



**Tandridge  
District**

# **Making a Difference**

**Impact Report  
2025 - 2026**

# Our impact in Tandridge in 2025-26

Citizens Advice Tandridge District plays a vital role in addressing the specific needs of our local community, contributing to the overall well-being and prosperity of the Tandridge district.

Our services support the community in a variety of ways, helping to reduce public expenditure on homelessness, legal action, and unemployment, while also improving mental and physical health outcomes.

Demand for our services and the complexity of the issues our clients face continues to grow. As a result, many cases now require more in-depth assessment, specialist advice, and longer-term casework to ensure clients can resolve their problems and achieve sustainable outcomes.

We would not be able to deliver our services without the dedication and hard work of our incredible team of volunteers and staff, who consistently rise to the challenges faced by those we support.

We are also deeply grateful to our funders and community partners for their ongoing support, which enables us to achieve meaningful and lasting outcomes for the people who need us most.

**Sarah Henke – Monti CEO**

# Our Impact and value to society

84%  
would  
recommend



**2,233**

Clients supported

**4 in 10**

had more money or control of their finances

**4 in 10**

had a more secure housing situation

**6 in 10**

felt less stressed, depressed or anxious



**6,777**

Issues



**8,855**

Activities

**4 in 10**

Found it easier to do their job or find a job

**4 in 10**

felt they had better relationships with others

**6 in 10**

found it easier to manage day-to-day



**£2.8 million**

Financial income gain

**£6.8 million in savings to wider public and social value**

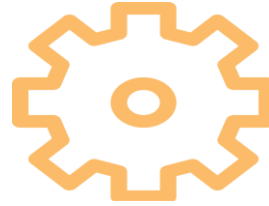
# Our performance and value to society in 2025-26



**2,233**  
clients



**6,777**  
Issues



**8,855**  
Activities



**£2,763,904**  
income gain

## For every £1 invested in our service in 25/26, we returned

\* Based on treasure approved financial modelling tool commissioned by Citizens Advice

**£3.32**

in savings to government and public services (fiscal benefits)

**Total: £975,654**

**£23.22**

in wider economic and social benefits (public value)

**Total: £6,823,428**

**£12.92**

in financial value to the people we help (specific outcomes to individuals)

**Total: £3,795,789**

**Average income gain per client £1,238.00**

# Our clients needs 2025-26

## Key Statistics

Hampshire Macmillan (member)  
Tandridge District (member)

01/04/2025 31/03/2026



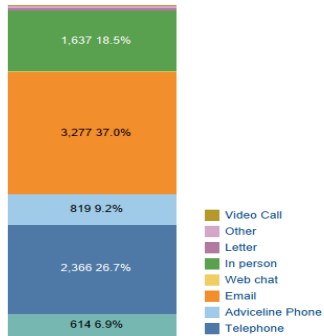
### Summary

Clients	1,959
Quick client contacts	274
Issues	6,777
Activities	8,855
Cases	2,178

### Outcomes

Income gain	£1,993,836
Re-imbursments, services, loans	£48,720
Debts written off	£74,011
Repayments rescheduled	£13,980
Other	£647,337

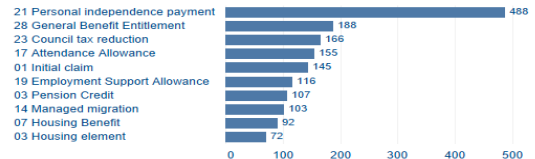
### Channel



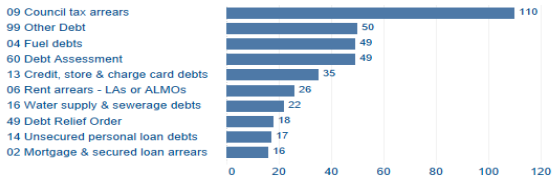
### Issues

Issues	Clients
Benefits & tax credits	696
Benefits Universal Credit	271
Charitable Support & Food Ban..	369
Consumer goods & services	80
Debt	240
Education	17
Employment	118
Financial services & capability	138
GVA & Hate Crime	29
Health & community care	81
Housing	416
Immigration & asylum	60
Legal	146
Other	25
Relationships & family	156
Tax	80
Travel & transport	123
Utilities & communications	67
<b>Grand Total</b>	<b>6,777</b>

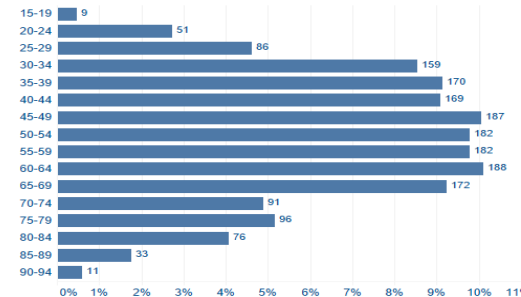
### Top benefit issues



### Top debt issues



### Age



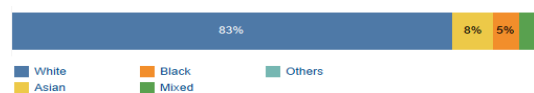
### Gender



### Disability / Long-term health



### Ethnicity



\*Total client figures include quick client contacts

\*Total income gain excludes repayments rescheduled

# How we helped 2025-26



19%  
Face to face



33%  
Benefits



36%  
By telephone



17%  
Charitable support



37%  
By email



13%  
Housing



8%  
Debt



36+  
volunteers

9  
Paid staff

8  
Trustees

# 2025-26 Achievements

- Over the past year, Citizens Advice Tandridge District has continued to deliver vital **free, independent advice** to the local community, supporting over **2,233 clients** with **6,775 issues** across face-to-face, telephone, and digital channels.
- We secured nearly **£2.8 million in financial gains** for clients through successful benefits claims, debt advice, and support with grants and financial applications, **helping to reduce hardship and improve financial stability for vulnerable households.**
- Through early intervention and casework, we have helped **prevent homelessness**, reducing pressure on local services and **improving long-term outcomes** for clients.
- Many clients report **improved wellbeing**, with our support **helping them to move forward** during difficult circumstances.
- Access to our services has been strengthened through a **24/7 online enquiry form** and expanded **telephone Adviceline** capacity, improving reach to harder-to-engage and digitally excluded groups.
- We have expanded specialist provision, including the **Macmillan Cancer Project**, the **Trussell Trust Foodbank** Outreach Service, and a new **NHS staff support** service delivered in partnership with the Surrey and Sussex Healthcare Charity, enabling us to reach underserved communities.
- Additional funding from the Surrey County Council **Household Support Fund** has increased our capacity to deliver generalist advice, **Financial Health Checks, income maximisation, and budgeting support.**
- We have **strengthened partnerships** with local organisations and Surrey Local Community Alliances, supporting collaboration on regional priorities **and enhancing service delivery and funding opportunities.**
- **Service quality** remains central to our work, underpinned by **ongoing training, supervision,** and adherence to the **Advice Quality Standard.**

# Working in Partnership

## Our funded projects



**Foodbank Outreach Project** - designed to specifically help people who are struggling to make ends meet and face going hungry.



**Macmillan Service** - offers welfare benefit, housing and employment advice to anyone affected by cancer.



**Surrey Household Support Fund Advice Service** - offers advice direct relating to financial wellbeing including, budgeting, debt and benefits.



**Outreach Service for SASH staff** – offers advice directly to Surrey and Sussex Healthcare workers relating to finances, housing, benefits, debt, employment or other real life issues.

“I was given options that suited my circumstances and my adviser was very helpful, I felt less worried and stressed after speaking to him”

# Our Fabulous Team

We use volunteering to bring the community together, improve the lives of our volunteers, their communities and the people they help.

Our team made up of:

**36 Volunteers**

**6 Core paid staff**

**8 Volunteer Trustees**

**3 Paid project workers**



**Financial value of our volunteers £383k**  
**Thank you, you are amazing. We could not do it without you**

# Thank you to all our supporters!



Thank you for your continued support