



# **Rooted in Bromley Ready for tomorrow**

**Impact Report  
for April 2024  
to March 2025**

**citizens  
advice**

**Bromley**



***“Your advice has been extremely helpful, and I am forever grateful.”***

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## **We are Citizens Advice Bromley**

As CEO of Citizens Advice Bromley, I'm proud to share our 2024–2025 Impact Report. This year tested our resilience and strengthened our commitment to the community.

We supported 16,489 Bromley residents with free, confidential and impartial advice – helping people navigate the cost-of-living crisis, housing insecurity, employment challenges and digital exclusion. Our staff and volunteers worked tirelessly to ensure no-one faced these issues alone.

During the year, we expanded our services, deepened partnerships and enhanced our digital outreach. From securing financial gains to delivering energy advice and piloting new service models, our work has made a lasting impact. We also invested in staff development and embedded co-production into our strategy.

This report reflects the stories behind the statistics and the lived experiences of those we've helped. It's a testament to community, collaboration and compassion.

Looking ahead, we remain committed to helping people find a way forward – listening, adapting and advocating to ensure Citizens Advice Bromley remains a beacon of hope.

Thank you to our funders, partners, trustees and clients. Most of all, thank you to our staff and volunteers for your unwavering dedication.

**Loraine Whittaker**  
**CEO, Citizens Advice Bromley**



# What we do

Our telephone service through Bromley Well is the first point of contact for all Bromley residents and professionals.

In many cases, we can resolve a client's problem with one phone call. If not, we refer the caller to Bromley Well's specialist services, including our advisors and caseworkers.

People often come to us with a complex range of issues, such as benefits, debts, charitable support, employment and relationships. Whatever their concern, we're here to listen and guide people to the right help.

## Our main advice areas are:



Welfare benefits



Housing



Debt



Foodbanks and charitable support



Universal credit



Utilities and Communications

***"I am indebted to my caseworker's unrelenting professional support and assistance in following through with my Universal Credit issues."***

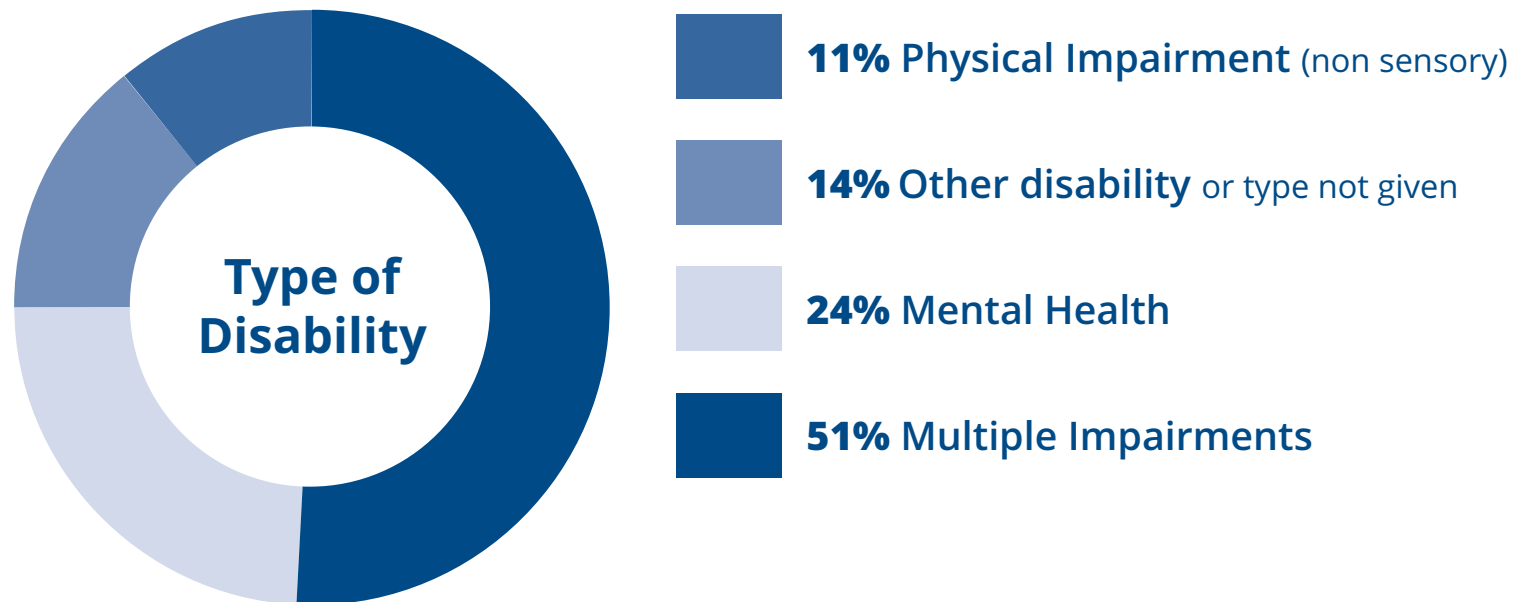
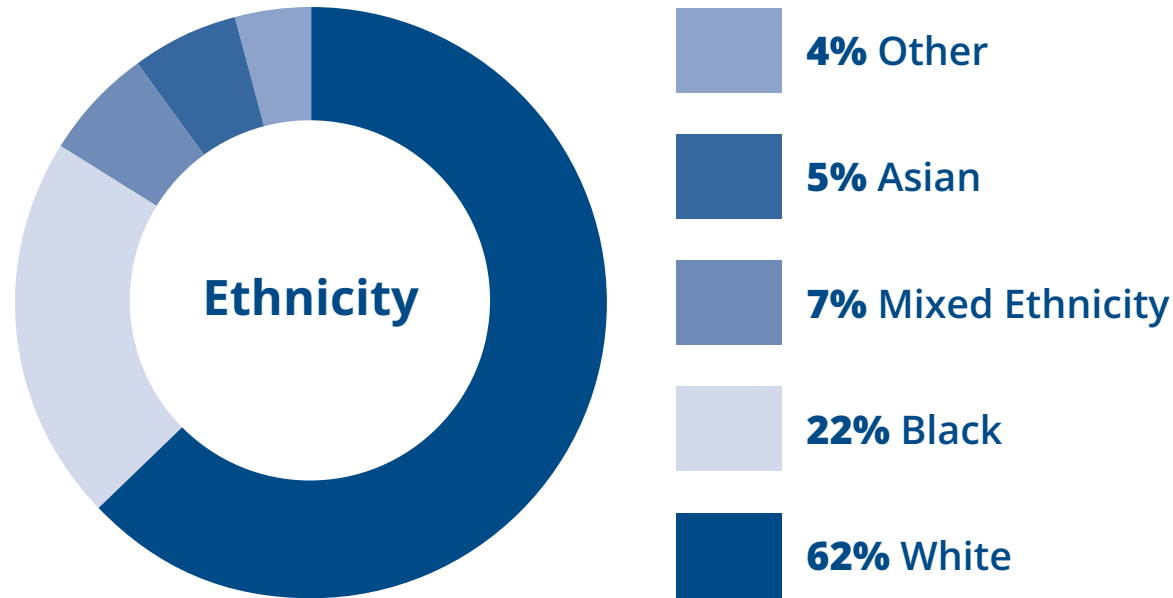


# Who we help

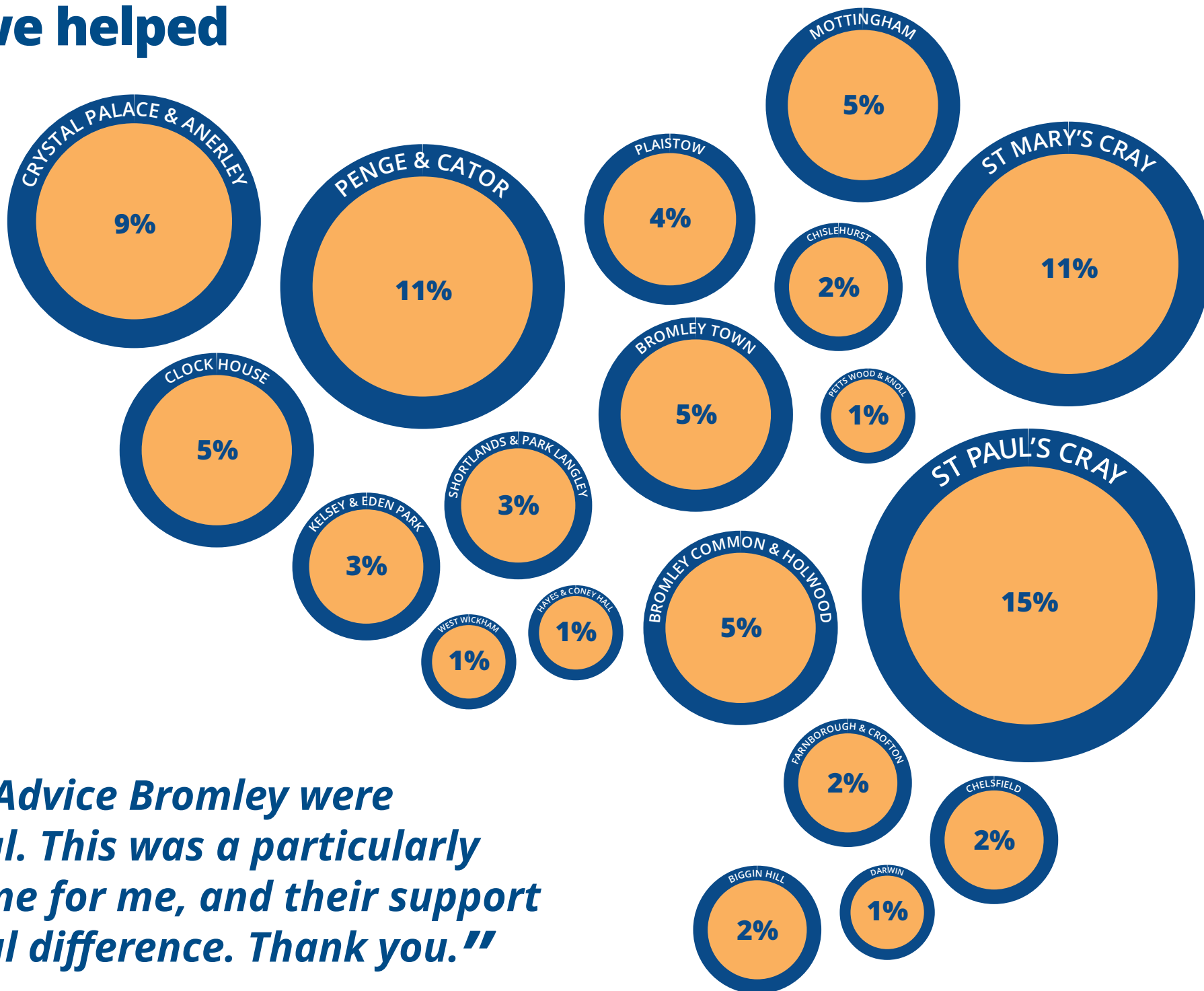
Our goal is to support Bromley residents to find a way forward, no matter the challenges they face.

Our service is open to all, regardless of ability, age, gender, gender identity, race, religion, belief, sexual orientation, or social or economic background.

Most of our clients (70.1%) are aged 30-64 years. Two thirds (64%) are female and a third (36%) are male. 69% are disabled or have long-term health conditions (up 3% on last year).



# Where we helped



***“ Citizens Advice Bromley were very helpful. This was a particularly difficult time for me, and their support made a real difference. Thank you.”***



# Our impact

from April 2024 to March 2025

Every **£1 of funding** to Citizens Advice Bromley generates **£8.27** in benefit to our clients

*Solving problems improves lives, meaning better wellbeing, participation and productivity for the people we help.*

**£1,565,354** saving to government and public spending  
*By helping stop problems occurring or escalating, we reduce pressure on public services like health, housing or out-of-work benefits.*

**£7,630,331** value of our advice to the people we helped  
*As part of our advice, we can increase people's income, through debts written off, taking up benefits and solving consumer problems.*

***"They were so nice and very, very helpful. I would go to them again."***



**8,783** calls answered



**8,163** emails received from local residents and professionals



**21,209** issues we helped with



**6,939** residents signposted to services outside of Citizens Advice Bromley



**174** webchats responded to



**5** outreach sites



**66** volunteers gave **14,340** hours of their time, worth **£803,061**



**34** new volunteers recruited throughout the year

**97%** said they are happy with the support provided with our service.

**94%** would use our services again in future.

**92%** would recommend us to a friend or family member.

Our impact is driven by the dedication of our staff and volunteers, who go above and beyond for our community.

# Highlights of the year

Many of our achievements are more than statistics. Here are a few examples of projects that make us proud to be Citizens Advice Bromley.

Continuing our partnership with South East London Mind, we helped **188 clients with specialist housing advice**, ensuring tailored support for those most in need.

We delivered **twice-weekly advice sessions** at the One Bromley Hub in The Glades on Wednesdays and Fridays, enabling us to reach more people.

Our team carried out **377 tailored energy advice sessions** and **364 carbon monoxide safety interviews**, helping residents stay safe and reduce household costs.

We helped **2,769 individuals** improve their mental health and wellbeing, and provided relief for **955 people** facing a food and fuel crisis.

Several volunteers celebrated **long-standing service** – marking between 20 and 33 years of continued commitment. We are so grateful for their incredible dedication.

Our dedicated staff and volunteers **raised £3,280** by taking part in the London Legal Walk. Thank you to everyone who supported us.

To better engage with the community, we shared posts online, receiving **hundreds of views**, interacting with and growing our **followers to 966**. Our website also received **40,806 visitors**, an increase of **140%** on the previous year.

We took part in **10 face-to-face Research and Campaigns events** within Bromley, raising issues local people care about.

# Our clients' stories

Discover the difference we make - one story at a time.



## Case Study: Foodbank Support

The client was referred to us when they were struggling to provide enough food and warm clothing for themselves and their two children.

Although working part-time and receiving Universal Credit, the client's income had dropped when Carer's Allowance was removed after their mother's passing. This put them under considerable emotional and mental stress.

We were able to issue them with a foodbank voucher. Our caseworker also helped them apply for the Household Support Fund, where they received a £200 grant for essentials. A local charity referral also helped them with warm clothing and bedding for their children.

Our support gave this first-time client the vital relief and breathing space they needed to stabilise their finances. They felt more hopeful and were empowered to move forward.

***“You have been very supportive and understanding in helping me with a foodbank voucher, for which I am very grateful.”***





## Case Study: Housing

The client was sofa-surfing and pregnant when they came to us. With unstable living arrangements since 2019 and a turbulent relationship with their mother, they were under increasing mental pressure and at severe risk of post-natal depression.

Wanting to remain in Bromley for work and their support network, the client had initially been told that no help was available to them.

We were able to advise the client on their rights, benefits and housing options. Our caseworker helped them apply for homeless assistance, the Household Support Fund and grants. They also advocated with the council.

Thanks to our support, the client was offered temporary accommodation, received a £150 grant and access to further support, which improved their stability and wellbeing at such a critical time.

***"I have the most supportive and helpful welfare benefits adviser. She helped relieve a lot of my anxiety and stress by providing solutions to my problems at different times. She gave me very good advice and advocated well for me."***



# Vision for the future

This is a pivotal moment for us – with the economic landscape rapidly shifting, the funding environment is more uncertain than ever. We anticipate a period of difficult decisions and strategic clarity, but we will nonetheless remain committed to our purpose.

Like many in the voluntary and community sector, the road ahead may mean not being able to do everything we once did. But we will not compromise the quality of our service, the dignity of our clients, nor the values that underpin our work.

Our vision is to remain a trusted, responsive and resilient organisation; one that adapts to change without losing sight of its mission.

We will continue to prioritise those most in need, advocate for systemic change and work in partnership to maximise our collective impact. We will invest in our people, embrace innovation and ensure that every resource we have is used wisely and transparently.

This is time for renewal, not for retreat. With the support of our funders, partners, volunteers and community, we will navigate these challenges together. We will emerge stronger, more focused and more determined than ever to be a voice for those who need us most.

***“I’m immensely grateful  
for the assistance received.”***



# Thanks to our funders

None of our works could happen without the support of our funders.  
Our thanks go to all of them, especially our core funder, Bromley Third Sector Enterprise:



MAYOR OF LONDON





## Citizens Advice Bromley helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



Scan the QR code  
for more information

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

X @CAB\_Bromley

@citizensadvicebromley

@CitizensAdviceBromley

Telephone: **0808 278 7898** (freephone), Mon-Sat 9am-5pm.  
Or enquire via Bromley Well: [www.bromleywell.org.uk/make-a-referral](http://www.bromleywell.org.uk/make-a-referral)

To find out more about the information in this Impact Report,  
please contact: Loraine Whittaker, Chief Executive Officer,  
at [CEO@citizensadvicebromley.org.uk](mailto:CEO@citizensadvicebromley.org.uk)

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