



**West
Somerset**

Citizens Advice West Somerset

**The Lane Centre
Market House Lane
Minehead TA24 5NW**

Telephone: 0800 802 1808

www.citizensadvicewestsomerset.org.uk

admin@citizensadvicewestsomerset.org.uk

advice@citizensadvicewestsomerset.org.uk

**citizens
advice**

**West
Somerset**

What we do



Feedback



**Where to
find us**



Food



Debt



Benefits



Housing



Health



Work



Consumer



Family



**Law and
Courts**



Immigration

<https://citizensadvicewestsomerset.org.uk/>



**West
Somerset**

Our objectives

**We offer a high quality,
responsive advice service:**

- enabling early actions to avoid escalation
- empowering clients to own the issues that affect their lives



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Somerset

Our team

Paid staff*

6

Trustees

5

Volunteers

4

***Only 2
paid staff
are full time**



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Service hours

Office

Monday	08:00	10:00 to 13:30	18:00
Tuesday	08:00	CLOSED	18:00
Wednesday	08:00	10:00 to 13:30	18:00
Thursday	08:00	10:00 to 13:30	18:00
Friday	08:00	10:00 to 13:30	18:00

Home visits to vulnerable clients – *not promoted

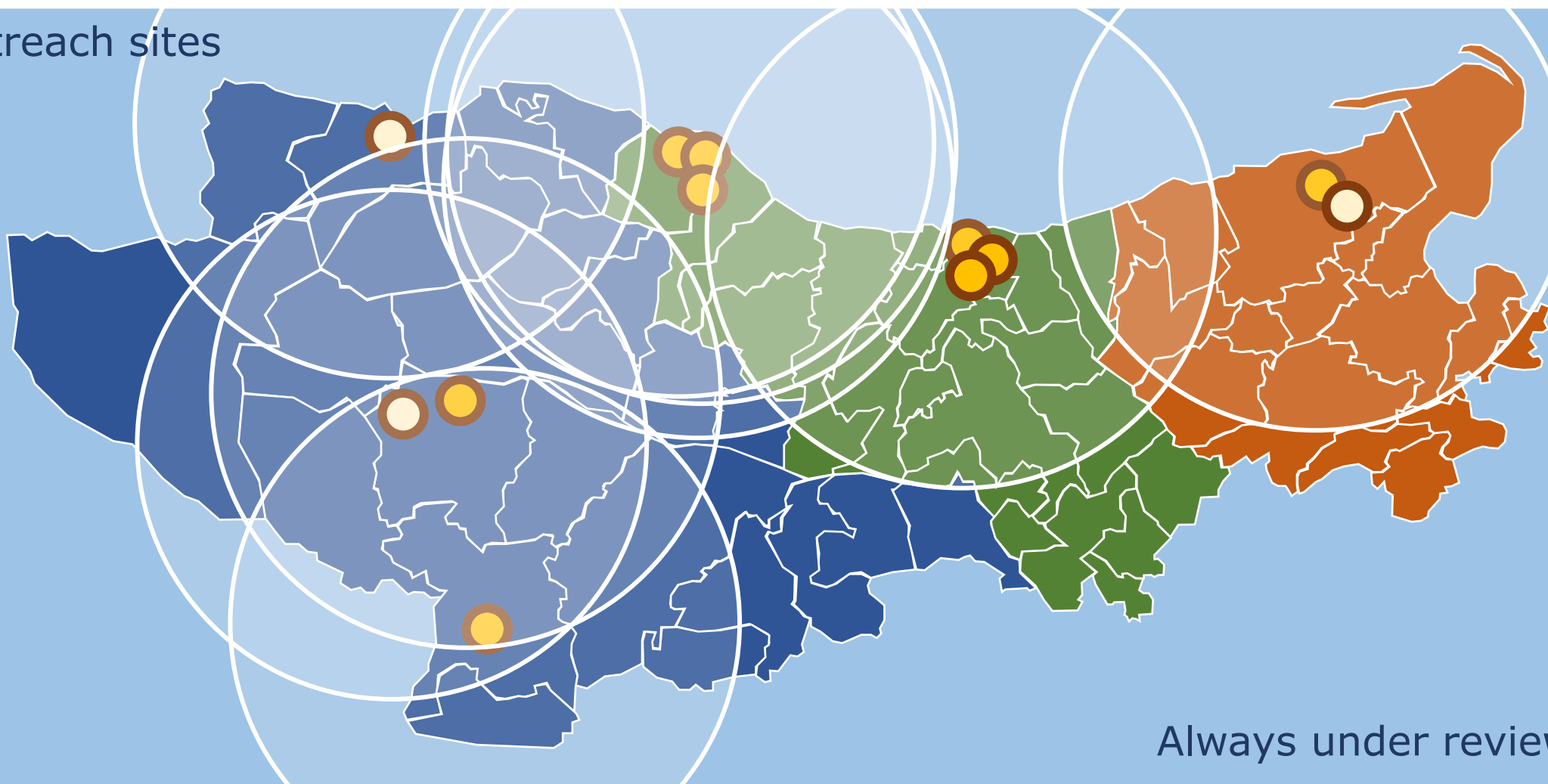
*Only after all other avenues exhausted

**citizens
advice**

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Somerset**

Where we help

Outreach sites



Always under review



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Where we help

Rural and urban
analysis for
deprivation across
Local Community
Networks LCN1; 13
and 14

-  Scheduled outreach
-  Unscheduled outreach



Always under review

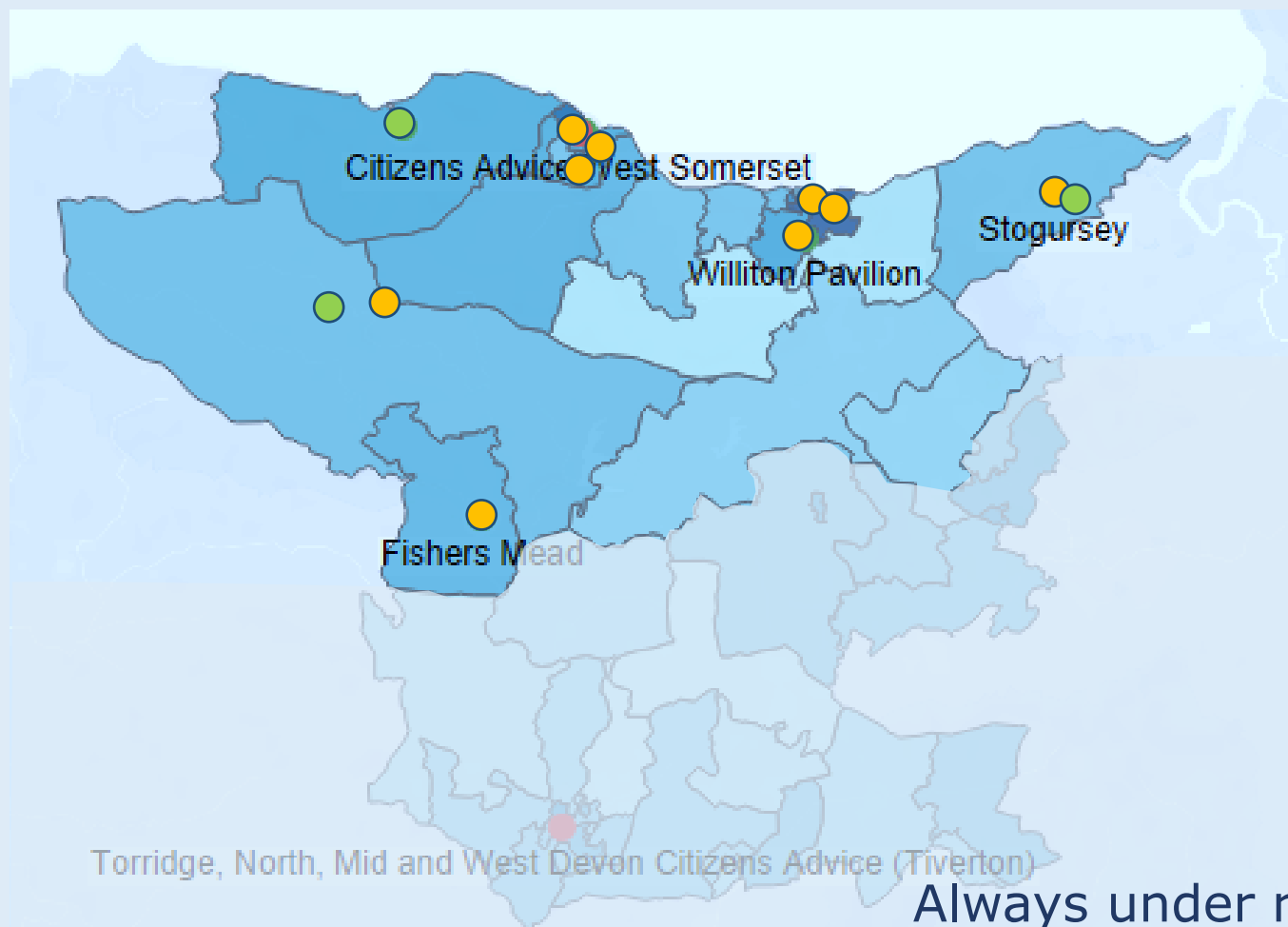


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Where we help

Rural and urban
analysis for service
provision across Local
Community Networks
LCN1; 13 and 14

-  Scheduled outreach
-  Unscheduled outreach





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Client journey

Ongoing support until all issues concluded

Face-to-face

Telephone

Email

Adviceline

Website

Webchat

Videocall

First contact:
Consents
and initial
assessment

Allocation to
adviser(s)

Full
assessment
and mutually
agreed
division of
responsibilities

Actions agreed
and schedule of
activity agreed

Third parties
engaged where
necessary



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How we help

Casework

Specialist assessment of all issues.
Tailored advice fully explained and responsibility for client progress.
Client fully supported throughout the whole process.

**measured
in weeks or
months**

Advice

Holistic assessment of all issues.
Tailored advice fully explained.
Client fully supported during progress, including next steps.

**measured
in days or
weeks**

Information

Issues are explored.
Information contains publicly available information.
The client interprets what is given and makes a decision.

**measured
in hours or
days**

Simple Queries

Simple Queries contain very little information about the client and our interaction.
Simple Queries provide quick advice without filling in a full case record.
The client interprets what is given and makes a decision.

**measured
in minutes
or hours**



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Who we have helped

For the period between 1 April 2024 up to 31 March 2025 we have helped many clients with a broad range of issues through all channels

2,327

Clients helped to date

Complex cases **988**

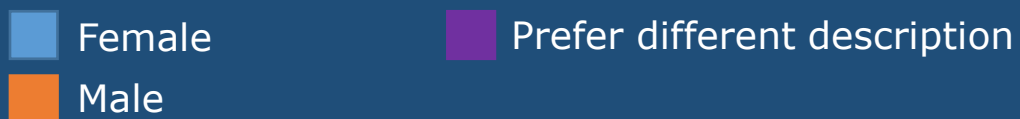
Simpler cases **1,339**

Client issues

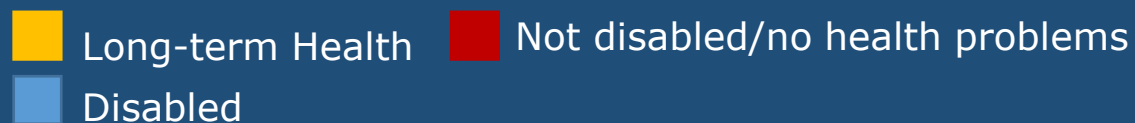
Benefits & tax credits	2,042
Universal credit	652
Charitable Support & Food Banks	243
Consumer goods & services	74
Debt	601
Education	32
Employment	185
Financial services & capability	79
GVA & Hate Crime	52
Health & community care	125
Housing	581
Immigration & asylum	37
Legal	213
Other	8
Relationships & family	320
Tax	37
Travel & transport	67
Utilities & communications	130
Grand Total	5,478

Who are our clients?

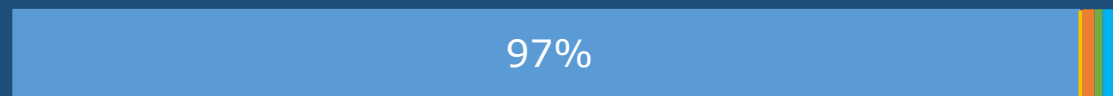
Gender



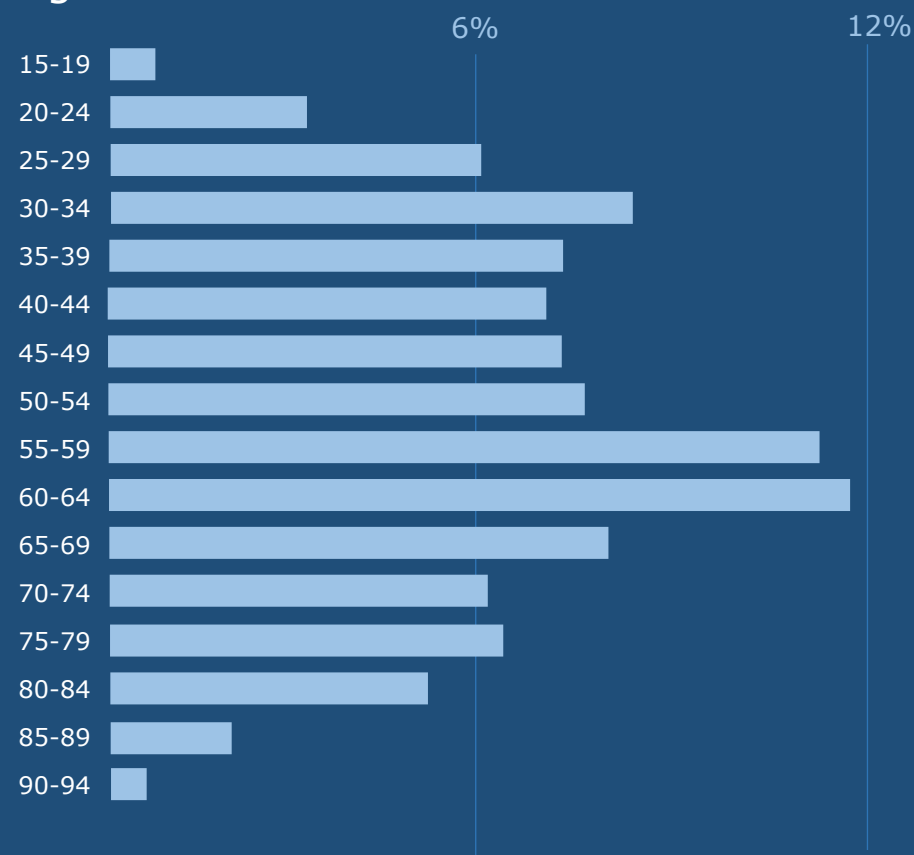
Disability /Long-term health



Ethnicity



Age





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Outcome data

For the period between 1 April 2024
up to 31 March 2025 complex cases,
issues and financial outcomes

£1,405,163

Number of complex
client cases: **988**

Total number
of issues: **5,478**

Total number of
activities: **6,451**

Most time-consuming client issues

Personal Independence Payments	628
General Benefit Entitlement	474
Council Tax Reduction	169
Attendance Allowance	158
Pension Credit	148
Limited Capability for Work	116
Council Tax Arrears	110
Housing	108
Employment Support Allowance	106
Managed Migration	92
Housing Benefit	82
Credit, Store and Charge Cards Debts	60
Debt Relief Order	56
Fuel Debts	43
Water Supply and Sewage Debts	36
Grand Total	2,386



**West
Somerset**

Return Against Funding

West Somerset CA productivity data for April 2024 to March 2025 compared to the previous two years.

2025

465

Average number of
clients per team
member and
average value of
outcomes

£282,032

2024

444

Average number of
clients per team
member and
average value of
outcomes

£190,806

2023

397

Average number
of clients per
team member and
average value of
outcomes

£122,229



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Return Against Funding

Every £1 invested
=
£8.70 returned



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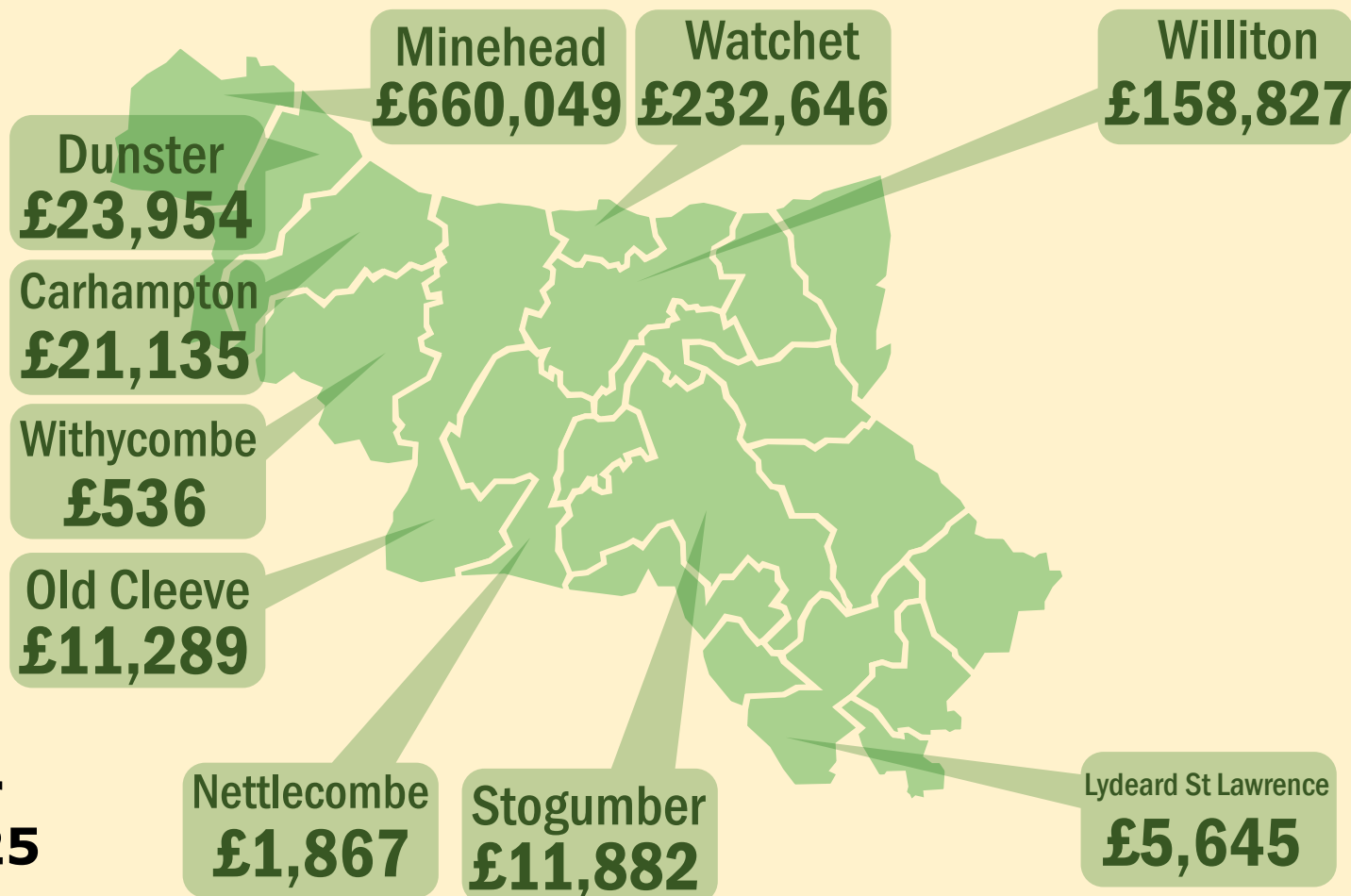
Minehead & Watchet LCN

Client financial
outcomes April 2024
to March 2025

2023 outcomes were
£719,220

End of year outcomes
are **£1,134,068** which
is 36% increase

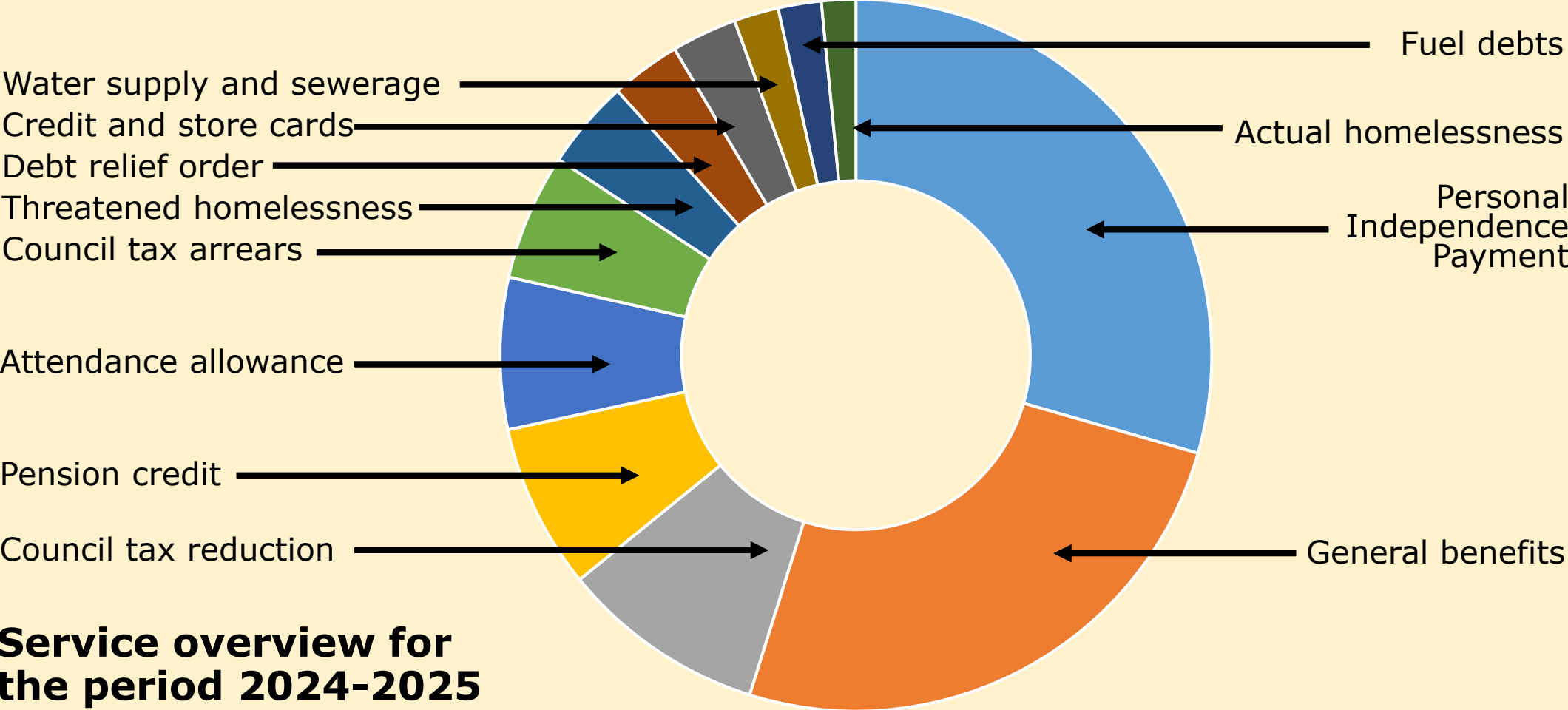
**Service overview for
the period 2024-2025**





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Minehead & Watchet LCN

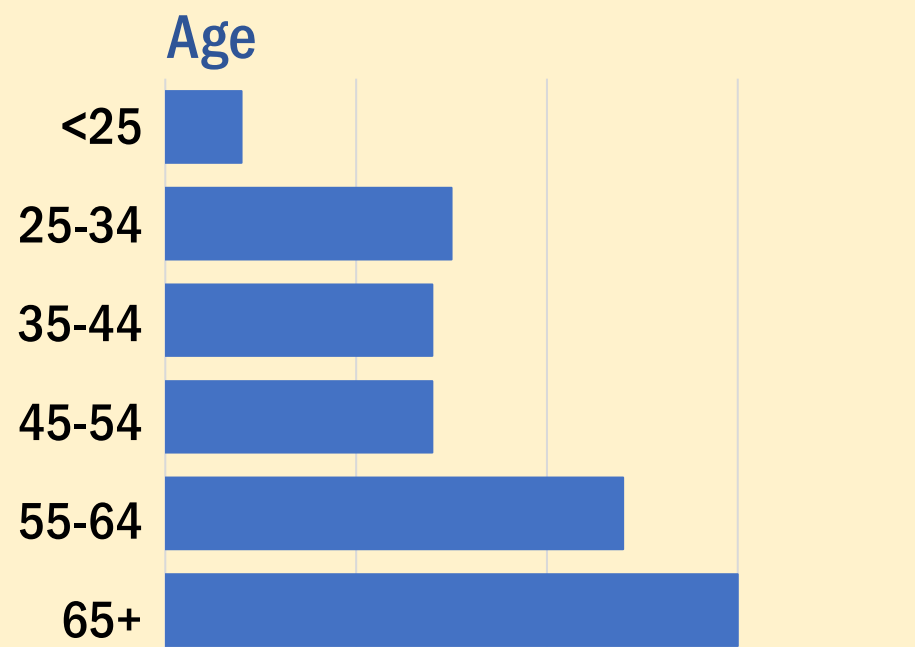
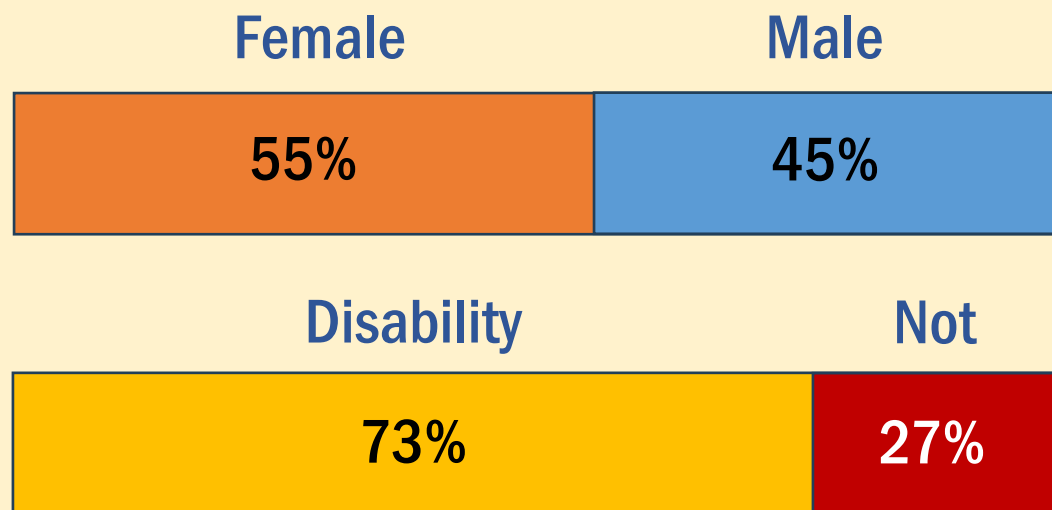


**Service overview for
the period 2024-2025**



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Minehead & Watchet LCN



Service overview for the period 2024-2025



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Minehead & Watchet LCN

For the period 2024-2025

80% of financial outcomes

64% of complex cases

66% of issues

81% of activities



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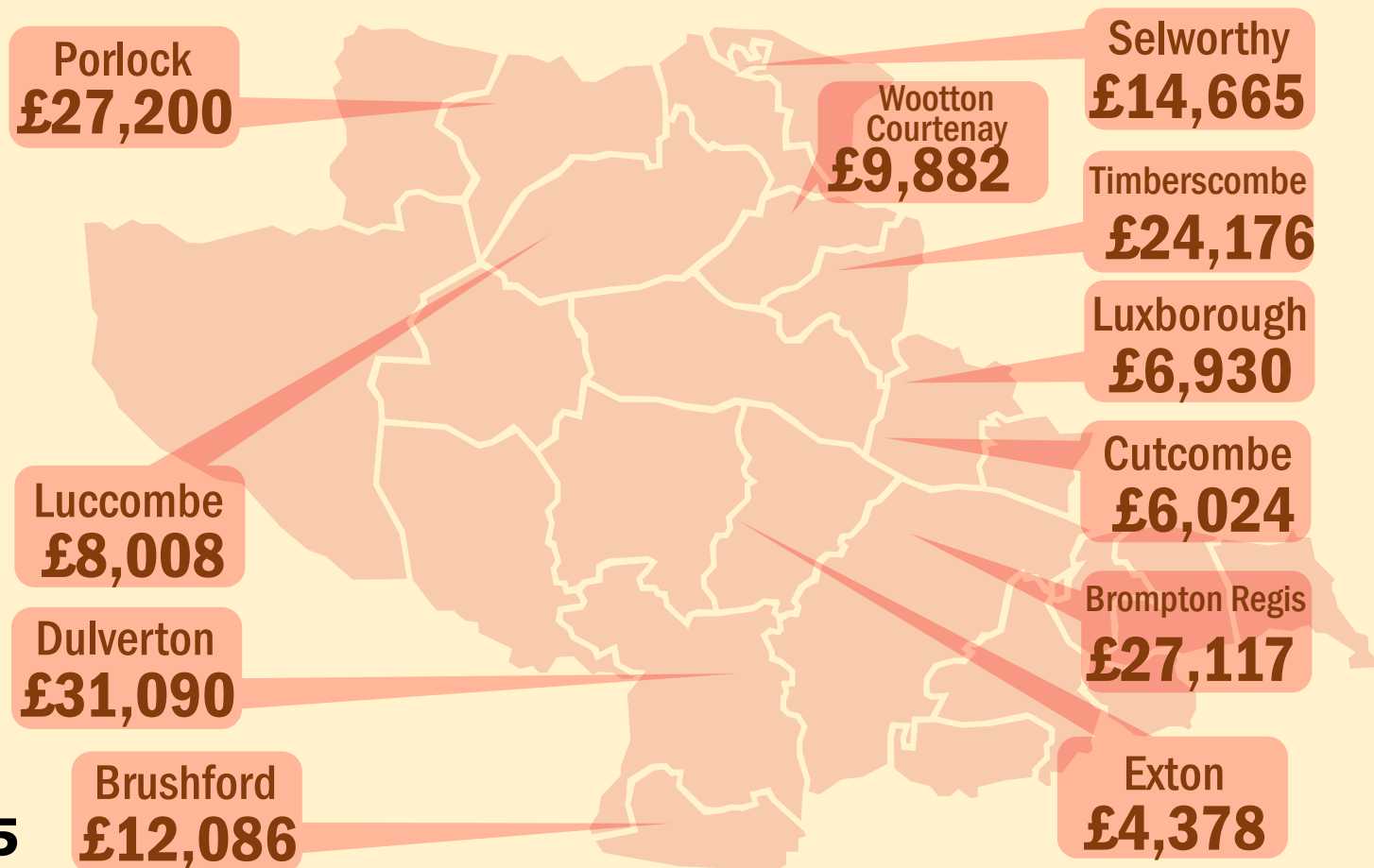
Exmoor LCN

Client financial
outcomes April 2024
to March 2025

2023 outcomes were
£153,242

End of year outcomes
are £171,556 which is
10% increase

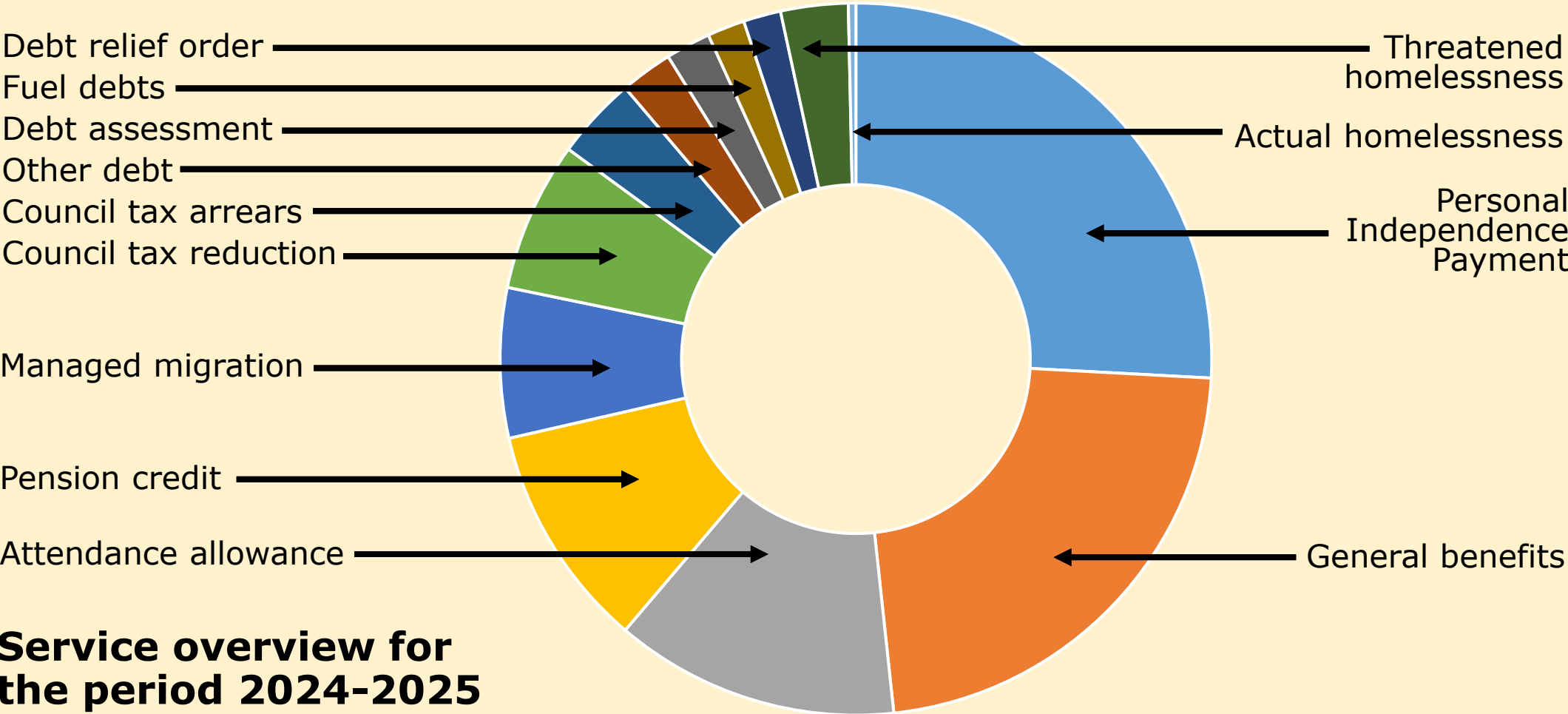
**Service overview for
the period 2024-2025**





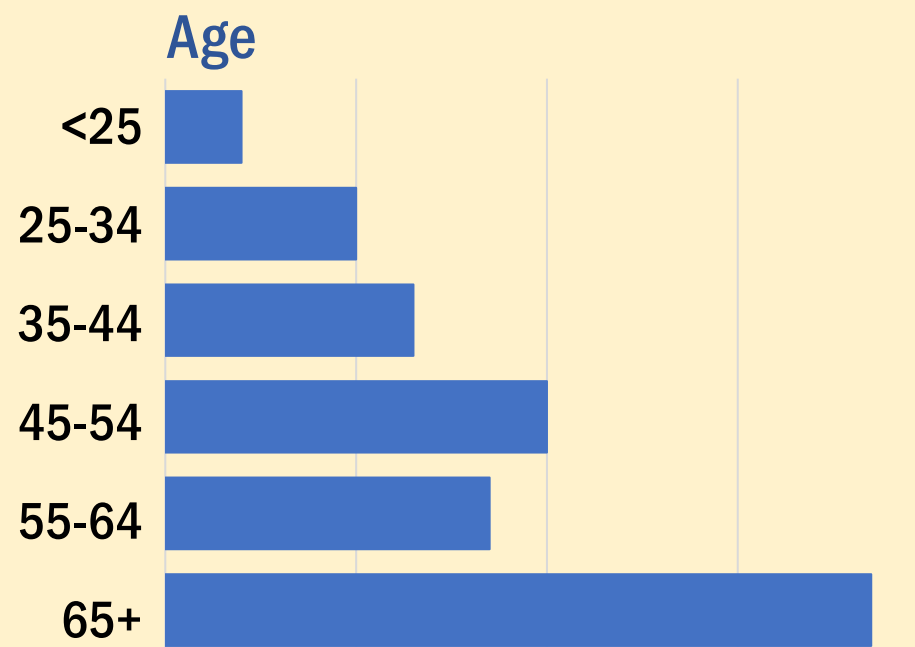
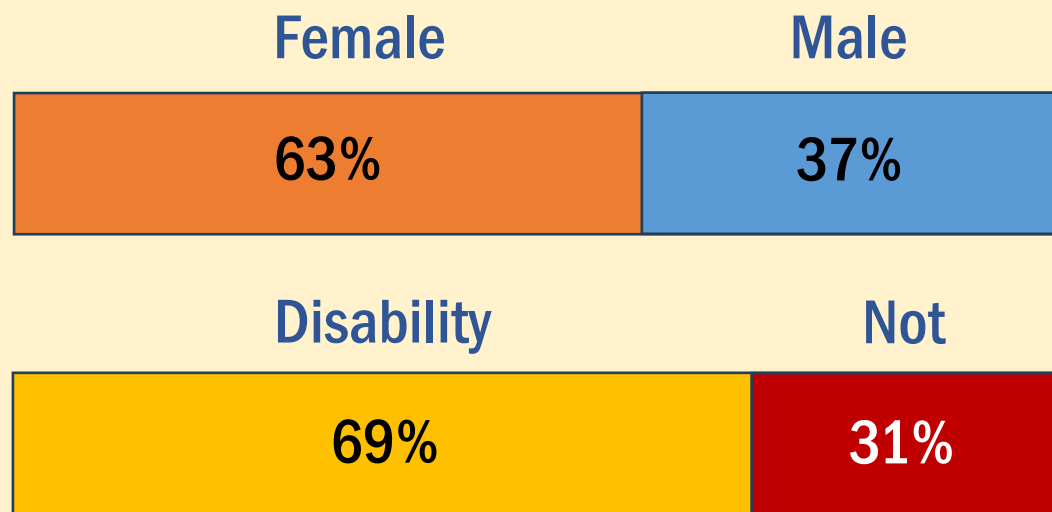
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Exmoor LCN



**Service overview for
the period 2024-2025**

Exmoor LCN



Service overview for the period 2024-2025

For the period 2024-2025

12% of financial outcomes

11% of complex cases

11% of issues

17% of activities



**West
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Dowsborough LCN

**Client financial
outcomes April 2024
to March 2025**

**2023 outcomes were
£171**

**End of year outcomes
are £37,137**

**Service overview for
the period 2024-2025**

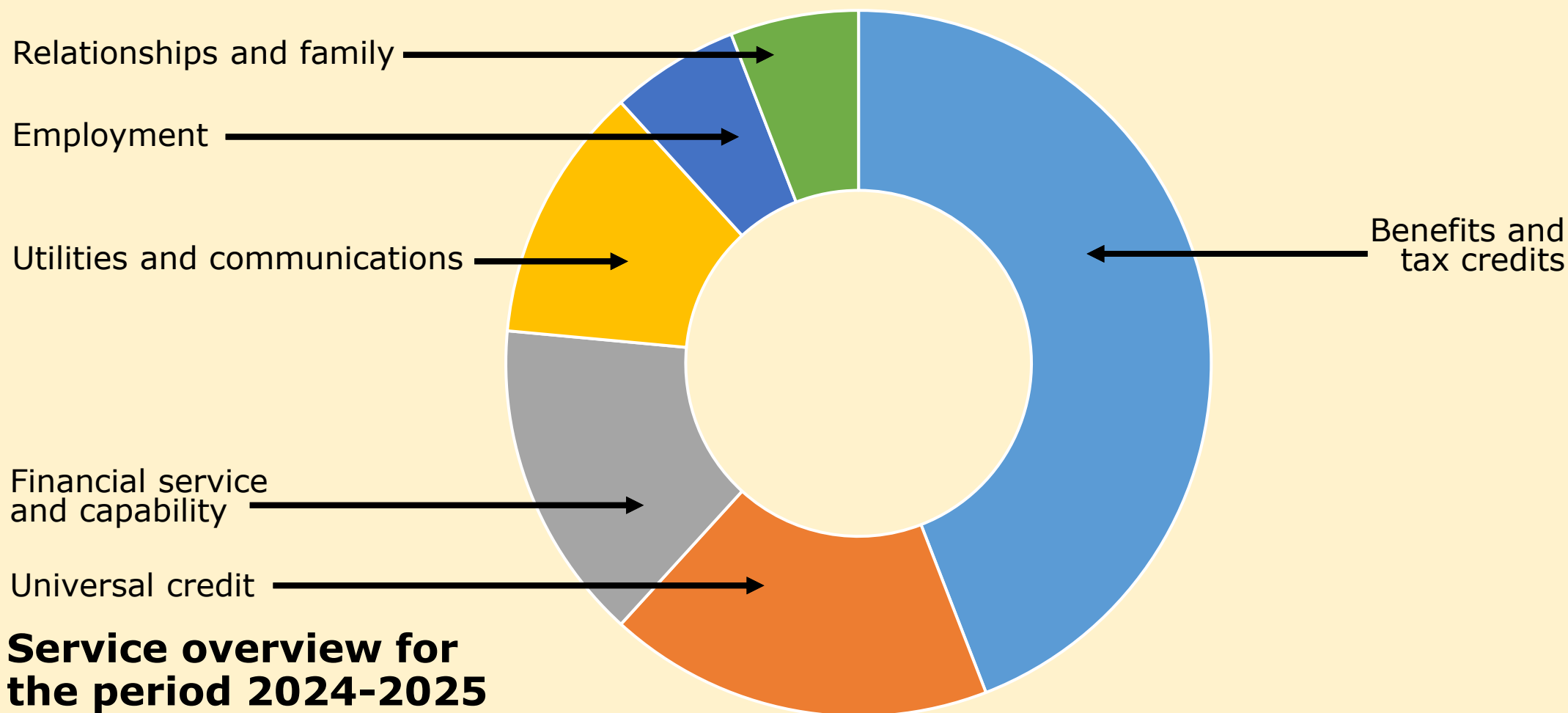
**Holford
£37,137**





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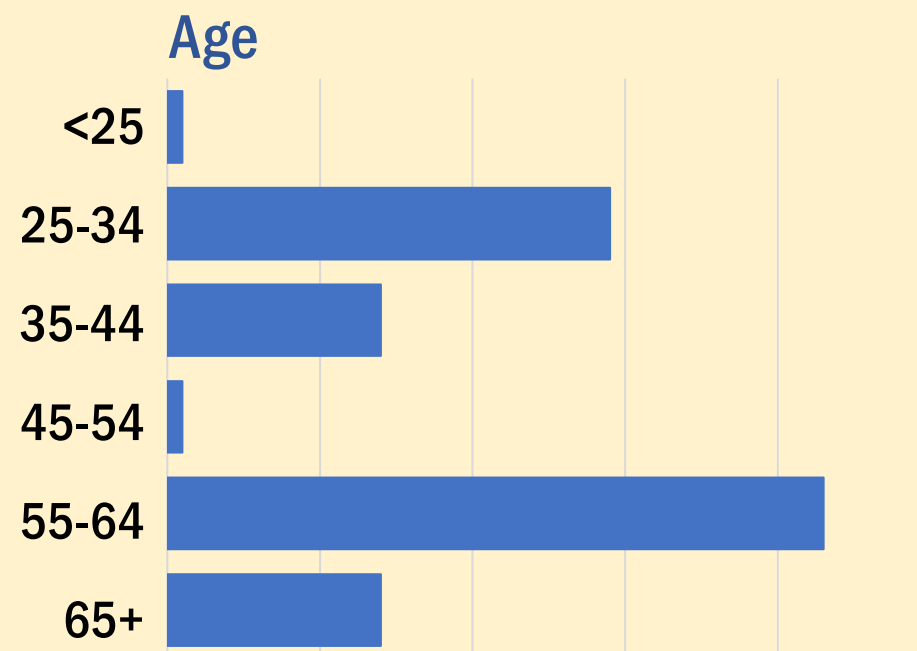
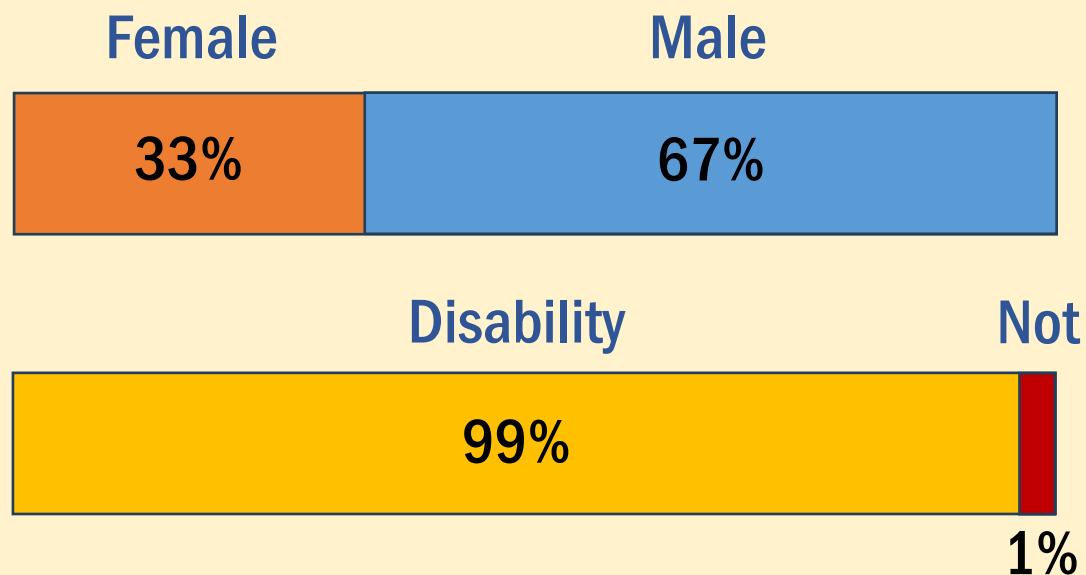
Dowsborough LCN





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Dowsborough LCN



Service overview for the period 2024-2025

For the period 2024-2025

2.6% of financial outcomes

0.7% of complex cases

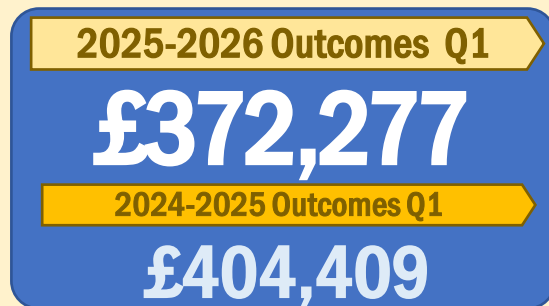
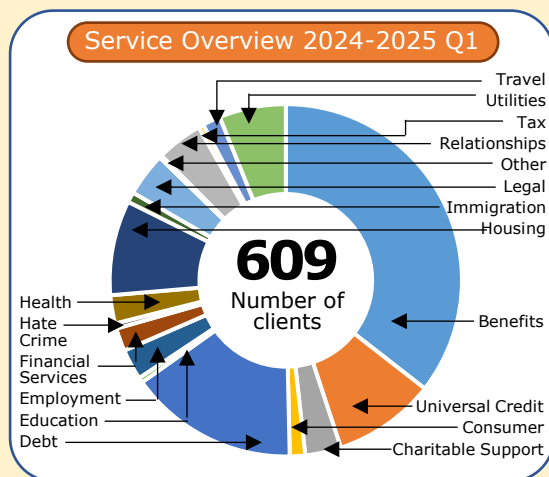
0.6% of issues

0.8% of activities

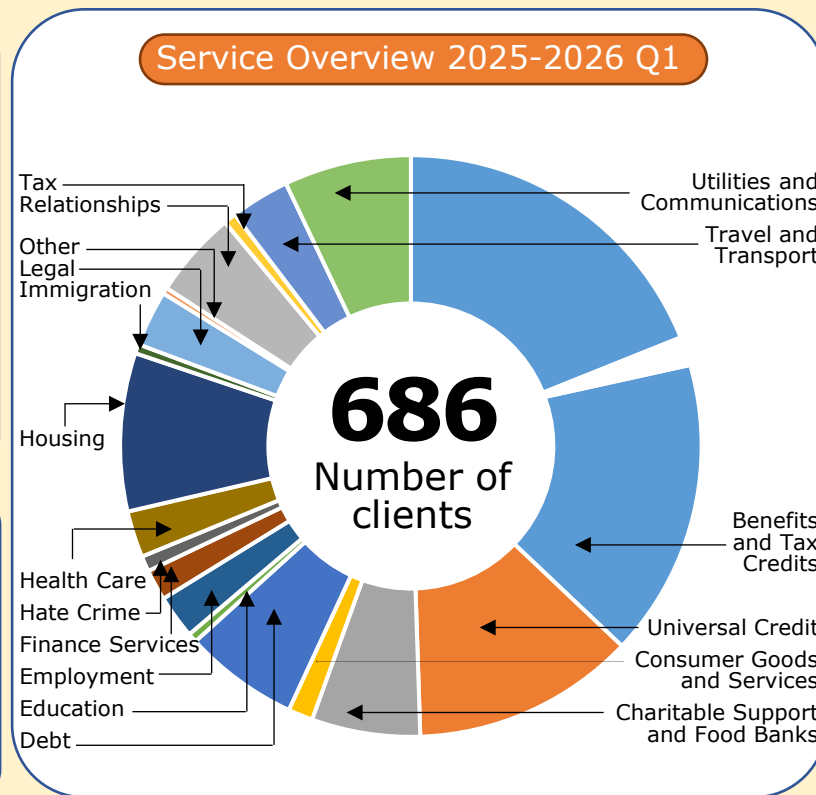


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Quarter 1 2025-2026



**Service overview for the
period 2025-2026 Q1**



11%



**Potential financial
outcomes over
1.4 million**



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Existing Relationships

For every **£1** invested in our charity, we return **£8.70** in fiscal value

Somerset Council: Council Tax Division, Housing Division, Environmental Health Division; Magna Housing; LIVE West; Housing 21; MIND; Minehead Community Hospital Barnfield Unit; West Somerset Food Cupboard; Moorland Food Bank; Quantock Food Bank; Probation Service; Navigate; Christians Against Poverty; Watchet Baptist Church; Rethink; Jobcentre/DWP; Diversity Voice; YMCA; Wessex Water; Home-Start; West Somerset Green Forum; Engage; Royal British Legion; Village Agents; Discovery; Community Support Groups; Dukes Bailiffs; Jacobs Bailiffs; CA Somerset.



**West
Somerset**

We are an entirely independent charity.

Citizens Advice does not fund us.

**We are part of the national network
and we share a data platform.**

**We begin every financial year sourcing funding
on an ongoing basis.**

Any questions?