

# Citizens Advice Southwark

Annual review  
2024/2025



Southwark

# CONTENTS

Welcome.....	1
What we do.....	2
Our impact.....	3
Making it easier to get help.....	4
Who we help.....	6
Our Services.....	8
Targeted Advice.....	9
Benefits.....	10
Debt.....	11
Housing.....	12
Immigration.....	13
Working with People with Health Conditions and Disabilities.....	14
Health Referral Pathways to Advice.....	15
Working with People experiencing Fuel and Food Poverty.....	16
Advice to Homeowners.....	18
Research & Campaigns.....	19
Leading the Sector.....	20
How you can help.....	21
Thank You.....	22

# Welcome

## Welcome to our Annual Review

In 2024-25 the high cost of living remained the single biggest issue facing people in the borough. Rising energy, food, transport, and housing costs have continued to enhance pre-existing inequalities and to lead to high demand for our services.

This high demand can be seen in the record levels of activity in 2024-25. Over the past 12 months we helped with 60,920 new issues (a 24% increase from the 49,279 handled in 2023-24), which came from 32,184 clients seen across the service in 2024-25 (an increase of 7% from the 29,987 assisted in 2023-24).

Of the new issues welfare benefits, housing and debt remained the top three categories of issues in the borough, at 33%, 16% and 15% of the total enquiries respectively.

Through our work we were able to achieve financial gains for our clients of £14,728,231 in 2024-25 across all services (an increase of 19% from the 2023-24 financial gain of £12,369,166).

To meet this high demand we were able to successfully maintain a range of access channels for local people needing advice and information, including face to face drop in at our two main offices.

In addition, we continued to develop a variety of projects that target some of the most excluded groups and communities in the borough, and you can read about many of these later in this report.

We also provide leadership to the local voluntary sector and work in partnership with a wide range of voluntary, public and private sector partners. In particular, we have worked closely with our advice partners in updating the Southwark Advice Strategy, including identifying emerging trends and advice need arising from the cost of living crisis and political initiatives such as the Streamlined Asylum Process.

We are grateful to our highly skilled and committed paid staff and volunteers who work hard to meet the growing need for our services, and have helped clients achieve financial outcomes of over £14.7 million this year and a client satisfaction rate of 89%.

# WHAT WE DO

CAS is the oldest and largest local advice agency, and last year we helped over 32,000 local people with over 60,000 problems. We provide high quality and accessible generalist and specialist advice and information in key areas of social welfare law, including welfare benefits, debt, housing, employment and immigration.

We saw 32,184 (29,987) unique clients in the last year, helping them to deal with 60,920 (49,279) issues.

Our services are easily accessible and have a positive impact on people's lives. We also work in partnership with many other local agencies to improve the help we can give people.

Our advice is free, independent, confidential and impartial, and is delivered face to face from our two main offices in Peckham and Walworth, over the phone, by email, and at a variety of outreach locations across the borough.

Much of our frontline service is delivered by volunteers from the local community who are supervised by paid staff. Over the last year volunteers contributed 30,000 hours of work to the service valued at £761,151.

We actively challenge discrimination through our advice and empower clients to act.

Our service is delivered by: 47 paid staff, 79 volunteers and 15 pro bono solicitors.

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## our service is delivered by:



**47**  
paid staff

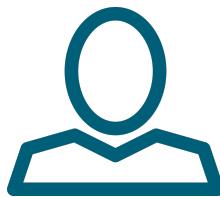


**79**  
volunteers



**15**  
pro bono  
solicitors

# OUR IMPACT



**32,184**  
clients seen



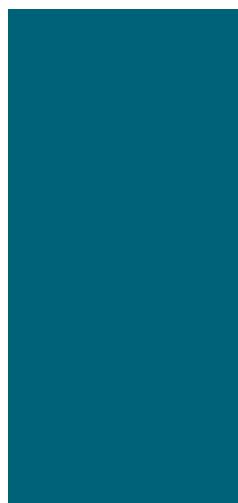
**60,920**  
problems solved



**£14,728**  
financial gains

## Top 5 problems people come to us with

### Benefits



**19,198**

### Housing



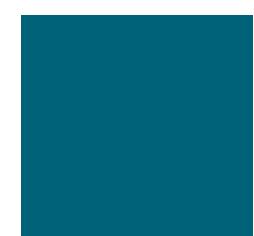
**9,591**

### Debt



**8,946**

### Utilities



**5,387**

### Immigration



**3,434**

***88% of our clients would recommend the service to other people***

***89% of our clients reported a positive overall experience of the service***

# MAKING IT EASIER TO GET HELP

We know that the cost-of-living crisis has exacerbated inequality in the borough, and that there are many vulnerable local people who desperately need our help.

We want to make it easy for people to contact us and so we have continued daily face to face drop in sessions at our offices. These are supplemented by our Adviceline service, which operates Monday to Friday during office hours, and also one evening per week. People can also contact us for help by email, or be referred by another agency through the online referral form on our website.

Our figures for 2024-25 show that we have provided a large majority of people with face to face support.

Client contacts by channel: 10,763 Face to Face; 2,862 Phone; 2,224 Email  
"Very helpful and informative. My advisor went through all the information very thoroughly and made sure that I understood what was being explained to me".

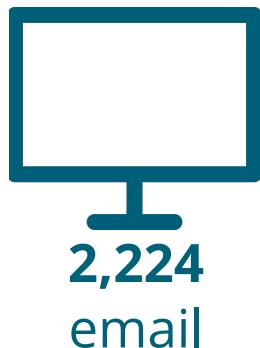
During the cost-of-living crisis we have continued to reach out to people in other ways:

## Cost of Living Support Roadshows

We have run eight Roadshows in the year which have been attended by 453 people. The events provide holistic advice and support to local people who are concerned about money and need advice on welfare benefits and income maximisation, debt, housing, immigration, energy, and employment support advice.

They take place at community locations across the borough and bring together a range of complimentary support agencies - including Citizens Advice Southwark, Southwark Council, the DWP, Public Health, Age UK Southwark, Big Local Works, Cambridge House Law Centre, London Mutual Credit Union, Paxton Green Timebank, Pecan, RJ4All, Rose Vouchers, Rotherhithe Consolidated Charities, SE1 Solar, Southwark Group of Tenants Organisation, Southwark Pensioners Centre, and Spring Community Hub. We continue to deliver and coordinate online sessions for frontline workers. These include Advice First Aid training, which aims to increase knowledge and awareness of benefits, debt, and local sources of help in these areas; and training on Healthy Start.

They are targeted at local frontline workers from different sectors and including the Council's Exchequer Services team, Children's Centre staff, wellbeing practitioners, community midwives, health champions, foodbank volunteers, family navigators, health visitors, social services teams, and local Voluntary and Community Sector workers.



***"I just want to say that the staff from reception to the one that attended to me were so efficient"***

In addition to significantly increasing the numbers of calls and emails we responded to over the past 12 months, we have improved access to our services in a number of other ways.



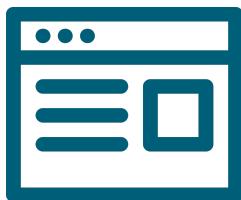
## Welfare Reform Events

We run regular welfare reform events around the borough. These bring together a range of voluntary and public sector services to target help at hard to reach groups by providing a holistic and preventative service.



## Digital Support

We provide 6 digital support sessions a week, across 12 community locations in the borough. This helps local people get online, apply for Universal Credit and manage their claims, and use MySouthwark.



## Online Referrals

We updated our website to include an online agency referral tool. This introduced a new way for our partners to refer into our services.



## Web Chat

We now provide a web chat service, in conjunction with national Citizens Advice. This allows us to reach more clients using the technology they prefer.

# WHO WE HELP

Citizens Advice Southwark aims to ensure that our services are accessible to all sections of the community. We also plan and develop our services so that groups who are more likely to experience discrimination or be affected by issues related to poverty and deprivation can access us in greater numbers than their profile within the borough as a whole.

We succeed in this across a range of indicators:



**54% of our clients live in social housing, compared to 44% in the borough.**



**50% of our clients are in receipt of welfare benefits or tax credits, which is also higher than the borough profile.**



**78% of our clients are from BAME communities, compared to 64% in the borough.**



**There are a total of 48 languages spoken by our clients as their first language with the top three being Spanish, Arabic and French.**

Our services continue to be accessible to people with health problems and disabilities, people from black and minority ethnic communities, and to social housing tenants and people with insecure housing. These are all groups who are more likely to need our help and be affected by the Cost of Living crisis.



**34%**  
of children in the  
borough live in  
poverty



**6th**  
highest borough in  
London for  
premature deaths



**18%**  
people living in  
households with less  
than £15k income



**2nd**  
most deprived  
borough on  
employment scale



**5th**  
highest borough in  
London for  
contraception in girls  
under 16



**6th**  
highest borough  
in London for  
homelessness

***"Just Thank you for your help!"***

***"Very helpful and efficient and provided lots of  
information to move forward."***

***"Very friendly and understanding. I have a disability and was  
given a chair outside to wait. Very kind and considerate."***

# OUR SERVICES

**Citizens Advice Southwark provides a full range of holistic advice and information services. These include:**

- Specialist advice in debt, benefits, housing and immigration
- Generalist advice and information in all areas and available face to face, over the phone, by email and webchat
- Pro bono advice from local solicitors
- Help with switching energy provider through one-to-one and group sessions, signposting and referrals to other agencies
- Awareness raising sessions for frontline workers on our services, and those of our Financial Inclusion Forum partners

Advice for specific groups including: people affected by cancer; Foodbank users; older people; GP patients in Peckham and Bermondsey; people experiencing fuel poverty; refugees and asylum seekers; and patients on the Limb Reconstruction Unit at Kings College Hospital.

**Access to all of these services is by face to face drop in at our Peckham and Walworth offices, through our telephone AdviceLine, by email and web chat.**

**In addition, our services can be accessed directly by members of the public or through partner agencies making online referrals.**

**We are always developing the services we provide, and we add new projects and initiatives on a regular basis.**

**Our most up to date service delivery information can be found on our website: [www.citizensadvicesouthwark.org.uk](http://www.citizensadvicesouthwark.org.uk)**

# Targeted Advice Services

At Citizens Advice Southwark we are aware that to best meet the advice needs of the local community and track inequalities that have been exacerbated by the pandemic and cost of living crisis, we need to develop targeted services, working in partnership with other organisations

This next section of the report provides examples of how we are targeting different disadvantaged and excluded groups and communities within the borough.



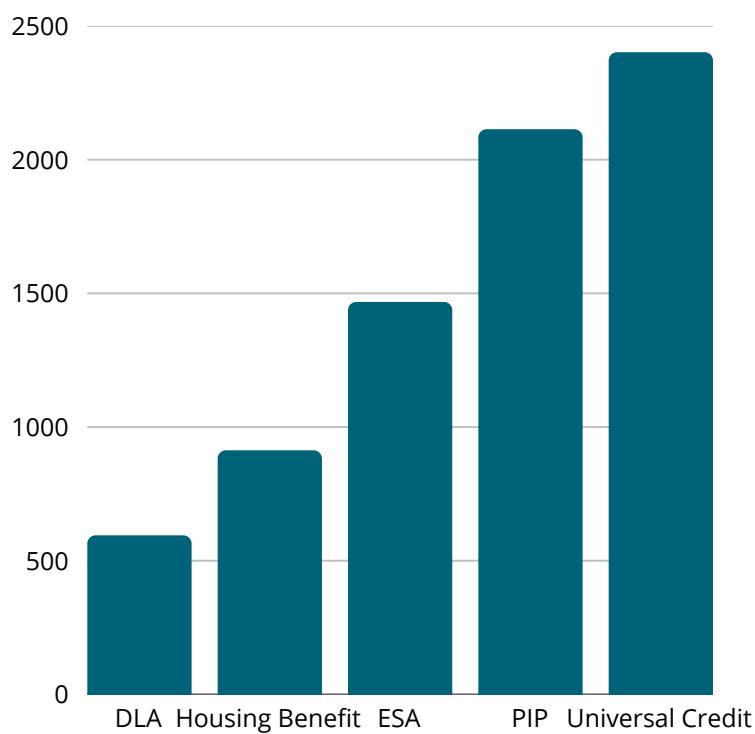
# BENEFITS ADVICE

## Combating Poverty and Destitution

Benefit problems make up 33% of all the issues clients come to us for help with, an increase of 5% from five years ago.

Nearly two-thirds of the issues relate to two benefits: Universal Credit and Personal Independence Payment and demonstrates the problems people are still having with changes to the benefits system, and disability related benefits. As well as people helped by our Generalist Service, we provide specialist welfare benefits advice through our MacMillan and Dimbleby Welfare Benefits Advice Service and a specialist advice project funded by City Bridge, to help the most vulnerable clients in our borough.

### Benefit problems



### Ladan's story

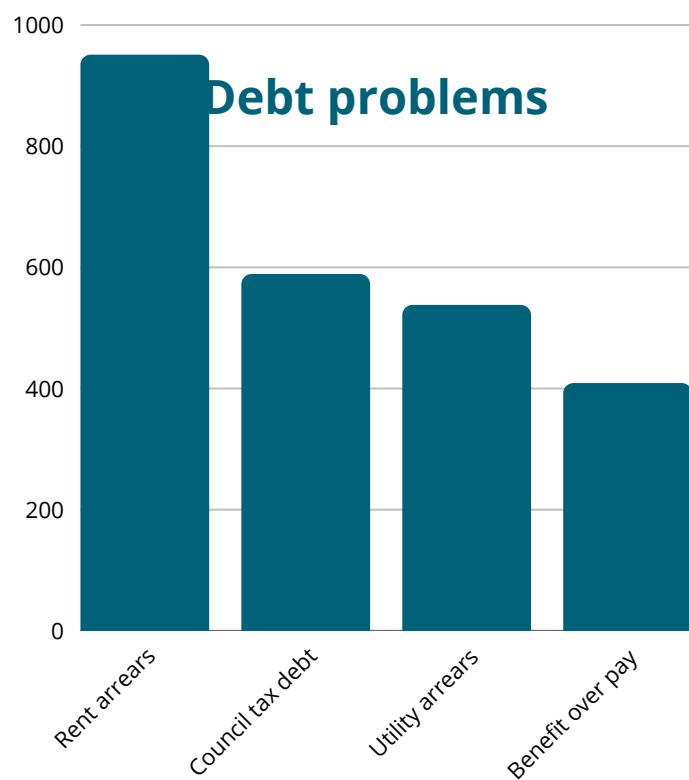
Ladan is originally from Somalia and came to our drop in for help as she was about to be evicted from her home because of rent arrears. Her English was limited and our advice team used an interpreter at all times to support her. On exploration, the cause of the arrears was due to an error with her welfare benefits. She had been asked to migrate over to Universal Credit (UC) back in autumn 2024, and as a result, her Housing Benefit, which was helping with her rent payments, stopped. She had made a new claim for UC but she was told that she was not entitled to receive help with her rent from UC and would have to claim Housing Benefit again. Because of her language barrier, she was confused over the situation and started to accumulate more rent arrears, leading to her Housing Association taking action to evict her.

Due to the impending eviction hearing, we escalated the situation to our DWP partnership manager, and after explaining that we had discovered that she was in fact entitled to help with her rent under UC, the adviser asked for the original decision to be looked at again. The decision came back in her favour, with the DWP agreeing to pay over £5,300 in backdated payment to Ladan. The sum was enough to prevent the eviction.

# DEBT

The most common debt problem faced by our clients remains rent and council tax arrears with utility debts close behind.

Clients are routinely having difficulties managing financially and advisers see many clients with negative budgets. This is after a thorough income maximisation assessment, which is leading to a build-up of priority debts. The service has helped clients deal with nearly 9,000 debt issues this year. Alongside this, we continue to run preventative support services to reduce the likelihood of people getting into debt in the first place. This includes one to one and group sessions on energy savings, budgeting and money management. We also provide financial capability training for front line workers across the borough.



## Darren's story

Darren is a pensioner with a variety of health conditions, and had been struggling with debt for many years totalling just under £20,000. This included energy arrears of over £7,000 as well as several non-priority debts including a county court judgment. The debts were taking a toll on his mental health and he was at a loss as to how to manage his financial situation.

The adviser explored Darren's income and expenditure and advised him on available debt options and solutions. A copy of his credit report was also obtained to ensure that we had a full picture of his debts. He decided to proceed with a Debt Relief Order (DRO), and we helped to complete and submit an application which was approved by the Insolvency Services' DRO Unit. The pressure from his creditors has now been removed, allowing Darren to make a fresh start and his debts will be written off once the DRO has been in place for 12 months. We have also advised him about other benefits that he is entitled to for help with his disabilities.

# HOUSING ADVICE

Housing remains our second largest enquiry area, currently running at 16% of total enquiries (up from 12% five years ago). Our advice supports people who are threatened with or actually homeless, renting with any type of licence or tenancy with social and private landlords, and homeowners.

Within this, homelessness related issues account for a third of all housing enquiries, up from 17% 3 years ago. This is an ongoing symptom of the Cost of Living crisis as people fall into rent arrears and are threatened with eviction.

Complaints and disrepair issues also figure prominently in the housing related problems people are facing.

## Sofia's Story

Sofia approached our service as she wanted help to apply for council housing. She lives in a private rented property with her 3 dependent children. As English is not her first language, she was struggling with completing the council house application. She wanted to move urgently as she was unable to afford her current rent and there was not enough space for her and her children. An adviser supported her with explaining the application process using an interpreter. They helped her to create an online account, check her eligibility, complete the housing application form and upload the relevant documents to support the application. She was also provided with advice on making a homelessness application and information on looking for more affordable rented properties. The adviser undertook a benefit check to ensure that she was receiving all the financial support she was entitled to.

She has since been accepted on the housing register and has been given guidance on the bidding process.

# IMMIGRATION

## Working with Vulnerable Migrants

Southwark is an ethnically diverse borough, and we continue to deal with high numbers of immigration related enquiries. Issues such as the Windrush scandal show how important it is for us to offer high quality help in this area. Furthermore, uncertainty around Brexit is still leading to increased demand for specialist immigration advice and will continue to do so over the coming years.

Our specialist immigration law service is currently funded by a legal aid contract in Immigration law and support from Southwark Council. This will help us to meet the increasing demand, provide a more holistic service to our clients and add to the amount of specialist provision elsewhere in the borough.

### Ibrahim's Story

Ibrahim contacted us requesting help with his political asylum appeal. He is a Sierra Leonean national and fears persecution from an influential politician in his home country. The politician is notorious for violent actions and has been accused in the past of being responsible for extra-judicial killings. The home office argued that the influence of the politician had reduced but the adviser argued that he retained this as a government spokesperson and Ibrahim was unlikely to be protected fully. The appeal was prepared, submitted and presented at the First-tier tribunal but this was dismissed and the adviser had to appeal to the Upper tribunal based on errors in the judge's decision. This was accepted and Ibrahim was granted refugee status, has the protection of the UK and can move on with his life. Ibrahim stated "I am deeply grateful for your professionalism and empathy during what was an incredibly challenging time for me."

# Working with People with Health Conditions and Disabilities

## Advice in Health Settings

Our Macmillan and Dimbleby project provides specialist welfare benefits advice to people affected by cancer across three hospital Trusts in South East London. The team deliver the service at six hospital sites: Guy's at London Bridge, Queen Mary's in Sidcup, King's College at Denmark Hill, Princess Royal University at Orpington, University Hospital at Lewisham and Queen Elizabeth at Greenwich.

Our team of five advisers are able to support cancer patients with a broad spectrum of issues from benefit entitlement to representation at tribunal level. They currently provide two sessions per week at each site, except Guys Cancer Centre where we run five sessions a week. This allows for greater geographical coverage in the provision of welfare benefit advice and representation and enable us to support those clients who need face-to-face advice.

The project achieved over £5.4 million in financial outcomes for clients last year, meaning that patients are better able to attend their appointments and deal with their financial issues, whilst on their cancer journey.

Our Major Trauma adviser works with Major Trauma Support Partnership and hospital staff to provide generalist advice for inpatients on the Major Trauma wards at Kings College Hospital. These are people who have experienced severe trauma from incidents such as road traffic accidents, assaults or falls.

The Rebuild Service provides generalist advice to patients on a fortnightly basis who are undergoing limb reconstruction surgery and aftercare at the hospital. We work in partnership with the charity, Rebuild, and the hospital staff within the Unit. We are able to reach a client group that would otherwise not have had access to the help that Citizens Advice can provide.

# Health Referral Pathways to Advice

Our Back on Track Project is an innovative service which aims to provide advice and assistance to patients of GP practices in Southwark with long-term health conditions, who are experiencing problems with their financial circumstances. Funded by Impact on Urban Health, part of Guys and St Thomas' Foundation, the project involves multi-partner agency working between Primary Care Networks, GPs, creditors including the council and housing associations, and Social Prescribing teams across Southwark and Lambeth. Advisers benefit from having these close relationships with partners to achieve the best outcomes for clients. Clients are usually referred through the website referral form, which also allows clients to self-refer. This is promoted through a variety of ways, including by direct text message to patients of participating GP practices. Welfare benefits remains the most common category of problem seen by the project advisers, followed by debt and housing. This is to be expected as a large portion of work to solve financial difficulties relies on income maximisation, which is often disability benefit related.

## Charles's Story

Charles was referred to the Macmillan and Dimbleby project by his cancer nurse specialist. He is 85 years old and lives alone. He was diagnosed with liver cancer and had a prognosis of less than 6 months. His current income was only from his State Pension and a war pension, totalling about £880 a month.

His adviser identified that he would eligible for Attendance Allowance (AA), which is based on how ill health affects his ability to carry out personal care needs. The application was completed on behalf of the client and the adviser obtained medical evidence from the hospital regarding his prognosis to fast-track the claim. He received a successful outcome within a few weeks.

Charles was also entitled to Pension Credit (PC) once he received AA, and a further entitlement to full Council Tax Reduction once he received PC. Due to his difficulty with his mobility, the adviser also helped him to secure a Blue Badge for parking and a one-off £200 Macmillan Grant. In total, Charles was £250 better off a week following the advice from the project.

# Working with People experiencing Fuel and Food Poverty

Locally we have seen a big increase in the number of people using foodbanks and struggling to heat their homes. These are key symptoms of the cost-of-living crisis, and we have worked hard to establish and enhance our advice services targeting people in this situation.

The council has funded the Southwark Energy Savers Service where energy advice is offered to those to live, work and study in Southwark. This has meant that we can provide this much needed advice to more people and can more effectively target those most in need, attending events and outreaches to access hard to reach communities. Advisers support clients to increase their income through benefits, access energy-savings including grants, apply for the warm home discount, get on the priority services register, apply for new boiler initiatives, help with complaints with meters and bills, and provide understanding around their bills. Advice is also provided to increase awareness on carbon monoxide dangers in the home.

We also have two projects based in food hubs around Southwark. One is funded by United St. Saviour's Charity and the adviser attends 6 different food hub partner premises across a fortnight. The other is funded by Trussell Trust/Pecan and the adviser attends 4 of their foodbank locations a week. Both projects provide holistic advice and support to promote financial inclusion for people accessing foodbanks and other food poverty related initiatives in Southwark, to mitigate the impact of the cost of living crisis. The projects help with advice on debt, income maximisation, housing and welfare benefits, to people experiencing food insecurity through outreach sessions.

## Mariam's story

Mariam lives alone and she cannot work because of her health conditions and had a language barrier so an interpreter was needed. She approached our service regarding a historic debt for electricity for about £600 from a previous supplier. However, she stated that she already paid the bill and brought a bank statement showing the payment. She had received threatening letters about this from an enforcement agency at first and more recently a law firm, which was making her extremely scared.

The adviser contacted the original supplier and the law firm and asked for the account to be placed on hold while the investigations were taking place. The adviser worked with the client to draft a dispute letter to outline the situation, making reference to relevant evidence. After a few weeks, the client was successful and the law firm agreed that she did not owe the debt. Mariam currently has a prepayment meter but it runs out very quickly and she gets very cold and cannot afford to top up more. Adviser provided her with a fuel voucher worth £49 and also supported to explain her options, eventually helping her to arrange a fixed tariff for her electricity so she would pay less. She was also given tips on how to save on her energy bill and supported to sign up to the priority services register.

## Dunni's story

Dunni has been attending her local foodbank for a while. She spoke to our adviser for help. She was in receipt of Universal Credit (UC) and was struggling to get a job due to her ill health. She had built up rent arrears of £2,300 and could not afford to top-up her pay-as you go electricity meter. She was also helped with applying for a Discretionary Housing Payment (DHP) to help cover the shortfall in her housing support, and correct her council tax bill as she lived alone. The adviser helped her to understand her energy bills and how she could reduce her payments, as well as helping her with obtaining a fuel voucher.

Dunni now receives an extra £146.00 a month through her UC and is working closer with her UC work coach who is now aware of her health conditions. She was awarded £1,000 towards her rent arrears from the DHP and a reduced council tax liability as she was eligible for a 25% single occupancy discount which removed £483.00 from her council tax bill. She was given advice and guidance around arranging an affordable repayment to the council for the remaining arrears, which she felt confident to take on. Dunni stated to the adviser that she does not expect to need to come back to the food bank again.

# Advice to Homeowners

Our Homeowner's Advice Service provides information and advice to leaseholders and freeholders under Southwark Council. Last year the service helped clients with issues to do with:

- Understanding and challenging annual service charges and major works payment demands
- Rights to be consulted and provided with information
- Challenging the standard of services or building works
- Understanding rights and responsibilities under the lease
- The Council's repair obligations
- Applications to Southwark Council's Arbitration Tribunal or the First-Tier Tribunal (formerly known as LVT)
- Communal heating
- Leaseholder Deed of Certificate

We achieved almost £1.7 million in financial gains for our clients over the course of the year. This amount included awards of welfare benefits and grants, service charges written off or reduced, and debts managed.

## Helene's story

Helene contacted our service by email for help. She is a resident leaseholder and had just experienced a sudden increase in her service charge of over £1,000. The timing of this financial burden clashed with her reduced income and increased the household pressures whilst on maternity leave.

We supported her by completing a detailed budget and financial statement to help request an extended payment plan. Our advisor engaged with the Council's service charge collections team, which initially refused to accommodate the request, citing a rigid six-month repayment policy. With the help of the adviser, a formal complaint was lodged, which was dismissed and so a review was requested. The complaint focussed on the indirect discrimination under the Equality Act 2010, based on her protected characteristic (maternity). It highlighted how the inflexibility disproportionately impacted Helene emotionally and financially, and failed to consider her temporary but significant change in financial circumstances.

It was ultimately agreed by the Council to extend the payment plan from 6 to 12 months, acknowledging her financial vulnerability and offering the extension as a gesture of goodwill.

# RESEARCH & CAMPAIGNS

Research and Campaigns is an important part of Citizens Advice work and as a service we hold a large amount of insight and data about the problems our clients and the wider communities face. We can use this insight and data to help us research issues further and to influence decision makers to change policies and practices.

This year we have continued to focus on monitoring the council's local housing options support as they reopened on an appointment only basis for face-to-face support. We have been feeding back to the council on long wait times over the phone, difficulties faced by vulnerable residents in submitting homeless applications, and problems around equality of access.

We have been supporting those who have needed to apply for an e-visa online as the biometric residence permit was ended by the Home Office. Awareness was needed around this and we provided support at targeted events and increased digital support appointments to accommodate the need.

Our project supporting vulnerable Private Renters in the borough has continued to engage with a large number of local private renters, and organisations supporting them, and has been working hard to raise awareness through Know Your Housing Rights sessions and social media campaigns of issues such as disrepair, the council's licensing schemes, and use of rent repayment orders. A annual conference brings together stakeholders in the borough to discuss issues and plan ways of moving forward.

The move to Universal Credit has been monitored over this period with different cohorts being asked to claim UC at different periods. The managed migration timeline was brought forward and there are dangers around vulnerable people being left without benefits as the legacy benefits stop automatically if UC is not claimed. We have been keeping up awareness of this at forums that we chair, ensuring the issues are fed back to the DWP.

Due to the low uptake of Healthy Start nationally, we led a pan-London project to provide frontline training through food networks centred around Healthy Start and local support. This aimed to raise awareness with frontline workers, empowering them to support their clients and to know where to go for support.

The Equalities and Human Rights Panel, which we lead, continued to act as a critical friend to the council in meeting the Public Sector Equality Duty. Over the past 12 months this has included providing feedback on the Southwark 2030 Outcomes Framework to ensure that the impacts on groups sharing protected characteristics are properly considered, and on strengthening the consideration of equalities in the process the council uses to set its annual budget.

# LEADING THE SECTOR

Over the past 12 months we have continued to provide leadership to the sector through our leadership and coordination of a number of forums and partnerships across the borough, including:

## **Financial Inclusion Forum**

brings together partners from the voluntary and statutory sectors to promote and raise the profile of financial inclusion in the borough, and to discuss the Cost of Living crisis, and how best to mitigate the impact on local people. Many of our projects have come from discussions first had at FIF meetings.

## Forum for Equalities and Human Rights in Southwark

acts as a critical friend to the Council in meeting its Public Sector Equality Duty and as a mechanism for it to consult with local communities. Forum meetings are attended by a variety of local agencies and guest speakers, including Councillors, Council Directors and organisations working in the areas of equalities and human rights. In 2024-25 the Forum provided feedback on a range of issues including the Southwark 2030 borough plan, the Southwark Equality Framework, and strengthening equalities in the council's budget and planning processes.

## **Southwark Legal Advice Network**

provides strategic direction for the local advice sector. In 2024-25 we refreshed the Southwark Advice Strategy, which included an analysis of the impact of the cost of living crisis on vulnerable local groups and individuals.

## Southwark Advice Forum

provides training and information sharing opportunities for frontline advice workers and supervisors working for local agencies

## **DWP liaison**

provides an opportunity for voluntary sector agencies across Southwark and Lambeth to meet with DWP staff to discuss issues relating to the administration of DWP benefits locally. This has been particular important during the cost of living crisis, and with the managed migration of legacy benefit claimants to Universal Credit.

# HOW YOU CAN HELP

## Citizens Advice Southwark is a charity

We provide free, confidential, independent and impartial advice.

Our service is provided digitally, by phone and in person. Many of the people we help are among the most vulnerable and disadvantaged in Southwark.

Last year we were supported by over 20 funders and individual donations.

As well as our paid staff, we have 80 volunteers and 40 pro bono solicitors.

### **Would you be willing to support us?**

Being a Citizens Advice volunteer can be hugely rewarding and enjoyable. Around 22,000 volunteer with Citizens Advice nationally.

Citizens Advice Southwark provides a range of volunteering opportunities and welcomes people with the time and interest to learn new skills and practice existing ones.

If you are interested in volunteering or to make a donation, please visit our website:

[www.citizensadvicesouthwark.org.uk](http://www.citizensadvicesouthwark.org.uk)

# THANK YOU

Thank you to our volunteers, funders, staff and supporters.

Without you we would not be able to deliver our vital services to the people of Southwark.

## *Special thanks to:*

London Borough of Southwark

London Citizens Advice

Toynbee Hall

MacMillan Cancer Support

Dimbleby Cancer Care and Palliative Care

United Saint Saviour's Charity

Impact on Urban Health

Rebuild Charity

The Home Office

The Money and Pensions Service

Southwark Homeowners Council

London & Quadrant Housing Trust

Rotherhithe Consolidated Charities

City Bridge Trust

Winckworth Sherwood LLP

DLA Piper LLP

Burgess Mee Family Law

Centre for Responsible Credit

Trussell Trust

Greater London Authority

King's College Hospital

Pecan

Guy's & St Thomas' Trust

National Citizens Advice

Cardinal Management Ltd

# Citizens Advice Southwark

## Peckham

97 Peckham High Street  
SE15 5RS

## Walworth

6 - 8 Westmoreland Road  
SE17 2AY

[citizensadvicesouthwark.org.uk](http://citizensadvicesouthwark.org.uk)

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