. 12% were over 65.

Our Financial and Social Impact

3,000 food bank
vouchers issued

1,600 clients
supported from
outreach
locations

£8,707,218 income
gained for our clients

Total value generated:

Fiscal value: **£4,653,685**

Public value: **£31,346,447**

Value to the people we help:
£25,522,715

For every £1 invested:

Fiscal value: **£2.59**

Public value: **£17.43**

Value to the people we help:
£14.19

Savings for Key Stakeholders

London Borough of Hammersmith & Fulham

Savings from preventing
homelessness & mental
health service demand:
£564,457

Housing Providers

preventing evictions:
£1,523,722

DWP

keeping people in work:
£1,770,732

NHS

Reduced use of health & GP
services and keeping people in
work:
£731,497

Criminal Justice System

preventing
evictions/homelessness:
£63,277

Public value of improved wellbeing (emotional wellbeing, family
relationships, positive functioning):

£23,284,069

Our Community Impact

4,000 people engaged at events across our two libraries.

700 local residents took part in our community skills trainings.

2,860 volunteer hours contributed at our libraries.

Our 'More than Advice' model recognises that people need more than quick fixes. By combining our expert advice with library services, skills workshops, ESOL classes and volunteering opportunities, we reduce barriers like digital exclusion, financial insecurity and language. This holistic approach builds independence, resilience and stronger community connections.

We had 70 volunteers across 7 roles, who provided £632,039 of value in 2024/25.



Our Success Stories

Every day, our advisers go above and beyond to achieve life-changing results for clients. Here are just a few examples of the difference we made in 2024/25.

Housing support for families in crisis

Thomas, our Young Lives vs Cancer housing adviser, supported a family with a child undergoing cancer treatment who faced a Section 21 eviction. With no savings for a deposit, Thomas successfully secured £1,000 in grants and negotiated more time from the estate agents, enabling the family to move into safe accommodation.

Thomas also assisted another family with a child in palliative care, after their local authority failed to progress their case. Following his intervention, the council upheld the family's complaint, agreed to prioritise their housing, offered £500 in compensation, and committed to review how their housing team communicates with vulnerable families.

£15,000 and more backdates won at tribunal

With expert support from Jeff, our resident volunteer tribunal specialist, a client successfully challenged their PIP decision and is received a £15,000 backdated award.

Another of Jeff's clients later wrote:

"I can't thank you enough for all the time and effort you devoted to my case – and for being with me at the tribunal. The result has lifted a huge weight of worry from my mind."

Jeff added that the tribunal awarded more than we had even asked for, recognising the client's true level of need.

Securing £13,000 in lost benefits

Our City Bridge and GLA advisers supported a client who had wrongly lost £13,000 in benefits due to DWP errors. After many months and more than 45 detailed casenotes, the client finally received their full entitlement.

Fighting discrimination

Catarina helped a blind client unfairly penalised with a parking fine when their daughter used the motability car without permission. By escalating the case to the Head of Parking at Lambeth Council, she secured the cancellation of the fine. The client reported feeling much less stressed and supported.

Protecting tenants in unsafe homes

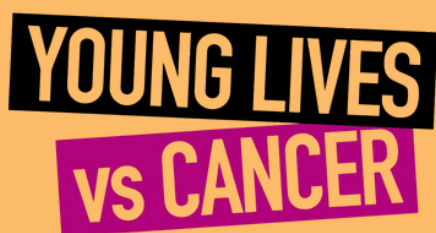
Athina supported a client threatened with eviction after reporting a faulty electricity meter in temporary accommodation. She negotiated with the landlord and British Gas, arranged for the meter to be replaced, removed the eviction threat, and secured a fuel voucher for the client.



Our Partners 2024/25



GREATER
LONDON
AUTHORITY



national**grid**



CITY BRIDGE
FOUNDATION



We are grateful to all our funders and partners for
making our work possible.

Thank you.



**Hammersmith
& Fulham**