



Rushmoor
'Your Voice'

About us

Citizens Advice Rushmoor is a local charity, offering free, confidential, impartial and independent advice and information services.

We are part of the national Citizens Advice network, which values diversity, promotes equality and challenges discrimination. Our service puts clients at the heart of all we do.



Our aims

We have two main aims:

- To provide the advice people need to move forward through the problems they face.
- To improve the policies and practices that affect people's lives.

We are always working to address the wider problems that affect our clients through our research and campaigns work.



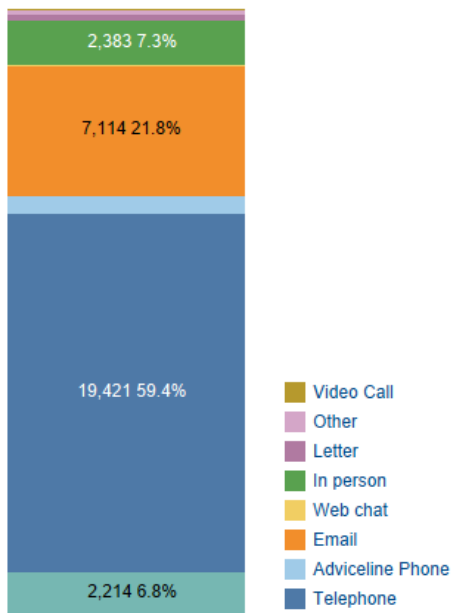
Summary

Clients	10,435
Quick client contacts	2,016
Issues	45,809
Activities	32,671
Cases	10,099

Outcomes

Income gain	£3,349,482
Re-imbursments, services, loans	£10,094
Debts written off	£112,640
Repayments rescheduled	£9,988
Other	£74,342

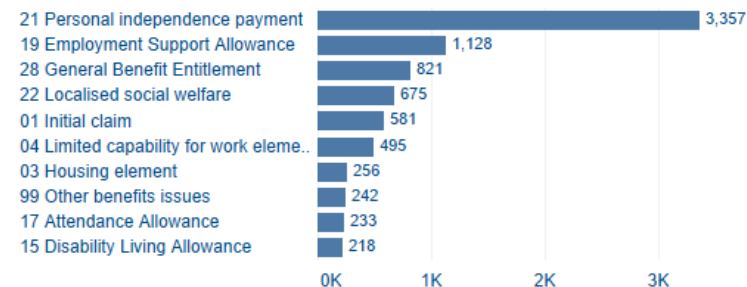
Channel



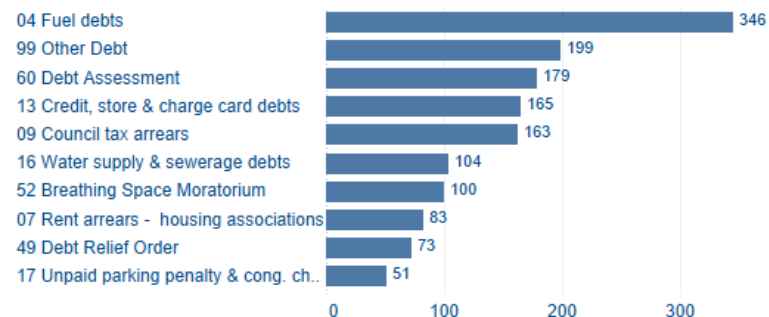
Issues

Issues	Clients
Benefits & tax credits	1,711
Benefits Universal Credit	635
Charitable Support & Food Ban..	357
Consumer goods & services	329
Debt	541
Education	25
Employment	212
Financial services & capability	7,291
GVA & Hate Crime	81
Health & community care	87
Housing	678
Immigration & asylum	108
Legal	210
Other	29
Relationships & family	254
Tax	45
Travel & transport	99
Utilities & communications	444
Grand Total	45,809

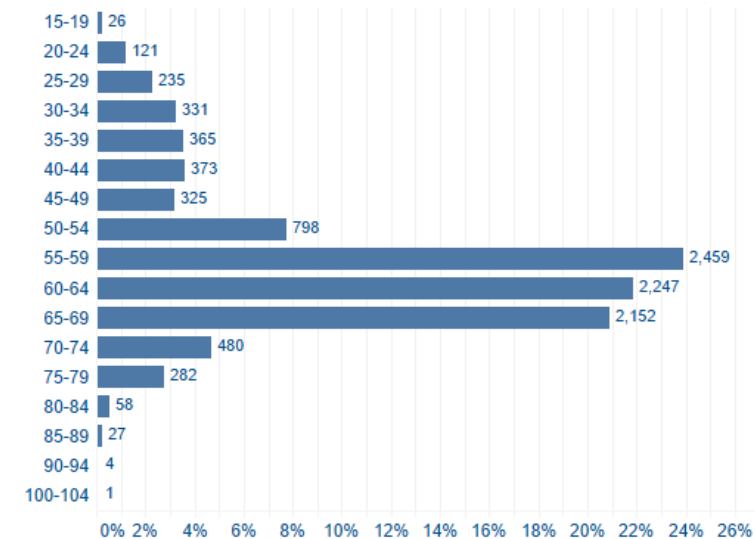
Top benefit issues



Top debt issues



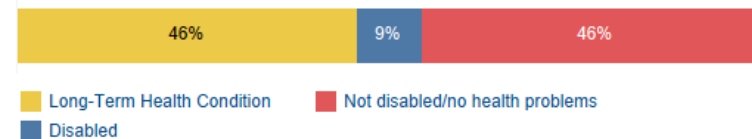
Age



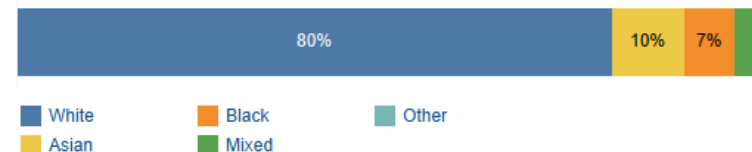
Gender



Disability / Long-term health



Ethnicity





Rushmoor

Research and Campaigns plan 24-25

Our frontline work gives us unique insight –



we see the human impact of broken policies and practices, and understand what needs to be done to fix them.

Here are our Research and Campaigns work priorities for 2024/25:

Improving living standards –
so heating and eating is never a choice

- Uprate working-age benefits
- Expand support for those on low incomes
- Raise awareness of Pension Credit

Tackling the housing crisis –
ensuring we all have a home that's safe and warm

- End damp and mould
- Secure reform for renters
- More affordable housing

Ensuring that work pays –
with a safety net for those that can't

- Pay a real living wage
- Reform disability welfare
- Improve treatment wait times

Lots done, more to do on...

Hate Crime
Scams Awareness

National Citizens Advice research

<https://www.citizensadvice.org.uk/policy/>

