

Hello Parish Councillors and Happy New Year!

As 2025 has come to an end we wanted to take time and reflect on the year, the people we helped and the difficulties they faced during the year. Attached to this email are data reports for each of the Local Community Network areas that Citizens Advice Somerset serves. They provide a snapshot of:

- **The number of people (clients) we saw during 2025 in each area (broken down by LCN and parish)**
- **The number of advice issues we helped with**
- **The 5 most common advice problems**
- **The top debt issues people faced**
- **Along with client profile/demography data**

The volume of advice issues that individual clients are dealing with is climbing. This is due to the ongoing financial challenges England leading to increasing complexity of daily life, coupled with significant policy and legislative changes. This is taking a toll on people and many of our clients contact us in distress or overwhelmed.

The numbers of people accessing our community-based advice services continued to rise during 2025 and we were there throughout the year so they don't have to face their problems alone. Although we're a large independent charity we continue to provide local, 'on the ground' services across Somerset (in addition to our phone and online advice) to ensure that people can access the help they need *how* they need it.

Alongside providing the advice people need for the problems they face, we also campaign for system and policy change. During 2025 our research/policy team were very busy campaigning about the issues affecting people in Somerset – you may recall receiving their Council Tax Reduction briefing paper in late 2025. You can see their work in our [most recent newsletter](https://citizensadvice-somerset.org.uk/research-and-campaigns/) or keep up to date on the trends affecting your communities on our website <https://citizensadvice-somerset.org.uk/research-and-campaigns/>.

If you're interested in what we do, how we do it, and with what resources take a look at our [Impact Report 2024-25](#) and [Trustee Annual Report 2024-25](#). They are jam-packed with insights into our service, client stories and evidence of our (positive) impact in Somerset.

We are incredibly grateful to all the Parish Councils who have supported us with a grant or donation - we can't continue to be the people's champion without you.



Thank you

If you are busy budget setting for 2026-27 please do bear us in mind. We believe nobody should have to face problems alone and with your continued support we'll be able to help the people who need us.

Kind regards,

Rhoda Cooke (she/her)

Executive Operations Manager

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Working pattern: Monday to Thursday

[Citizens Advice Somerset](#)