

Brendan Gibbs
Clerk to the Parish Council of Tichborne
15 The Heath
Denmead
Waterlooville
PO7 6JT

21 November 2016

Dear Brendan,

RE: Request for Funding 2017/2018

If you require us to complete a grant application form can you please forward this by email to Lesley Rose, see contact details below.

There has been a Citizens Advice service in Winchester district since May 1953. We have offices in Winchester City and Bishops Waltham, plus weekly outreaches at Alresford, Denmead and Wickham, HM Prison Winchester and the County Court Winchester (to advise clients with possession hearings). We are pleased that we are regarded as a key partner by Winchester City Council, our main funder, and continue to deliver our services according to our funding agreement.

To improve client access to our service we joined Hampshire Adviceline in March 2014. This gives local clients more chance of getting through to an adviser on the telephone and we know from research that this is their preferred contact method in the first instance, with access to face to face advice to follow. This continues to improve our call response rates so more Hampshire people are able to access advice and information. In April 2015 we also added web chat to our advice channels thereby increasing the number of ways our community can access advice and information.

We would be pleased to give you further details and would be happy to attend or offer a presentation at your Annual Parish Meeting. We also welcome any councillors to visit one of our offices to find out what goes on behind the scenes and sit in with one of our volunteers on a triage or full advice interview to see what is offered by our nearly 100 volunteers.

We realise that there are many calls on your precept, but hope that your council will discuss this and support our services, which are available to all your parishioners when they have a crisis.

Yours sincerely

Lesley Rose
p.p. Natalie Webb
Chief Executive
Ex Directory 01962 848006
Email: Natalie.webb@winchesterdistrictcab.org.uk Lesley.rose@winchesterdistrictcab.org.uk