Our clients:



64% Female

36% Male

59% of clients have a disability or long term health condition

31% of clients contacted us by phone

We supported clients from over 22 different ethnic backgrounds

The difference we made to Southampton 2025/26

£3,340,161

Fiscal Value

Financial savings to local and national government

Our advice helps prevent problems from escalating, reducing demand on housing, health, social care and welfare services.

£38,899,187

Public value

Benefits to people and communities

Our service improves wellbeing, supports community participation and helps people build more secure and productive lives.

£19,504,373

Financial Value to Clients

Money gained by local people

We help people secure benefits, resolve debt, obtain refunds and access money they are entitled to.

www.citizensadvicesouthampton.org.uk
charity registration number 1093678
14-15 Brunswick Place, Southampton, SO15 2AQ Advice Freephone Number | 0808 27 87 863

2025/26 impact report

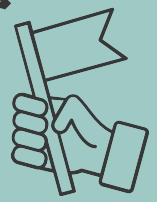
Your Local Advice Charity



citizens advice Southampton

citizens advice

INDEPENDENT



14,605
CLIENTS SUPPORTED
Includes Unpaid Carers

HELED PEOPLE FIND SOLUTIONS TO
46,213
PROBLEMS

1,039
PEOPLE PROVIDED WITH EMERGENCY SUPPORT (EG. FOOD VOUCHERS)

£6,778,560
INCOME GAINED FOR CLIENTS

HELPED WITH
3,314
HOUSING PROBLEMS

IMPARTIAL



citizens advice

SUPPORTED PEOPLE WITH
1,209
IMMIGRATION PROBLEMS

HELPED WITH
5,963
DEBT PROBLEMS

DISTRIBUTED
£506,785
IN HOUSEHOLD SUPPORT FUND VOUCHERS

PEOPLE REGISTERED FOR UTILITY PRIORITY SERVICE
408

SUPPORTED
4,145
THROUGH THE HOUSEHOLD SUPPORT FUND

CARRIED OUT
420
DEBT ASSESSMENTS

What our community says

"The adviser was very informative, I was able to move forward with her help. Couldn't do it without her help" — Client

85% of clients said they would recommend our service

"They were tremendously helpful to me, they listened to my need and found a way to help. They were really good" — Client

80% of clients said they felt less stressed, anxious or depressed

"I'm very lucky to work for Citizens Advice, surrounded by colleagues and clients who have helped me learn and grow." — CAS worker

"Volunteering helps me give something back while making a real difference to people's lives." — Volunteer

"Polite, pleasant, caring, has a good listening ear, highly professional in all their day to day duties, always with a lovely smile." — Stakeholder

84% of clients said they couldn't have solved their problem without us

"Your guidance and encouragement helped me grow in confidence and understanding. I'm grateful to be part of such a supportive and collaborative team." — CAS worker

72% of clients said we helped them find a way forward

83% of clients found it reasonably easy to access the service

"You advised me to dispute the final bill from my energy supplier. I am happy to say that bill has been removed from my account. Thank you so much!" — Client

"I really appreciate the support and kindness you showed me, it's taken a huge weight off my shoulders and I'm very grateful." — Client

68% of clients said their physical health had been improved

"They could not have been more helpful and kind and sorted our issue" — Client

"Having lived in Southampton most of my life, it means a lot to support local people through Citizens Advice Southampton" — Trustee

FREE

citizens advice

MADE
43
HOME VISITS

SUPPORTED
2,280
PEOPLE IN SOUTHAMPTON LIBRARIES

HELPED WITH
24,434
WELFARE BENEFIT PROBLEMS

SUPPORTED
579
PEOPLE LIVING WITH CANCER

ASSISTED
2,990
UNPAID CARERS

CONFIDENTIAL

citizens advice