

Citizens Advice New Forest

**Presentation to New Forest District Council
September 2021**



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Chief Officer
Citizens Advice New Forest

We're Citizens Advice and we're **here for everyone**

We give people the knowledge and confidence they need to **find their way forward** - whoever they are, and whatever their problem.

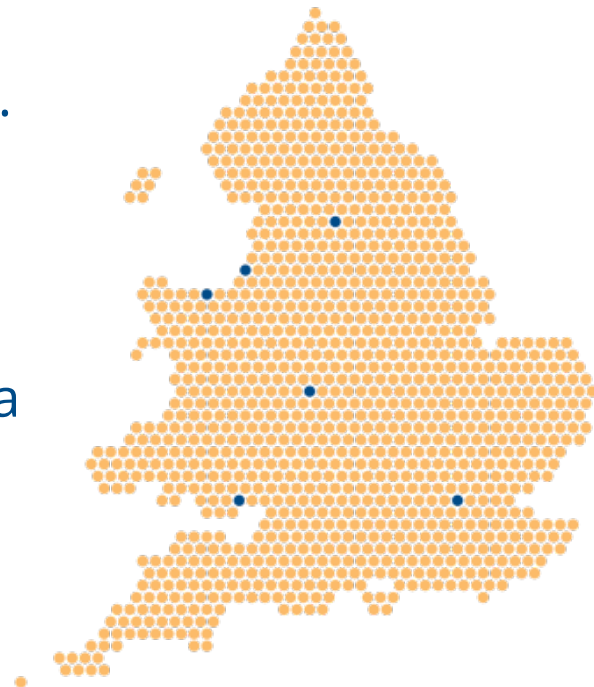


We're local and national

We're a network of **280** local Citizens Advice with **2,588** locations across England and Wales.

Last year we helped **2.45 million** people **over the phone**, by **email** and through **webchat**.

Our online advice pages had **40 million** visits, a huge increase in the previous year. People turned to us for help during unprecedented times!



Our service

Last year, Citizens Advice New Forest helped **5,600** people with 14,000 issues. 69% used our free phone New Forest Adviceline and 21% used our Email service

As our offices had to close we set up 10 outreach locations across the forest with Fareshare , the New Forest foodbanks and NFDC.



Our service

We had 50 volunteers who gave 'Advice at Home' during the pandemic between them contributed 20,000 hours of work to CANF last year. The estimated value of our volunteers' contribution to our work is **£500,000**

We have 14 members of staff, 7 of these are core staff and 7 attached to specific funded projects such as our debt work, Help to Claim project or MacMillan advice project.



How our service works

We are a local independent charity dependant on grants to run our service



citizens advice

We affiliate to National Citizens Advice and use their resources to keep informed and up to date

All our advice is delivered to Advice Quality Standard

Our local strategic priorities

INFRASTRUCTURE

We have divested our leasehold properties and gone into partnership with other organisations.

Advicehub Lymington Town Hall

**Community Venues Totton with IYC
Ringwood with library
Hythe at the Grove
New Milton with New
Forest**

Mencap

Outreach 10 food larders



In 2020/21 we refurbished our Totton office and partner with It's Your Choice

Finances

- Secure long term grant arrangements
- Over £150,000 income generated through projects
- Introduced regular fundraising events – Southampton legal walk
- Attracted local fundraising streams

- Money & Pensions Service – debt
- MacMillan
- Help to Claim



People

- Recruit & retain volunteers – current challenge and focus
- Employ skilled staff to deliver projects.
- Expanded Trustee Board
- New national training platform – Skillsbook
- Hampshire training programme TALPS
- Return to the office training



Research & Campaigns

- Using our unique insight to help raise awareness of issues
- Cost of Living Survey – University of Southampton , New Forest Foodbanks, Community First & NFDC-report out in October



Partnership



We make a difference...this is Sue

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

Sue came to Citizens Advice New Forest seeking help after her husband died leaving debts. She explains. **'I had no idea and was in total shock, I just didn't know what to do or what my options were'**.

Citizens Advice New Forest have a specialist debt advisers. One of them was able to work with Sue and help her get back in control of her finances.

Money was tight so Sue was encouraged to go along to the foodladders to help cut down her weekly shopping bill. What she really wanted was to get back into the workplace. At the larder she we encouraged to go along to a local job training scheme where she gained new skills and confidence.

Sue found a job and was able to put a difficult time in her life behind her.



Do come and visit us

Please email our Chief Officer Alison Talbot for further information or if you would like to come and visit us and see our service in action

ceo@newforest.cabnet.org.uk



New Forest