



Whoever you are, whatever the problem



We know that timely, quality assured advice can be the difference between whether a family has a meal on the table, puts their heating on, or maintains a roof over their heads.

Citizens Advice Croydon is often the first port of call, or last resort, for residents struggling in a cost-of-living crisis that can affect **physical** and **mental health**, as well as **economic wellbeing**.

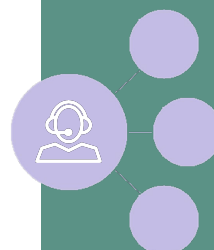
We look forward to building on our effective collaboration with statutory and voluntary sector partners through the continuation of our **Information and Advice Service**, delivering meaningful economic, health and wellbeing outcomes for the communities we support.

Claire Keetch
CEO Citizens Advice Croydon

We're here for residents in **every ward** in the **Borough**, and are fully integrated in Croydon's local service landscape.

Available Monday to Friday, via our free Adviceline, video call, webchat and drop-in services, residents can access our support through over **30** local partners via our **Direct Referral Service**. Our staff and volunteers reflect the communities we support, and can deliver advice in **11 community languages**, with additional translation services available.

We are a trusted, recognised **AQS** and **FCA accredited** advice provider in the Borough, supporting residents with a range of legal and consumer issues:



- Welfare benefits
- Debt and money
- Housing
- Immigration
- Employment
- Health & care

Making a difference to people's lives

Last year we supported Croydon residents with **over 26,000 queries**. Our holistic advice, and effective collaboration with local statutory and VCSE organisations, brings real, **measurable benefits** to our clients and to local communities.



We support the most vulnerable in society

65% have a disability or long term health problem

14% need emergency support, including foodbank vouchers

Our clients come to us with money and legal problems that impact health and wellbeing



We provide holistic advice and support

Our comprehensive advice offer, added value projects supported by **Trust for London, Macmillan Cancer Support** and **the GLA**, take a whole-person approach to meeting residents' needs



We improve wellbeing outcomes

Our advice helps people solve their problems, reduce stress and take part in community life

70% felt less stressed and less likely to need to access health or mental health support as a result of our advice



We achieve financial gains for Croydon

For every **£1** spent on our advice, we bring:

£25.59 in wider public benefits (improved wellbeing)

£13.63 in financial outcomes for clients

£4.59 savings to public (Council) services

Jon's Story

Jon lives alone and is unable to work due to visual impairment, caused by delayed treatment of his cataracts in the aftermath of the pandemic. Unable to read the paperwork on his own, he is struggling to manage his bills and has accrued multiple debts, including Council Tax arrears.

Jon was referred to us by Age UK via our **Direct Referral Service** to take control of the situation.

With the help of our expert team of debt and benefits advisers, Jon successfully applied for a Breathing Space on outstanding debts, **increased his income by nearly £400 per month** in additional Universal Credit payments he was entitled to, and **£5,000** in one-off grants and payments.

Jon is now managing his bills within an increased monthly income, reducing his debt and avoiding risk to his home. He's now reporting significantly **reduced stress** and **improved mental health and wellbeing**.