

A woman with dark hair, wearing a blue top and a watch, is holding a baby in a grey carrier. She is talking on a black mobile phone. The baby is wearing a white long-sleeved shirt and has its hand near its mouth. In the background, there is a bookshelf filled with books. The scene is indoors, likely in a home or a library.

**Impact Report
for April 2025
to March 2026**

Shaping Tomorrow, Together in Bromley

**Independent advice that improves lives
and reduces demand on public services**

**citizens
advice**

Bromley

"The service made a real difference during a difficult time."

We are Citizens Advice Bromley

**citizens
advice**

Every day, people come to Citizens Advice Bromley facing moments of crisis; worried about keeping a roof over their heads, managing debt, or simply being able to cope. We are here to listen, to stand alongside them, and to help them find a way forward.

This year, we supported thousands of residents, resolving over **15,652 issues** and changing lives across our community.

For every £1 invested in our service, we deliver real value, reducing pressure on public services and improving lives.



I am deeply grateful to our volunteers, whose compassion makes this work possible, and to our Trustee Board and our senior management team - Gulsah, Herbie and Fiona - for their leadership and commitment.



Together with our partners and funders, we remain determined to ensure that no-one in Bromley need face a crisis on their own.

Loraine Whittaker, CEO, Citizens Advice Bromley

What we do

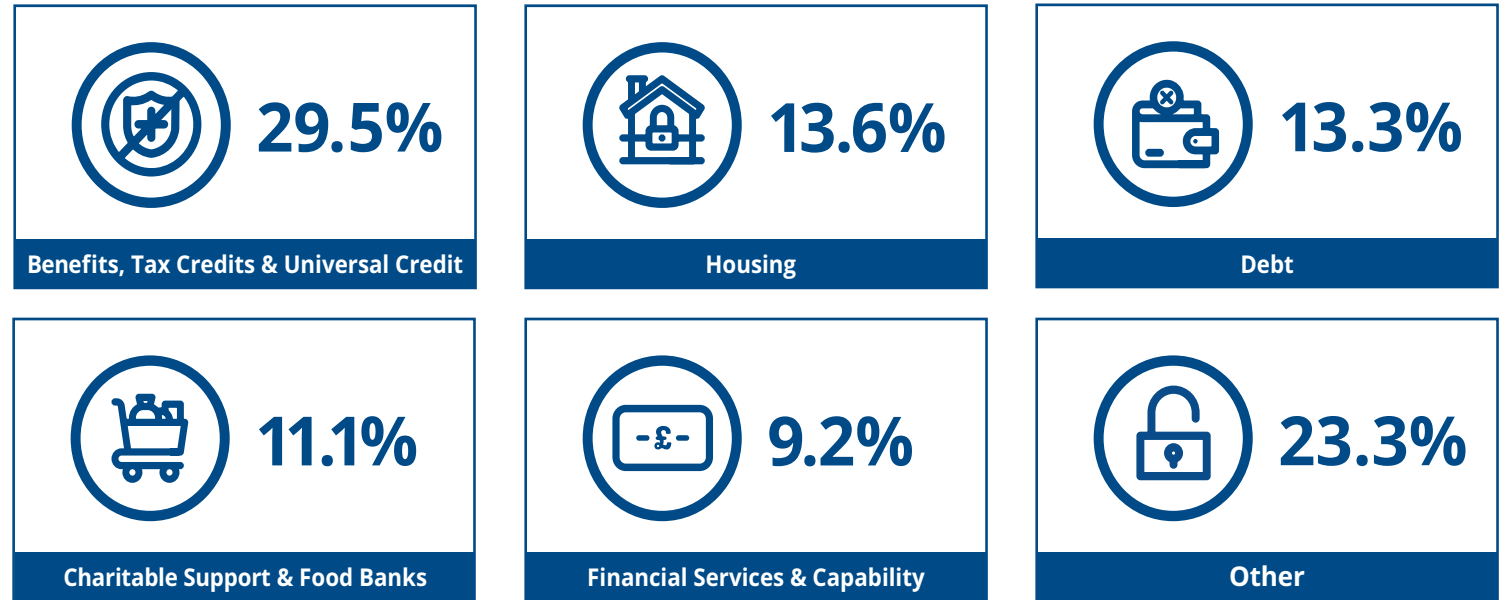
Our telephone service through Bromley Well is the first point of contact for all Bromley residents and professionals.

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

Nearly one-third (29.5%) of all issues supported related to benefits, tax credits and Universal Credit, highlighting the ongoing financial pressures experienced by clients.



“I felt reassured knowing someone was there to help me.”



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.



74%

Aged 35 to 64



62%

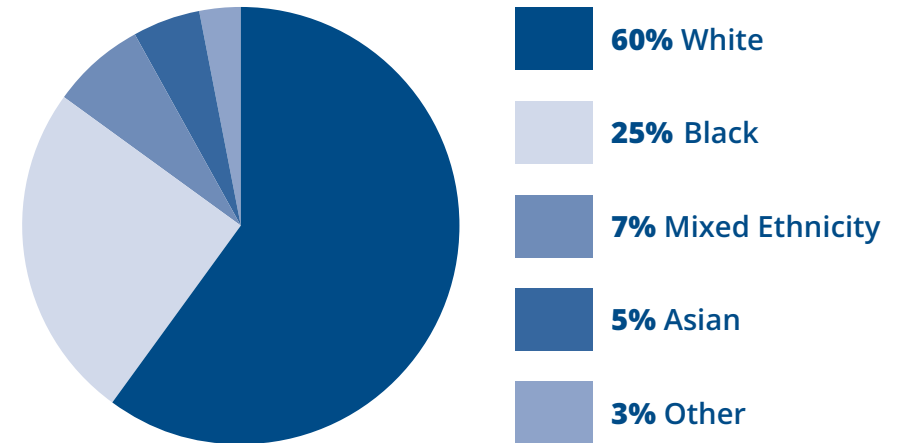
Female



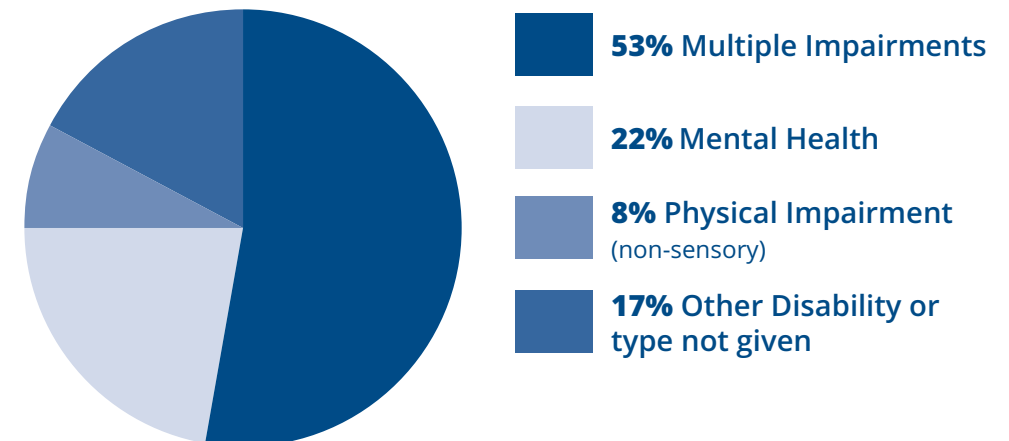
64%

Disabled or living with long-term health conditions

Ethnicity



Type of Disability

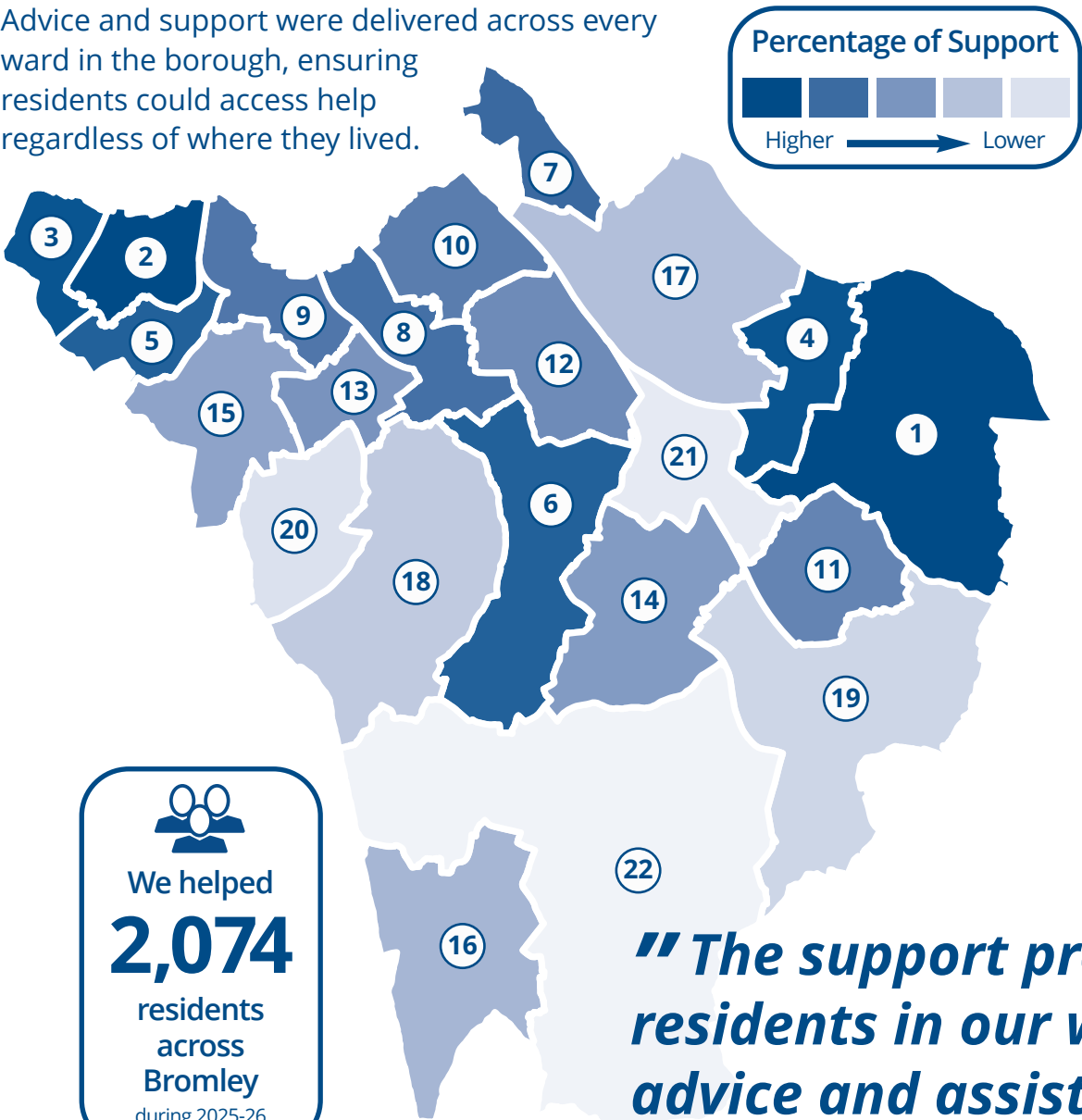


We are here for everyone. Whatever the problem, we'll help find a way forward.

Where we helped

Supporting residents across all 22 Bromley wards

Advice and support were delivered across every ward in the borough, ensuring residents could access help regardless of where they lived.



PERCENTAGES BY WARD

1 St Paul's Cray	13.9%
2 Penge & Cator	12.5%
3 Crystal Palace & Anerley	10.1%
4 St Mary Cray	9.8%
5 Clock House	6.8%
6 Bromley Common & Holwood	6.7%
7 Mottingham	5.4%
8 Bromley Town	5.2%
9 Beckenham Town & Copers Cope	4.9%
10 Plaistow	4.3%
11 Orpington	4.2%
12 Bickley & Sundridge	3.5%
13 Shortlands & Park Langley	3.4%
14 Farnborough & Crofton	3.4%
15 Kelsey & Eden Park	2.8%
16 Biggin Hill	2.2%
17 Chislehurst	2.2%
18 Hayes & Coney Hall	1.9%
19 Chelsfield	1.8%
20 West Wickham	1.7%
21 Petts Wood & Knoll	1.7%
22 Darwin	0.9%

"The support provided made a real difference to residents in our ward, helping them access the advice and assistance needed at the right time."

Our impact

from April 2025 to March 2026

FINANCIAL IMPACT

£16.3 million total public value created of funding

Delivering measurable impact for people, communities and public services across Bromley.

£2.8 million saved for government and public services

Reducing demand on health, housing and the welfare system.

VALUE FOR MONEY

Per £1 to residents	Fiscal value	Wider public value
£7.47	£3.08	£17.72

For every £1 invested, we deliver meaningful financial and social impact

ACTIVITY SNAPSHOT

-  **9,416** calls answered
-  **4,803** emails received
-  **15,652** issues supported
-  **3** outreach sites
-  **7,668** residents signposted

CLIENT FEEDBACK

95% said they are happy with the support or information provided

95% would use our services again in the future

93% 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.

86 volunteers gave 24,171 hours of their time, worth **£822,226**

43 new volunteers recruited throughout the year

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.



Our dedicated staff and volunteers raised **£2,590** by taking part in the London Legal Walk.

Thank you to everyone who supported us.



The **quality of our advice remained consistently high**, with strong quality assurance results demonstrating our continued commitment to delivering accurate, reliable and effective support to clients.



We successfully launched an **advice outreach service** at the brand-new Bromley Wellbeing Hub.



Several law graduates undertook **legal internships** with us, gaining valuable, paid work experience.



We took part in **20 face-to-face research and campaigns events** within Bromley, raising issues local people care about with MPs and councillors.



One of our long-standing supervisors was awarded the Community Links **Manager of the Year**.



Many of our volunteers have been with us for over **10, 20 or 30 years'** continuous commitment.



We achieved a total financial gain of **£1,315,883** through participating in the Advising Londoners project (run by GLA, LLST and London Citizens Advice).

"I asked for advice and I received it. Now I know what to do. Thank you."

"It's made my day and I'm extremely grateful for all that Citizens Advice Bromley do."

Our clients' stories

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



"The housing adviser helped me understand my options and I feel much more secure about my situation now."

Case Study: Housing

The client came to us in urgent crisis after receiving an eviction notice from their temporary accommodation. Facing immediate homelessness and with three young children, they spoke limited English, had no support network, and could not understand the communications they were receiving.

How We Helped

We stepped in immediately to protect the family:



Reinstated the housing application – which had been wrongly closed by the local authority. We escalated the case, so it was reopened.



Prevented homelessness – we secured continued temporary accommodation for the family.



Reduced rent arrears – we secured backdated Housing Benefit to reduce what they owed in rent.



Used interpretation services – to break down the language barriers and ensure the client understood the situation.



Protect the children – we informed Children's Services due to safeguarding concerns.



"Very grateful and appreciative of all the support my advisor has provided"

Case Study: Debt

The client contacted us after receiving multiple ULEZ Penalty Charge Notices (PCNs) from Transport for London. Having recently lost their job, they were relying on Universal Credit and struggling significantly with debt, rent arrears and utility bills.

The resulting high levels of stress and anxiety had led the client to completely disengage from dealing with their bills.

How We Helped

We provided comprehensive debt advice, looked at their financial situation and mapped out a clear way forward:

-  **Paused enforcement action** - we helped them enter Breathing Space, giving them temporary relief from creditors while we explored options.
-  **Secured a Debt Relief Order (DRO)** - identified as the best solution, we supported them through the DRO application process, resulting in **over £5,000** of debt being legally written off.
-  **Looked after their wellbeing** - recognising the severe stress they were under, we referred the client to ongoing mental health and wellbeing support services.
-  **Built long-term stability** - we provided practical budgeting advice to help them manage their money going forward.

The client now reports immense relief, feels much more confident managing their finances and is actively engaging with support services to build a stable future.

Vision for the future

Demand for advice continues to grow, with increasing complexity in housing, financial insecurity, and wellbeing. We will strengthen our role as a trusted first point of support, ensuring people get the right help at the right time.

We will deepen partnerships across health, housing and community services to deliver more joined-up, preventative support.

We remain committed to investing in our staff and volunteers, maintaining high-quality advice, and strengthening our reach across Bromley.

Above all, we will continue to stand alongside residents and use their voices to shape fairer systems for the future.



"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."

Thanks to our funders

Our sincere thanks to all our funders and partners.
Your support makes our impact possible:



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.



www.bromleycab.org.uk

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 @citizensadvicebromley

 @CitizensAdviceBromley



Scan the QR code for more information



Telephone: **0808 278 7898** (freephone)
Mon-Sat 9am-5pm



Or enquire via Bromley Well:
www.bromleywell.org.uk/make-a-referral



To find out more about the information in this Impact Report, please contact:
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