

Impact Report 2025/26

Life can change in an instant, but here at Citizens Advice Rotherham and District, we make sure no one has to face a crisis alone.

For over 60 years, we've offered free, expert advice to people in Rotherham, helping them move forward when it matters most. Because in Rotherham, we help each other.

The year at a glance:



13,325
people helped.

30,815

issues resolved.



£751,169
of debt relief
provided.

£9,059,524

gained in
income for
Rotherham
people.



**citizens
advice**

**Rotherham
& District**

As we mark our 60th year supporting Rotherham, our “success” reflects the growing challenges our community faces daily. The cost-of-living crisis affects everyone, but our most vulnerable neighbours feel the greatest pressure.

This year, demand rose by 30%, with 13,325 people turning to us for help with complex issues. I'm proud of our team and grateful to the partners who make this work possible.

Looking ahead, we're committed to evolving with our community. By strengthening fundraising in a challenging climate, we'll remain a sustainable, responsive “people's champion” for years to come.

Duncan Gall

Chief Executive Officer



What We Are Seeing in Rotherham ...

Every number tells a story. The data below reflects the real experiences of people across Rotherham facing increasingly complex and urgent challenges.

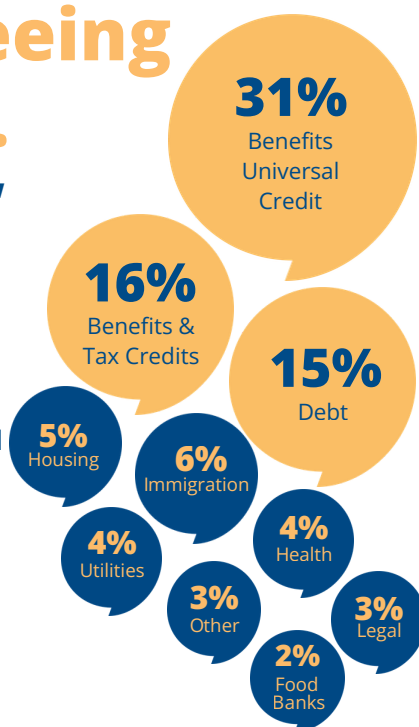
Demand for our services remains high, with 30% more clients supported than last year. Within this, Benefits and Universal Credit stand out, accounting for 31% of all issues we see and making them the largest area of demand.

Top Benefit Issues

1. Initial Claim
2. Personal Independence Payment
3. Managed Migration
4. Limited capability for work element
5. General Benefit Entitlement
6. Employment Support Allowance
7. Housing element
8. Standard element
9. Calculation of income and earnings
10. Attendance Allowance

Top Debt Issues

1. Debt Assessment
2. Other Debt
3. Fuel Debts
4. Council Tax Arrears
5. Credit, Store & Charge Card Debts
6. Water Supply & Sewerage Debts
7. Unsecured Personal Loan Debts
8. Rent Arrears - LAs or ALMOs
9. Debt Relief Order
10. Breathing Space Moratorium



Trending Issue:

Rising Financial Pressure

Financial pressures are intensifying, reflected in a 24% rise in debt-related issues in 2025/26 compared to the previous year.

Most concerningly, the majority of these debts are priority debts, placing clients at greater risk of severe consequences such as eviction, utility disconnection, and legal action.



Who Are We Helping In Rotherham

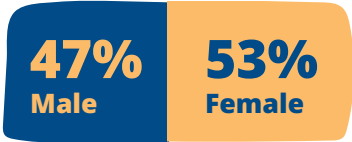
The people who come to us reflect the diversity of our community. We support people of all ages and backgrounds. What unites them is not just the issues they face, but the speed and severity with which circumstances can change.

Our data provides a clearer picture of who has turned to us for support in the last 12 months.

Age of our Clients:



Gender of our Clients:



Client Fact File:



21%

of our clients were single adults.



7%

of our clients are actively in employment.



61%

of our clients experienced a long-term or disability.

"Our adviser was extremely helpful and patient with my autistic son. She was very professional and respectful and couldn't do enough to help. Excellent service and would recommend to anyone needing help. Thank you for your help."



How we help Rotherham people ...

Our team:

Our service is delivered by our expertly trained advisers and committed volunteers who work together to provide our community with the help and support they need to find a way forwards.

Our channels:

41%
Telephone

22%
In-Person

7%
Adviseline
Phone

20%
Email

4%
Admin

4%
Other

We focus on meeting the people in our community where they are, by offering support through multiple channels so it is easy to access when it is needed most. Rotherham people can contact us in person, by phone, or online, depending on what best meets their needs.

Client Satisfaction:



77%

of our clients rated their experience at CARD 10/10.



91%

of our clients said they would recommend our services to their friends and families.

**Competent
Knowledgeable
Professional
Helpful
Friendly
Supportive
Respectful
Considerate**



35
Staff



29
Volunteers



8
Trustees

Working Together for Better Outcomes...

Financial hardship can affect mental health. Housing instability can impact family wellbeing. Debt can limit someone's confidence and future opportunities.

Our role is not only to resolve immediate issues, but to work alongside partners to address the wider circumstances affecting someone's life.

Through collaboration, we:

- Provide advice in trusted community and health settings
- Create seamless referral pathways
- Deliver joint responses to complex cases
- Prevent escalation into crisis

Partnership isn't an addition to our work. It's fundamental to it.

In the last year we successfully delivered

15 partnership projects.

Energy Support Service

Open Arms

eVisa Support

Pathways to Work

More Than Just Food

Make Our Money Go Further

Tackling Destitution

Digital Inclusion

Help to Claim

Rotherham Cancer Advocacy Service

Social Prescribing

Trussel Trust Foodbanks

Pension Credit Support

RDASH: Advice of Prescription

Crossroads Care

Debt Support Service



The voices of Rotherham ...

RDASH Client Case Study:

A single client in their 60s, recently discharged from inpatient mental health care, was living in temporary accommodation and facing severe financial hardship, benefit disruption, and significant debt.

Their Universal Credit had ended and their Personal Independence Payment (PIP) had been reduced despite worsening health. With no stable income, they were unable to afford basic essentials such as food and energy. Unsuitable housing and historic debt were adding to their distress and instability at a particularly vulnerable time.

We acted quickly to stabilise the situation and rebuild financial security. This included supporting a new Universal Credit claim and initiating the Limited Capability for Work-Related Activity process to maximise income, as well as assisting with a PIP review and ongoing appeal. Emergency fuel and food support were provided to meet immediate needs, alongside tailored energy advice and applications to grant schemes. We also worked closely with the client's mental health support worker to ensure coordinated, joined-up support.

As a result, the client's income has been restored, with further entitlement in progress. Immediate crisis support prevented further hardship, while ongoing advice and grant applications are helping to improve longer-term affordability and stability.



**"You've helped with everything...
I couldn't have managed this on
my own."**

Making Our Work Possible...

Our work across Rotherham is made possible through the trust and investment of our funders and commissioning partners.

Their support enables us to keep advice free and independent, deliver services in the community and health settings, reach people who might otherwise struggle to access support, and respond flexibly to emerging local needs.

We are proud to work alongside organisations that share our commitment to fairness, stability, and opportunity for everyone in Rotherham.

Together, we are helping ensure that no one has to face life's challenges alone.



With sincere thanks to all our funders and partners for making this work possible.

Rotherham Federation



Strengthening Communities

Rotherham
Metropolitan
Borough Council

VA Voluntary
Action
Rotherham

Trussell
Ending hunger together

COMMUNITY FUND

MaPS

NHS
Rotherham Doncaster
and South Humber
NHS Foundation Trust

e Electrical
Safety
First

SOUTH YORKSHIRE
SYMCA
MAYORAL
COMBINED
AUTHORITY

MACMILLAN
CANCER SUPPORT



Funded by
UK Government

Supporting Our Work Through Fundraising...

Alongside our commissioned services, we have begun to develop our fundraising activity as an important part of our future sustainability.

While this area is still growing, it offers an opportunity to enhance our support for people in Rotherham and strengthen our ability to respond to emerging needs.



Over time, fundraising will help us go further, particularly in providing additional crisis support and improving the reach and flexibility of our services. We are grateful to those who have already shown interest in supporting our work, whether through donations, fundraising activities, or partnership opportunities.

Our Founding Fundraisers:

We are incredibly proud and grateful to our founding fundraisers, Sammy and Polly, who recently took on the Royal Parks Half Marathon, raising an amazing £1,093 for CARD.

Their achievement reflects a commitment to supporting our community and helping ensure that no one in Rotherham has to face a problem alone.

We extend our sincere thanks to Sammy and Polly for leading the way in such a powerful and inspiring way.





Alongside this, we are committed to continuing to adapt and evolve our service in response to the changing needs of our community. As circumstances shift across Rotherham, we will ensure our support remains relevant, accessible and responsive to the realities people are facing.

Above all, we remain committed to being there for people in Rotherham when they need us most, ensuring our service continues to evolve around the needs of the community we serve.



Moments That Mattered: 2025/26 in Pictures



Moments That Mattered: 2025/26 in Pictures



Stay connected:

Get updates straight to your inbox on our services, ways to get involved, and have your voice heard in Rotherham.



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www.citizensadvicerotherham.org.uk

Charity Registration Number: 1089261

**citizens
advice**

**Rotherham
& District**