

# What we did in 2025/26

We helped  
**5,753**  
people

Every **£1** invested  
generated  
**£22** for our clients

**18,474** issues addressed

**406** community outreach  
appointments delivered

## What people came to us for

37%

Benefits and income support

29%

Essential needs

13%

Debt and financial difficulty

Many people came to us facing financial hardship, rising living costs, and barriers to support.

## How people accessed support



Email & digital (37.6%)



Letter (11.2%)



Phone (37.3%)



In person (10.2%)  
(first contact)

People accessed support in the way that worked best for them: Online, by phone, in writing, and in person.

## Who we are

**29**  
staff

**69**  
volunteers

**citizens  
advice**

**Bath &  
North East  
Somerset**

# The difference we made in 2025/26

## Our financial impact



**£5.8 million** total financial gains achieved for clients



**£5,021** average financial gain per client receiving support

This support helped people stay in their homes, manage essential costs, and avoid crisis.

## A way forward



**82%** found it easy to access our service



**89%** would recommend our service

We provide free, impartial advice that helps people understand their options, regain confidence, and move forward before issues reach crisis point.

## A “massive relief” on multiple fronts

One of our disabled clients came to us struggling with rising energy bills, debt, ill health, and the cost of living.

We helped her and her partner maximise their income, access grants and support schemes, manage debts, and reduce household costs.

As a result, they secured more than £400 a month in additional income and savings, alongside £1,789 in grants and emergency support, clearing their energy debt and helping them move out of fuel poverty.

*“It’s a massive relief and has made such a difference. The stress was really affecting my health and I didn’t sleep well.”*

## Our wider value



Supporting earlier intervention and prevention across Bath & NE Somerset



A key partner within Integrated Neighbourhood Teams, reducing pressure on health and public services

## Looking ahead

Demand for support continues to grow, particularly around financial insecurity and wellbeing.

With additional support, we can help more people earlier, before problems escalate.

**citizens  
advice**

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