



New Forest

Citizens Advice New Forest
Newcourt House
28 New Street
Lymington
SO41 9BQ

18th June 2018

Mrs S Brayley (Locum Clerk & RFO)

Copythorne Parish Council

Spinaway

Wootton Road, Tiptoe

Lymington SO41 6FU

Dear Mrs Brayley

REQUEST FOR GRANT AID FROM CITIZENS ADVICE NEW FOREST

We are extremely grateful for the on-going financial support provided to Citizens Advice New Forest (CANF) by local councils such as your own. This enables us to operate a multi-channel service across the New Forest. In some cases, such as with our Cancer Support Service, we have been able to offer home visits. As you know, we are a local independent charity and without on-going support from local councils, we cannot continue to provide our voluntary advice services, which are so highly valued by our local communities. The service has been operating in this area since the 1940s.

We have over 120 highly trained volunteers that provide over 27,000 hours of free service. All our advisors are fully trained volunteers and from the local area. We are accredited members of the national Citizens Advice network, and the quality of our work is closely monitored against exacting standards and subject to external audit.

We currently need more help than ever before. The number of complex issues clients are bringing to us is increasing significantly, largely due to changes to welfare reform and government cut-backs. This is at a time when our core grant is going to reduce substantially. We are transforming our services and developing more digital channels, yet striving to maintain local face-to-face services, which are very highly regarded, particularly by those with greatest needs.

We cannot afford to pay the high rents and rising costs for the upkeep of high street premises, and we are looking to move into shared co-location premises, based in the heart of the communities that we serve. We will inevitably incur considerable additional one-off costs to move from existing offices and to update our technology to provide a more flexible service. In the longer term this will enable us to cut costs whilst becoming more visible and accessible.

Chief Executive: Malcolm Walker. Tel: 07740901305. Email: ceo@newforest.cabnet.org.uk

Citizens Advice New Forest is an operating name of New Forest Citizens Advice Bureau.

Charity registration number 1132425.

Company limited by guarantee. Registered in England & Wales number 06983394.

Authorised and regulated by the Financial Conduct Authority FRN: 617673.

Registered office: Newcourt House, 28 New Street, Lymington, SO41 9BQ.



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We would be grateful if you would continue to support us by grant aid, through this period of change, so we may continue to provide local help and support to those in need. We would also be interested in hearing of any additional ways you can help us resource our service to support your local community. Your knowledge of local need is also valuable to us, and if you have any views as to how we may improve our services locally then please don't hesitate to get in touch.

If there's any further information you require from me then just let know. We now publish a quarterly newsletter and you will hopefully have received a copy in May. If not please let us know.

If you would like to discuss support for specific local issues, where we may work more closely together in the future, I'd very much like to hear from you.

Yours sincerely

Malcolm Walker

Chief Executive

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