

Mr David Rigby
Copythorne Parish Council

Date: 13th June 2019

Dear Mr Rigby

PLEASE HELP US CONTINUE TO HELP YOUR LOCAL RESIDENTS

This year whilst writing seeking financial support, we are able to include data to show you how our volunteers helped your local residents in the past year. Ward Dashboards are enclosed for the wards that fall within your local council area. Please show the data to the local Councillors.

The Dashboards show:

- a) The number of clients we helped in your wards and the number of their issues
- b) An analysis of the top issues and a further breakdown of the benefit and debt issues
- c) The number of homelessness cases (where appropriate)
- d) A small ward map showing the clients we've seen and the areas of deprivation
- e) Further breakdown by gender, ethnicity, disabled or long-term help and age group

As you probably know, we are a local independent charity and only with your on-going help and support, can we continue to provide our highly-valued comprehensive voluntary advice services in your area.

We are extremely grateful for the on-going financial support provided to Citizens Advice New Forest (CANF). This enables us to operate a multi-channel advice service across the New Forest.

In total across the forest 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. Changes to the provision of local authorities' services, health services and other charities means that we are often the only place left for people to go for help. The number of complex issues clients are bringing to us is increasing significantly, largely due to complex changes to welfare reform and government cut-backs. This is at a time when our core grant is reducing. We are transforming our services and developing more digital channels,

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yet striving to maintain local face-to-face services, which are very highly-regarded, particularly by those with greatest needs.

We are responding to these challenges by undertaking an exciting programme of change which has two key elements:

- Moving to shared locations in the heart of the communities
- Introducing new technologies, including iCloud migration and laptops to allow us to work more flexibly in more places

We shall be pleased if you will consider this request to help cover our on-going core service. A contribution towards our everyday on-going costs is vital for our service to continue.

Some Councils now treat their contribution towards Citizens Advice New Forest, as on-going revenue expenditure, instead of an annual request for grant aid and this regular commitment is greatly appreciated.

This year it's the 80th Anniversary of Citizens Advice. We were established at the beginning of the Second World War and at that time helped people with rationing, finding missing relatives, sending parcels to troops abroad etc. The type of services we provide may have changed over the decades but the demand for our wide range of services is still greatly needed. The quick contact areas we have traditionally serviced are often resolved by web-based solutions, leaving us to deal with increasing complex issues. We expect this trend to continue.

I would be very happy to come along to a Council meeting and talk in more detail about our services and our future plans.

We do hope you will help us to help your local residents in their times of need.

Yours sincerely

Alison Talbot

Chief Officer

New Forest Citizens Advice

Ward Dashboard

Ashurst, Copythorne South and Netley Marsh

citizens
advice

In this Ward we helped

Clients	102
Issues all	260

Top Issues

Benefits & tax credits	68
Employment	36
Relationships & family	30
Financial services & capability	19
Housing	17

Top 5 benefit issues

21 Personal independence payment	20
17 Attendance Allowance	9
99 Other benefits issues	9
19 Employment Support Allowance	8
01 Initial claim	6

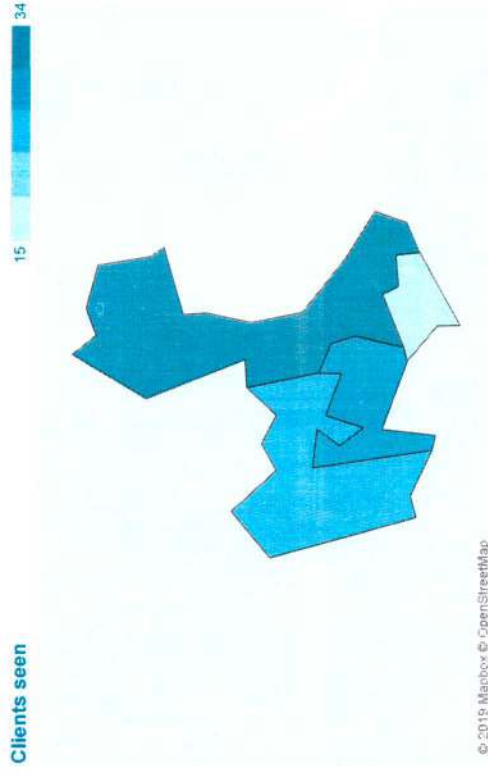
Top 5 debt issues

99 Other	4
14 Unsecured personal loan debts	3
02 Mortgage & secured loan arrears	2
13 Credit, store & charge card debts	2
17 Unpaid parking penalty & cong. chgs.	2

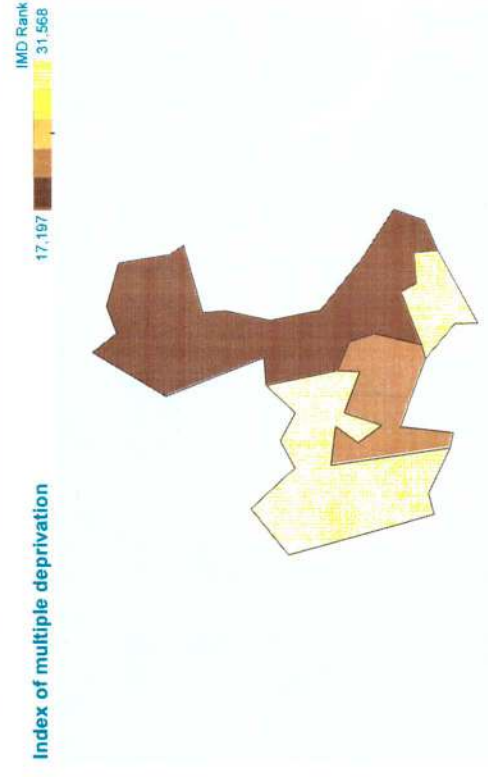
Homelessness

03 Threatened homelessness	2
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Clients seen



Index of multiple deprivation



The darker colours on the IMD map show higher levels of deprivation

Gender



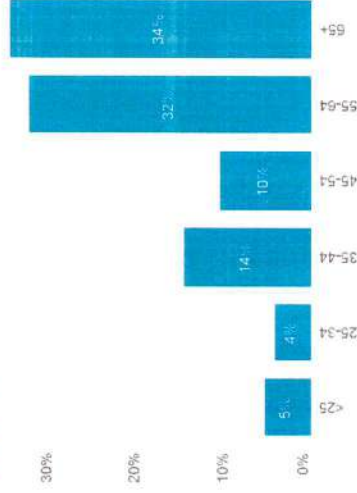
Ethnicity



Disabled or Long term health



Age group



Ward Dashboard

Bramshaw, Copythorne North and Minstead

citizens
advice

In this Ward we helped

Clients	53
Issues all	117

Top Issues

Benefits & tax credits	29
Housing	14
Relationships & family	13
Consumer goods & services	12
Benefits Universal Credit	10
Debt	10
Legal	10

Top 5 benefit issues

21 Personal independence payment	8
99 Other benefits issues	7
19 Employment Support Allowance	5
01 Initial claim	4
03 Pension Credit	3
08 Calculation of income and capital	3
17 Attendance Allowance	3

Top 5 debt issues

09 Council tax arrears	2
04 Fuel debts	1
08 Rent arrears - private landlords	1
12 Bank & building society overdrafts	1
13 Credit, store & charge card debts	1
14 Unsecured personal loan debts	1
22 Payday loan debts	1
28 Guarantor loan debts	1
99 Other	1

Homelessness

03 Threatened homelessness	1
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Clients seen



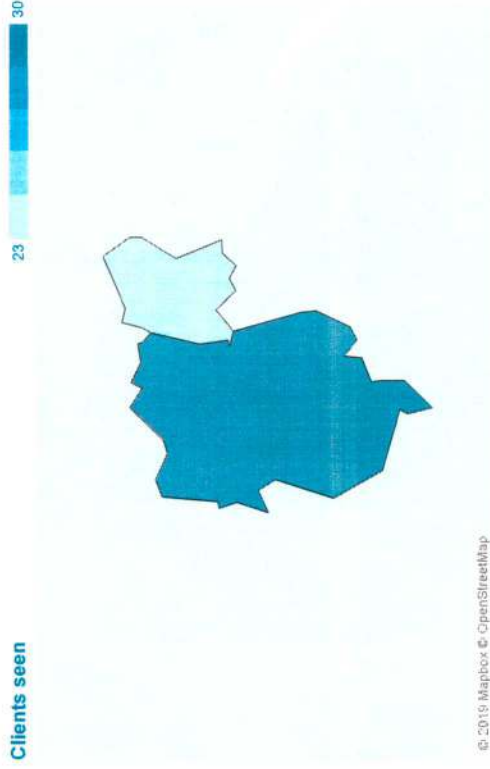
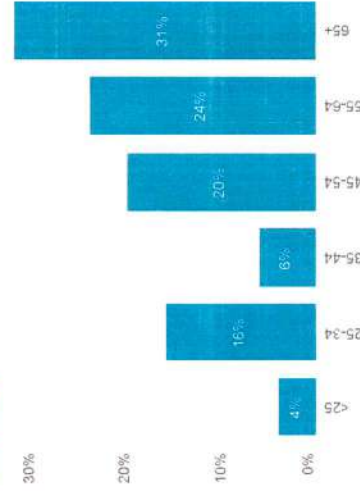
Ethnicity



Disabled or Long term health

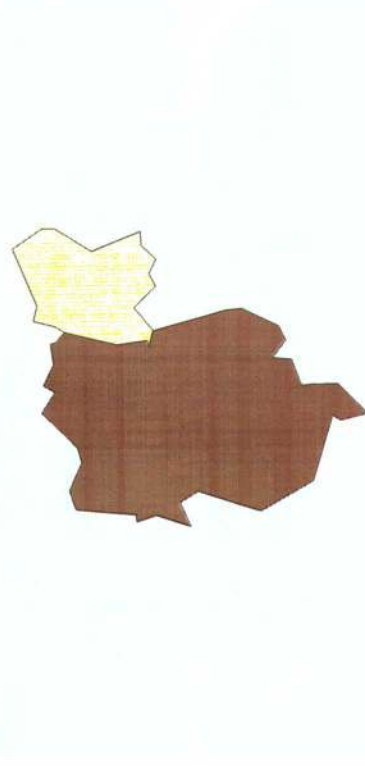


Age group



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Index of multiple deprivation



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The darker colours on the IMD map show higher levels of deprivation

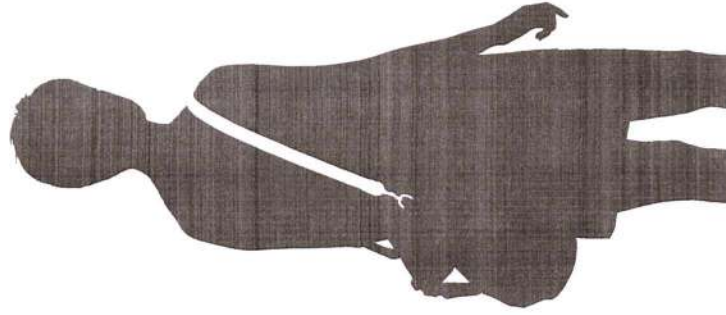
Our impact in 2017/18

This is Nina

Nina is an example of one of the people we helped in 2017/18.

- 7,177 people helped last year
- 15,831 issues dealt with directly

Her story shows how we help people solve their problems and the impact this has on their lives and wider society.



Problems have a severe impact on people's lives. They need our help to solve them.

Nina was struggling. She was behind in paying her rent - the threat of being evicted was making her feel very anxious.

This also aggravated an existing health condition.

People access our service in different ways - face to face in our 6 locations, on the telephone or by webchat.

Sam, a volunteer adviser, helped.

He found out Nina had a recent change in her employment that put added pressure on her finances.

We help with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights.

Sam helped Nina set up a payment plan with her landlord.

Together, they worked out a budget to help Nina with other debts and maximise her income.

Problems don't just happen in isolation, and can have a severe effect on people's lives. Advice makes the critical difference. 77% of people we helped said they couldn't do it without us.

Sam found out Nina was on a flexible hours contract, so her helped her better understand her rights at work.

We helped **7 in 10** people to solve their problems.

And **4 in 5** people said advice improved their life, such as improved security of housing or employment.

Our advice helped Nina's financial situation. Her anxiety reduced, and her physical health improved. She no longer needed additional health services.

You can find out more about our impact online:
citizensadvice.org.uk/impact

The minimum value to society of Citizens Advice New Forest in 2017/18*

- £1,648 at least saved by government and public services
- £9.83 in estimated wider social and economic and social value to society
- £7,303 in financial benefits to our clients from problems solved

Problems don't just affect people - they impact on local communities. Because we help so many people like Nina solve their problem, this creates considerable value to society.

*For more on our Treasury-approved model, see: Modelling the value of the Citizens Advice service