



Winchester Office

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1 December 2021

Dear Mr Gibbs

Grant request from Citizens Advice

Local advice charity, Citizens Advice Winchester District would like to ask Tichborne Parish Council for a grant of £300 in Financial Year 22/23 to help us deliver benefits advice.

Welfare benefits are there to support people in need. They are a lifeline for people who can't work due to an illness, disability or long-term health condition or because they need to care for a loved one. They support people in work who are struggling to make ends meet – helping to keep a roof over their heads or pay their everyday bills.

The welfare system however is inherently complicated and negotiating your way around it can be a challenge even for the most capable. As a result, our advisers spend a lot of time helping someone understand what they might be entitled to and gathering the right evidence to make an application.

Support with benefits has always been our top issue but the pandemic has meant even more people are needing welfare support or struggling to make ends meet. We've already supported over one thousand people with more than 2,000 benefits issues since April 2021 and we expect to help a similar number, if not more, over the next six months.

To deliver good, effective benefits advice we need to provide regular benefits training to our volunteer advisers and provide access to up-to-date reference materials and external support. Money received from Tichborne Parish Council would help us to fund this training and wider support.

Over the past twelve months, 44 people from the Upper Meon Valley have sought help from Citizens Advice, many of whom have needed help with a benefits issue.

Residents from across the District can currently access our advice from our free phone number (0808 278 7861), via email, webchat or they can also drop into to our offices in Winchester or Bishop's Waltham to arrange an appointment.

We have been enormously grateful to Tichborne Parish Council for their support during the pandemic and would be delighted if they were able to continue their support.

With very best wishes,

Sue Campbell

Dr Sue Campbell

Chief Officer, Citizens Advice Winchester District

Please reply to Liv Thomlinson (Development Officer)

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