

★ Citizens Advice Hammersmith & Fulham: Annual Highlights 🎉

📊 Key Statistics for 2025-26:

Clients Helped	Issues Resolved	Satisfaction Rate
13,584 people supported through our advice services	51,550 issues tackled across benefits, debt, housing & employment	95% client satisfaction with the support received

Behind these figures, we have seen residents presenting with:

- **Surging Complexity:** Queries are no longer straightforward; residents are facing multi-layered crises.
- **Escalating Debt:** Families are dealing with deeper, more unmanageable financial deficits.
- **Housing Insecurity:** We have seen a sharp rise in residents facing threats to their security of tenure and substandard housing conditions.

Through it all, our core promise remains unchanged. We continue to offer a **free, independent, impartial, and confidential service** to ensure no one has to navigate these hardships alone.

🏆 Celebrating Innovation: Award-Winning Success

One of our biggest achievements in 2025-26 was winning the “**Best Use of Innovation**” at the Inaugural Advising Londoners Award. This was to recognise the achievement in the development and implementation of our More than Advice model.

“On behalf of all Londoners, thank you for your ongoing commitment to empowering the local community and adapting to their needs” - Sir Sadiq Khan, sent in a letter to our Interim CEO Viki Phillips.



✨ What is our More Than Advice Model?

Our unique 'More than Advice' model is designed to tackle the root causes of hardship. We provide a holistic, welcoming space where advice is seamlessly integrated with skills, services, and community opportunities. By focusing on early intervention and empowerment, we help residents build long-term resilience, independence, and stronger community connections.

Here is a reminder of how we deliver this model across Hammersmith & Fulham:

- **Expert Advice:** We provide high-quality, confidential advice on a wide range of critical topics, including benefits, housing, debt, energy, employment, and consumer rights.
- **Community Libraries:** In a proud and unique partnership with the London Borough of Hammersmith & Fulham, we run two local community libraries, keeping vital neighbourhood hubs vibrant and accessible.
- **Digital Skills Support:** We equip residents with the essential digital skills needed to navigate an increasingly online world, ensuring no one is left behind by digital-first public services.
- **Financial Capability & Prevention:** We collaborate closely with local community groups and front line workers to deliver financial capability training—stopping financial crises and debt before they can take root.
- **ESOL Classes:** We host English for Speakers of Other Languages (ESOL) classes, helping residents overcome communication barriers, access services, and integrate into the wider community.
- **Volunteering Pathways:** We offer diverse volunteering roles that empower residents to develop new skills, enhance their CVs, build confidence, and give back to their community.

By addressing immediate crises while simultaneously building future capability, the 'More than Advice' model helps alleviate long-term pressure on local public services. We are incredibly grateful for your continued support as we work together to build a fairer, more resilient Hammersmith & Fulham.

🤝 How to Help Your Constituents Access Our Services

📞 Quick Contact Guide

- **Adviceline:** 0808 278 7832
- **Visit our website:** www.cahf.org.uk to find out how to access us over Telephone, Email, WhatsApp, Webchat, finding Self-Help resources or our opening times for face-to-face services.